

## TGEU STATEMENT ON REALISING SOCIAL INCLUSION THROUGH SUSTAINABLE TRANSPORT<sup>1</sup>

March 19<sup>th</sup> 2012

### Summary

Public space and usage of public transport is for many trans persons in Europe a dreadful experience. Transgender Europe shows how trans passengers often are affected in their safety, security and dignity by staff and fellow passengers. 79% of trans people in an EU-wide survey reported harassment in public; 43% of trans respondents in a national survey feel “less well treated” in the street. This statement also presents best practices and 10 concrete recommendations aiming to inspire dialogue and yield sustainable improvements.

### 1) Scope

Transgender Europe - TGEU<sup>2</sup> hereby calls the attention of those responsible for mobility management in European towns and cities (namely the European Commission and Europe’s towns and cities<sup>3</sup>) to the experiences of transgender persons in their use of sustainable transport modes. The following statement reflects on research on the experience of public space and trans persons and includes the findings of an Europe-wide open call.<sup>4</sup> It particularly seeks to underline the many issues trans people may face and recommend a series of measures to those involved in advocating, fostering and responsible for social inclusion<sup>5</sup> in the context of individual and personalised mobility.

### 2) European Legal Framework

We hereby acknowledge the European Union (EU) 2011 Regulation concerning the rights of passengers travelling by bus and coach,<sup>6</sup> European Commission (EC) Regulation No 1371/2007 on rail passengers’ rights

<sup>1</sup> This statement is also online available at [www.tgeu.org/SOCIAL\\_INCLUSION\\_THROUGH\\_SUSTAINABLE\\_TRANSPORT](http://www.tgeu.org/SOCIAL_INCLUSION_THROUGH_SUSTAINABLE_TRANSPORT)

<sup>2</sup> Transgender Europe (TGEU) is a European network of trans and other organisations supporting or working for the rights of transgender/transsexual/gender variant people. The mission of TGEU is to to advocate for the rights of trans persons in Europe support and strengthen an evolving trans movement. TGEU has currently 49 member organizations in 29 countries in Europe and beyond. TGEU is member of the European Social Platform and the EU Fundamental Rights Platform advising the EU Fundamental Rights Agency. Council of Europe Commissioner for Human Rights, the EU Fundamental Rights Agency, the European Commission and European Parliament on questions have consulted TGEU on issues related to gender identity. TGEU was established in 2005. More information on [www.tgeu.org](http://www.tgeu.org). Contact: Richard Köhler ([Richard@tgeu.org](mailto:Richard@tgeu.org))

<sup>3</sup> pursuant to Article 5 of the Treaty establishing the European Community which emphasizes the principle of subsidiarity and places the responsibility for action at the national, regional or local level

<sup>4</sup> [http://www.tgeu.org/trans\\_in\\_public\\_transportation\\_consultation](http://www.tgeu.org/trans_in_public_transportation_consultation). The responses are included in Annex 1. They have been anonymised for reasons of personal safety. Reactions were received from Austria, UK, Hungary, Sweden, Germany, the Netherlands, Belgium, Scotland, Switzerland and Finland.

<sup>5</sup> Best defined in terms of its opposite; to be socially excluded is to be *unable* to access the opportunities in life that society often takes for granted.

<sup>6</sup> Regulation 181/2011 concerning the rights of passengers in bus and coach transport on was published on 28 February 2011. Its provisions apply as of 1 March 2013. It is online here: <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32011R0181:EN:NOT> - see para.7 and art.7

and obligations,<sup>7</sup> EU Regulation No 1177/2010 concerning the rights of passengers when travelling by sea and inland waterway,<sup>8</sup> the EU Gender Equality Directives on employment<sup>9</sup> and access to goods and services<sup>10</sup> and particularly their applicability towards trans people, the Council of Europe's European Convention on Human Rights and Fundamental Freedoms,<sup>11</sup> the EU's Charter of Fundamental Rights<sup>12</sup>, the 2009 EC Action Plan on Urban Mobility<sup>13</sup> and the 2011 White Paper on Urban Transport<sup>14</sup> as policy and legal instruments that recognise human and passengers' rights, besides the voluntary commitments demonstrated by European cities within the mobility-focused CIVITAS Forum Network to harness opportunities to realise social inclusion<sup>15</sup> and the European Trade Union Confederation's recommendations for actions and activities on promoting equal rights, respect and dignity for workers regardless of their sexual orientation or gender identity of 2008.<sup>16</sup>

### 3) Trans Persons in Public Space

We acknowledge that travelling on foot, by bicycle or by public transport (tram, bus, metro) offers myriad opportunities for transgender persons to make a viable contribution to sustainable urban travel which in turn can contribute to increased social inclusion, the realisation of environmental targets besides healthier lifestyles, while at the same time saving time and money vis-à-vis less sustainable means during the current economic and financial crisis. The economic dimension of affordable public transport is of particular importance as trans people are often overtly affected by unemployment, underpay and thus at risk of impoverishment. More than 50% of respondents to an EU-wide transgender survey were un-employed<sup>17</sup>; a UK-survey found more than 60% of trans survey-respondents to earn less than half of the annual average income<sup>18</sup>.

TGEU calls to the attention of those responsible for mobility management in European towns and cities the great risk using public transport might bring to one's personal health and safety and which all too frequently comes at a very heavy price. Referenced research literature and case studies included within Annex 1 and summarised below are vividly illustrating the problematic relationship many trans people have towards the public sphere and particularly public transport.

#### a) In the street

<sup>7</sup> <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32007R1371:EN:NOT> - see para.10 and art.28

<sup>8</sup> <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32010R1177:EN:NOT> - see para.4

<sup>9</sup> <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2006:204:0023:0036:en:PDF>

<sup>10</sup> Council Directive 2004/113/EC of 13 December 2004 implementing the principle of equal treatment between men and women in the access to and supply of goods and services <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32004L0113:EN:HTML>

<sup>11</sup> <http://www.echr.coe.int/ECHR/EN/Header/Basic+Texts/The+Convention+and+additional+protocols/The+European+Convention+on+Human+Rights/> - see Article 14

<sup>12</sup> [http://www.fra.europa.eu/fraWebsite/your\\_rights/eu-charter/eu-charter\\_en.htm](http://www.fra.europa.eu/fraWebsite/your_rights/eu-charter/eu-charter_en.htm) - see Article 21 within Ch.III

<sup>13</sup> [http://ec.europa.eu/transport/urban/urban\\_mobility/action\\_plan\\_en.htm](http://ec.europa.eu/transport/urban/urban_mobility/action_plan_en.htm) - see Theme 2, Action 4

<sup>14</sup> <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2011:0144:FIN:EN:HTML> - see Articles 34, 37, and 21 on

Passengers' Rights within Annex I

<sup>15</sup> 'Funchal Statement' - see article 2d

<sup>16</sup> <http://www.etuc.org/a/5808>

<sup>17</sup> Transgender EuroStudy (2008)) <http://www.tgeu.org/Eurostudy>

<sup>18</sup> UK, Browne & Lim 2008

Reports across the EU (case study 1.6) and on national level (contributions received from Scotland, Germany, Hungary, Belgium in case studies 1.2, 1.3, 1.4, 1.5, 1.8, 1.9) suggest that negative experiences prevail. 79% of respondents [n=2669] experienced some form of harassment in public ranging from transphobic comments to physical or sexual abuse in an EU-wide trans survey (1.6). The results of an online survey of 244 Belgian respondents, over 43 percent mentioned that in general they feel 'less well' treated 'in the street.' The examples within Annex 1 below report of transphobic harassment by fellow citizens, including both verbal and emotional abuse, besides physical assault such as violence, rape and murder.

As a result of their negative public experiences, many transgender persons experience a tremendous sense of fear for their safety and therefore do not go out into public spaces in their preferred gender or 'stay at home much more and only go out in [their] ...neighbourhood if it is not too far from [their] ... flat.' (see case studies 1.7, 1.8 and 1.9)

## **b) Public Transport**

Thirty-two of the 45 case studies received concern transgender persons' experiences on **public transport**. We have to acknowledge that these examples are descriptive of what is a reality for many. Cases received included experiences from the Scotland, Sweden, the Netherlands, Hungary, Belgium, Finland, Germany, Switzerland and Austria. Reports were mainly negative, with just five positive experiences reported besides one recommendation. Case studies were submitted regarding the use of buses, coaches, trams, s-bahns, metros/undergrounds and trains, as well as shared experiences on railway platforms, within public transport terminals and at bus stops. Many commented on the challenges of ID based ticketing, the reactions of fellow travellers, as well as unsympathetic staff including ticket inspectors and bus-drivers.

Among the positive experiences, in case study 3.1, the Scotland-based respondent was able to take sanctuary in a train station attendant's office after a crowd of drunks chased them there before pounding on the windows chanting verbal abuse. In the second and third example from Budapest (case study 3.11), the respondent reports two examples where a female ticket inspector initially rejected the transgender persons id and later apologised and exchanged polite conversation. A fourth experience (case study 3.4) was the fact that transgender persons can benefit in Sweden from discounts or even free public transport when travelling to and from medical institutions for treatment, for instance while gender transitioning. Another positive Swedish experience was the fact that you don't have to disclose your gender identity when purchasing discounted tickets from automated ticketing vending machines, selecting more simply the reduced tariff option.

Among the negative experiences, many are identical to those reported in 2a, including verbal and emotional abuse and threats (see case study 3.2, 3.6, 3.7, 3.10, 3.13, 3.14, 3.15, 3.16, 3.18, 3.24, 3.26, 3.31) besides physical assault such as (see case study 3.6, 3.14, 3.16, 3.21, 3.25, 3.30 and 3.31). This leads to a tremendous sense of fear (see for instance case study 3.7, 3.8 and 3.15) to the point that one Scotland-based respondent (within case study 3.1) simply mentions: "I now refuse to use public transport." In case studies 3.15 and 3.16, it was noted that contrary to the Scottish example (case study 3.1), public transport staff are not able

to instil a sense of confidence among passengers where their safety and security are concerned.

It is obvious from these examples that public transport ‘imprisons’ passengers and can lead to dangerous consequences. One respondent in the Netherlands acknowledges that safety and security is therefore an important issue (see case study 3.19).

#### Focus: Public Transport operators

Finally, many respondents reported discrimination by transport operators including their staff. In one instance (case study 3.20 from Vienna, Austria), the operator was found liable for discrimination on grounds of age and gender in its sale of discounted tickets for senior citizens: In comparison to men, female pensioners can access the discounts earlier due to an earlier retirement age in Austria. This is particularly a problem in countries where women and men start claiming their pensions at different age and where transgender persons may not lawfully be able to access all the rights related to their gender. Trans women might not be eligible to the same retirement age as other women and only able to retire at the legal of men. Thus they are less favourably treated as other women and not be able to access a reduced pensioner’s card for women. This might be the case in Austria and Switzerland at the moment.

Another problem occurs when transgender holders of a ‘smart’ card are subjected (case study 3.9 Finland) to being “rudely accused [by inspectors] for not being the rightful holders of their cards solely on the basis that their expressed gender did not conform with the gender registered in the memory of the card”. Being subject to the goodwill of transport operators is a commonly reported problem in other countries. A similar problem was described in Hungary with those carrying photo-based travel passes (case study 3.10). The holder was accused by the driver of “wearing a mask...” and in case-study 3.12 the pass holder was threatened by an inspector with a penalty fee.

#### **c) Walking & Cycling**

Transgender persons report mixed experiences with **walking** in public spaces, namely between their homes and schools, public transport terminals or commercial services. Among those more positive, in Austria, case study 1.4 shows that a transgender female found pedestrianised shopping precincts provided opportunity for engagement and social interaction. In the same case study, other instances of exposure while walking were met largely with indifference. In case study 1.6 which shares the experiences of 2669 survey respondents, only 21 percent reported they experienced no reaction, neither verbal nor physical abuse.

Alternative safety strategies involving **cycling** are illustrated by a Berlin-based respondent (2.1) who uses the **bike** to avoid meeting violent fascist and skinhead groups.

#### **d) Car-Use**

Individual **car-use** is one of the least sustainable modes of transport when viewed from an environmental perspective, especially when used by a single person. But viewed from a health or even economic perspective it is generally the safest and thus most sustainable form of mobility for transgender persons, particularly those

who don't 'pass' well (i.e. look too masculine/male when intending to look like a woman or vice-versa). As case study 4.1 notes, "The car [can] be... a [safe] corridor between the house and a (hopefully) safe other environment..." The leader of an Irish trans self-support group reported that there is a fundamental difference in experience of transitioning for those having a car or those using public transport. Thus, trans persons having access to a car enjoy relatively safe and secure access to goods and services, thanks largely to the fact that they find themselves in relatively insecure places only briefly. However, it should be noted that being able to use a car is still a privilege for many in Europe.

Perceived safety and security of a car can also be elusive as shown in an example from a rural area in the UK in 2005 (see case study 4.2). An older person was stopped in her car and then physically attacked and injured. Her car was later defaced beyond repair. The case study vividly illustrates the need to actively increase legal literacy and support of trans persons in case they are deprived of their rights of assaulted.

#### e) Car-pooling and Taxi-use

**Car-pooling** or shared **taxi-use** is a more sustainable means of travel (than single vehicle occupancy) and was recognised as such within case study 5.1. However, since transgender persons tend to remain anonymous while hidden behind car windows (perhaps deliberately so noting the remarks of case study 4.1), the respondent from Hungary decried the fact that it was a lost opportunity not only to raise awareness but to engender confidence among the transgender community in public spaces and while using mass-transit.

#### 4) Best Practices

##### *Safety & Security - UK*

Having recognized the crucial role public transport has in achieving its goal to drive out transphobic prejudice, the UK *Transgender Action Plan*<sup>19</sup> foresees a review on transphobic hate crime on transport for 2012. Actions are to be identified by the UK association of six Passenger Transport Executives in northern England (called PTEG) and its Safety and Security Group.

##### *Innovation for Safety in Public Spaces*

For all areas of sustainable transport safety and security innovations are being tested and applied within a European Union Initiative called CIVITAS,<sup>20</sup> in public spaces, on public transport and at public transport terminals and stops. Benefiting from positive results is encouraged to ensure the innovations' upscaling, take-up and exploitation within Europe's towns and cities.

<sup>19</sup> Advancing transgender equality: a plan for action (December 2011)

<http://www.homeoffice.gov.uk/publications/equalities/lgbt-equality-publications/transgender-action-plan?view=Binary>

<sup>20</sup> CIVITAS ([www.civitas.eu](http://www.civitas.eu)) stands for cleaner and better transport in cities. It has tested closed circuit television cameras on [buses](#) and at public transport stops and [stations](#) which intends to make [older people](#) and younger children feel safer riding the bus or tram, as can the presence of greater numbers of [staff in uniform](#). Technology can also be used to enhance safety and freedom in open spaces such as [cycle ways](#), pedestrian areas, public squares and parks and gardens too.

### Visibility – Brazil

The Brazilian State of São Paulo in partnership with the São Paulo City Metro launched a campaign to combat homophobia and transphobia entitled, ‘See beyond prejudice. Respect differences.’ The campaign had been developed with active trans participation. Posters and other visual means are a good way to foster respect and understanding of a diversity of passengers, including trans people in public transport.



### 5) Recommendations

Based on the above findings, TGEU recommends the following actions be undertaken at the earliest possible opportunity by those advocating, fostering and responsible for sustainable mobility management in European towns and cities as mechanisms to help achieve social inclusion and in turn the safety and security of transgender persons:

#### Public Transport:

Undertake measures to ensure that trans passengers can fully enjoy the established legal principles and rights (see para 1) without any further delay:

- 1) Acknowledge the responsibility and positive duty public transport has towards the rights of all passengers inclusive of trans persons.
- 2) Take measures to effectively ensure safety and security of trans persons, particularly in public transport.
- 3) Review existing regulations and practices to remove any structural barriers trans people may face in accessing public transport, particularly regarding rights, safety and security concerns.
- 4) Remove wherever possible references to gender on reduction cards, smart cards and other personalized ticketing systems.

- 5) Make public transport a positive and welcoming experience for trans people as passenger or staff. To this end, enable PT operators and staff to engage appropriately and respectfully with a diversity of passengers inclusive of trans people, by e.g. diversity trainings, in-house awareness campaigns, trans-inclusive recruitment<sup>21</sup>, co-operations with local and national trans groups.
- 6) Assess specific needs trans persons might have towards public transport, by means of user surveys and quality reviews, and particularly in regard to safety and security.
- 7) *Nothing about us, without us!* - engage in constructive dialogue with trans people and their communities.<sup>22</sup>
- 8) Raise public awareness of fellow passengers about the trans inclusiveness of public transport with a clear message of “zero tolerance” to those transphobic by means of campaigning.
- 9) Develop and implement effective complaint mechanisms taking seriously and quickly following-up on complaints related to bias-motivated discrimination or violence. This might include a compensation system for victims of such crime.
- 10) Actively promote “*sustainable mobility for all*” to trans communities by means of joint initiatives.

5. We wish to conclude by emphasising that only through collaboration of those advocating, fostering and responsible for social inclusion with those responsible for mobility management in European towns and cities will we achieve social inclusion for the benefit of all.

For further information and follow up, please contact:

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<sup>21</sup> See for instance the European Trade Union Confederation’s recommendations for actions and activities on promoting equal rights, respect and dignity for workers regardless of their sexual orientation or gender identity of 2008

<sup>22</sup> [http://ec.europa.eu/transport/urban/urban\\_mobility/doc/apum\\_state\\_of\\_play.pdf](http://ec.europa.eu/transport/urban/urban_mobility/doc/apum_state_of_play.pdf) (see pg. 4/5)

**ANNEX 1:**

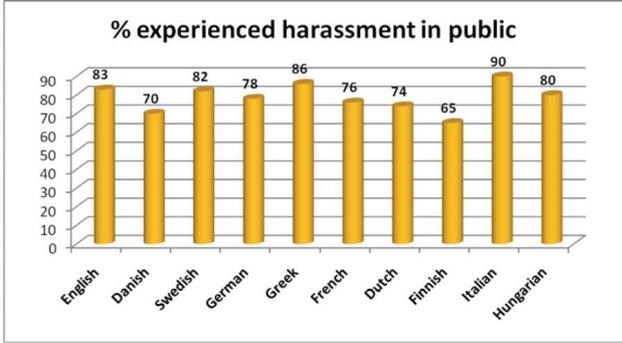
**Responses to an online call<sup>23</sup>, published by TGEU, (16th Feb - 9th March 2012) to the European Trans Community on experiences on sustainable modes of transport including walking, cycling, public transport, and car and shared-car use.**

**1. WALKING**

No.	Respondent	Comment	Nature
1.1	Sweden, Feb. 17, 2012	<p>My impression regarding security [among] fellow passengers etc. is that <b>CCTV/video surveillance</b> is an improvement. As there is a law ...[that] a violent crime is a hate crime (...not directed directly to transgenders but to "homosexuals and similar" ...) I assume that transphobics restrain themselves. Or perhaps us transgenders get a sense of security and thus don't emit a sense of fear and thus don't get harassed.</p> <p>[But] I guess that CCTV / video surveillance probably is a bad thing in a country where government, councils, police etc. are transphobic.</p>	Positive experience on PT/public spaces/ Recommendation
1.2	<p>GIRE Survey on transphobic crime and bullying published in the UK in 2012 having been collected via: <a href="http://tcime.net/">http://tcime.net/</a></p>	<p>The following incidents were reported which it can only be assumed occurred as <b>pedestrians in public spaces</b>.</p> <p>"An elderly trans man was surrounded by a teen-age gang who shouted insults and poked him with sticks"</p> <p>"A 15 year old trans girl was beaten up on her way home by a group of young men shouting transphobic abuse."</p> <p>"An assailant approached a trans woman, after realising she was transsexual, punched her to the ground, undid his trousers and forced her to perform an act of oral sex on him."</p> <p>"A trans woman was raped a knife-point near her home."</p>	Negative experience in public spaces

<sup>23</sup> via the TGEU website, [trans-info-europe@lists.tgeu.org](mailto:trans-info-europe@lists.tgeu.org) and social media

		“A son murdered his father on discovering that he was a transsexual person”	
1.3	GIRES Survey on transphobic crime and bullying published in the UK in 2012 having been collected via: <a href="http://tcime.net/">http://tcime.net/</a>	“It wasn't safe for me to use the <b>school bus, public transport</b> or even <b>walk</b> to school, as I had been physically assaulted on several occasions both on school premises and outside the school gates.”	Negative experience on PT/public spaces
1.4	Hungary, experiences between 2005 and 2011	I was heckled a homosexual while <b>walking</b> down one of Budapest's finest boulevards in my first ever daytime venture outdoors. But elsewhere while walking within outdoor pedestrianised shopping precincts I also received many compliments (Paunsdorf, Austria) and even a request for my number (Vienna, Austria)! It served as the ideal way to raise awareness. In Berlin, I got a few smug looks and sniggers while riding on the <b>metro</b> and <b>s-bahn</b> . In Malmo, <b>bus-passengers</b> and city pedestrians were quite indifferent toward me.	Negative and positive experience
1.5	cca. 2005, Berlin, Germany	[While a] teenager..[said] young trans man [was followed] ...by a gang of 5 [adults after exiting] ..a tram. [While <b>walking</b> along a footpath he was] beaten ...unconscious. [A]..bystander[’s comment] after [the] gang had left [was only]: "crying does not help now."  [Despite] names [and] pictures ..of the perpetrators [being] available, the police shelved the investigations [taking away]...the victim's trust [as an] early adolescent in ...the police and .. <b>public space</b> as 'safe' and particularly <b>public transport</b> [which as a "trap" is not safe for him, [where] ..help cannot be expected.	Negative experience in public spaces
1.6	Pan-EU, Oct. 2007-Nov. 2008. Survey on Transphob	“79% of [2669] respondents [in European Union member states] ... experienced some form of harassment in public ranging from transphobic comments to physical or sexual abuse.(An earlier online survey from the UK	Negative experience in public spaces

	<p>ic hate crime in the EU (Press for Change 2009) online at: <a href="http://www.ucu.org.uk/media/pdf/r/6/transphobic_hate_crime_in_eu.pdf">http://www.ucu.org.uk/media/pdf/r/6/transphobic_hate_crime_in_eu.pdf</a></p>	<p>(Whittle et al 2007) indicated that 67% of trans women reported harassment compared to 57% of trans men. 24% of trans women had experienced verbal abuse compared to 20% of trans men) – see pg. 1.</p> <p>Chart 3.1 Experiences of harassment in public</p>  <table border="1"> <caption>% experienced harassment in public</caption> <thead> <tr> <th>Country</th> <th>% experienced harassment in public</th> </tr> </thead> <tbody> <tr> <td>English</td> <td>83</td> </tr> <tr> <td>Danish</td> <td>70</td> </tr> <tr> <td>Swedish</td> <td>82</td> </tr> <tr> <td>German</td> <td>78</td> </tr> <tr> <td>Greek</td> <td>86</td> </tr> <tr> <td>French</td> <td>76</td> </tr> <tr> <td>Dutch</td> <td>74</td> </tr> <tr> <td>Finnish</td> <td>65</td> </tr> <tr> <td>Italian</td> <td>90</td> </tr> <tr> <td>Hungarian</td> <td>80</td> </tr> </tbody> </table> <p>The chart above shows the experiences of public harassment across countries. It shows that Italian respondents experienced the most harassment in public places, followed by Greek and Hungarian respondents.</p> <p>Meanwhile, pg. 18 of the same survey reports that just 21% reported that none of the following had ever happened to them in public: comments; verbal abuse; threatening behaviour; physical abuse; and sexual abuse.</p>	Country	% experienced harassment in public	English	83	Danish	70	Swedish	82	German	78	Greek	86	French	76	Dutch	74	Finnish	65	Italian	90	Hungarian	80	
Country	% experienced harassment in public																								
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Greek	86																								
French	76																								
Dutch	74																								
Finnish	65																								
Italian	90																								
Hungarian	80																								
1.7	<p>Results of a UK-based survey of 2007 entitled: Engendered Penalties Transgender and Transsexual People's Experiences of Inequality and Discrimination, Press for Change 2007, online at: <a href="http://www.nmhd.org.uk/silo/files/the-equalities-review.pdf">http://www.nmhd.org.uk/silo/files/the-equalities-review.pdf</a></p>	<p>Trans people fear for their safety, to the extent that those not yet living permanently in their new role do not go out into <b>public spaces</b> in their preferred gender.</p> <p>73% of respondents experienced harassment, with 10% being victims of threatening behaviour when out in public spaces. General confidence in the police among members of the trans community is quite high, however, 18.5% of those who actually had interactions with the police felt they were not treated appropriately." Pg. 16</p>	Negative experience in public spaces																						

1.8	Belgium, 2008 within <a href="#">Being transgender in Belgium: mapping the social and legal situation of transgender people</a> online at: <a href="http://www.ua.ac.be/download.aspx?c=joz.motmans&amp;n=50145&amp;ct=49822&amp;e=237470">http://www.ua.ac.be/download.aspx?c=joz.motmans&amp;n=50145&amp;ct=49822&amp;e=237470</a> published in 2010 by the Institute for the Equality of Women and Men.	<p>‘I also have to watch where I go. I’ve been kicked out a couple of times, or just called names. I have had to change all my habits in fact; now I stay at home much more and only go out in my neighbourhood if it is not too far from my flat.’ Pg. 114</p> <p>Yet among 244 online respondents to a survey completed by the Brussels-based Institute for the Equality of Women and Men, over 43 percent of the group mentioned that in general they feel ‘less well’ treated ‘<b>in the street.</b>’ Pg. 113.</p> <p><b>Table 66</b> Effect of being trans on the way people are treated in different places</p> <table border="1"> <thead> <tr> <th></th> <th>In sports and leisure facilities</th> <th>In social life</th> <th>At the bank</th> <th>In a shop</th> <th>In a restaurant</th> <th>In the street</th> <th>On average for the different situations</th> </tr> </thead> <tbody> <tr> <td>My being trans was an advantage</td> <td>6,1%</td> <td>6,0%</td> <td>3,2%</td> <td>3,5%</td> <td>4,1%</td> <td>3,5%</td> <td>4,4%</td> </tr> <tr> <td>I never experience any problems</td> <td>55,8%</td> <td>61,5%</td> <td>73,3%</td> <td>69,8%</td> <td>66%</td> <td>53,5%</td> <td>63,3%</td> </tr> <tr> <td>I am sometimes treated less well</td> <td>28,7%</td> <td>22,5%</td> <td>18,2%</td> <td>21,1%</td> <td>22,2%</td> <td>30,7%</td> <td>23,9%</td> </tr> <tr> <td>I am frequently treated less well</td> <td>5,0%</td> <td>7,1%</td> <td>2,7%</td> <td>3,5%</td> <td>6,2%</td> <td>9,4%</td> <td>5,7%</td> </tr> <tr> <td>I am constantly treated less well</td> <td>4,4%</td> <td>2,7%</td> <td>2,7%</td> <td>2,0%</td> <td>1,5%</td> <td>3,0%</td> <td>2,7%</td> </tr> </tbody> </table> <p>On average, the majority (63.3%) reported that they never experienced any problems in the different situations. In the street and in sports and leisure facilities, people are sometimes treated less well.</p> <p>(highlight in red by authors)</p>		In sports and leisure facilities	In social life	At the bank	In a shop	In a restaurant	In the street	On average for the different situations	My being trans was an advantage	6,1%	6,0%	3,2%	3,5%	4,1%	3,5%	4,4%	I never experience any problems	55,8%	61,5%	73,3%	69,8%	66%	53,5%	63,3%	I am sometimes treated less well	28,7%	22,5%	18,2%	21,1%	22,2%	30,7%	23,9%	I am frequently treated less well	5,0%	7,1%	2,7%	3,5%	6,2%	9,4%	5,7%	I am constantly treated less well	4,4%	2,7%	2,7%	2,0%	1,5%	3,0%	2,7%	Negative experience in public spaces
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1.9	Germany, received from StandUp/Gay Counseling Center Berlin during the survey period but concerning 2011	<p>“Elderly trans woman slips on an icy <b>street</b>, some men rush .. to help her but leave and refuse when they recognize her as trans[gender].”</p> <p>“Middle aged trans woman feels scared <b>passing</b> day by day a youth center in her neighbourhood.”</p>	Negative experience in public spaces																																																

## 2. CYCLING

No.	Respondent	Comment	Nature
2.1	Berlin, Germany March 1, 2012	Us[ing] the <b>bike</b> [helps] to avoid meeting violent fascist and skinhead groups.	Positive experience on bicycles

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### 3. PUBLIC TRANSPORT

No.	Respondent	Comment	Nature
3.1	Scottish Transgender Alliance (STA) "Transgender Experiences in Scotland" Survey, carried out in 2007/2008 <a href="http://www.scottishtrans.org/Uploads/Resources/staexperiencesummary03082.pdf">http://www.scottishtrans.org/Uploads/Resources/staexperiencesummary03082.pdf</a> , where a question was posed related to transphobic harassment in public places, March 5 <sup>th</sup> , 2011	"I once had to be given sanctuary in a <b>train station</b> attendant's office after a crowd of drunken yobs chased me there and started pounding on the windows chanting "we want Nadia, give us Nadia" (that year's Big Brother trans contestant). I now refuse to use public transport"	Negative experience on PT
3.2	Scottish Transgender Alliance (STA) "Transgender Experiences in Scotland" Survey, carried out in 2007/2008 <a href="http://www.scottishtrans.org/Uploads/Resources/staexperiencesummary03082.pdf">http://www.scottishtrans.org/Uploads/Resources/staexperiencesummary03082.pdf</a> where a question was posed related to transphobic harassment in public places, March 5 <sup>th</sup> , 2011	"People on <b>public transport</b> talk openly of the violence they wish to visit <sup>24</sup> on you and everyone laughs, people howl abuse on the street and people laugh..."	Negative experience on PT
3.3	The Netherlands, Feb. 17, 2012	Do not mention gender on one's <b>travel card</b> , respect one's personal human rights, educate [PT] personnel, campaign for (at least) politeness [of staff and passengers] on the bus, metro, tram.	Recommendation
3.4	Sweden, Feb. 17, 2012	In [Sweden's] Örebro county.. you can travel free on <b>public transit</b> to and from the health care by showing your [appointment] to the health care [services], which clearly states that you are going to the psychiatric unit (which in itself is a requirement to get medical treatment for your transition, for example hormones).	Positive experience on PT

<sup>24</sup> 'visit' sometimes gets used informally to mean the same as 'inflict' or 'bring about' or 'cause to take place'.

		I'm not sure how this works in other [Swedish] counties. It seems like in some ... you have to pay your travel to health care on your own even if the county council has decided that transgender health care is only given on a certain location in the other end of your county.	
3.5	Sweden, Feb. 17, 2012	In Sweden you can get a certificate ["Intyg för förmånstagare"] from the government that shows that you are entitled to discounts [e.g. (for people who are chronically ill)], but when you buy a ticket for travel with the largest <b>national rail operator</b> for example you only select a ticket for retired people and only when your tickets are checked you have to show that discrete certificate. For the local public transit in Stockholm...there are only two kinds of tickets, one is full price and one is [at] reduced price. The reduced price is used by youth[s], students, retired people, chronically ill etc. and you only have to [demonstrate] you are entitled to the discount when there is a general ticket inspection, not when you enter a bus or pass through ticket barriers....If you are unemployed or on income support there is no special ticket at all. The income support is calculated to cover the cost of ordinary tickets if you need to travel.	Positive experience on PT
3.6	GIRES Survey on transphobic crime and bullying published in the UK in 2012 having been collected via: <a href="http://tcrime.net/">http://tcrime.net/</a>	"A trans women was discovered at a <b>bus station</b> by another woman who then engaged in yelling abuse, spitting, punching, kicking and trying to scratch the trans woman's face."	Negative experience within a transport terminal
3.7	Gothenburg, Sweden, February 2012	"You don't feel secure [on <b>public transport</b> ]. Men especially can be a problem which is no news to any woman. They don't respect you and touch you against your will ...on your bottom, legs and ..under your skirt etc. and [they] come with sexual proposals."	Negative experience on PT
3.8	Belgium, 2008 within Being transgender in Belgium: mapping the social and legal	'I don't use <b>public transport (bus and tram)</b> any more.' Pg. 114	Negative experience

	<p>situation of transgender people online at:  <a href="http://www.ua.ac.be/download.aspx?c=joz.motmans&amp;n=50145&amp;ct=49822&amp;e=237470">http://www.ua.ac.be/download.aspx?c=joz.motmans&amp;n=50145&amp;ct=49822&amp;e=237470</a>  published in 2010 by the Institute for the Equality of Women and Men.</p>		on PT
3.9	Finland, Feb. 27 <sup>th</sup> , 2012	<p>In addition to [the] anecdotal evidence of hate speech, harrassment and bullying in <b>public transport</b> I must report to you a practice in the Capital area transport in Finland.</p> <p><b>Trams, the metro and local trains</b> operate on the basis that passengers have to [present] valid tickets before entering public transport. Tickets are not controlled other than on an ad hoc basis by special inspectors. The tickets are most of the time registered in the memory of a contactless chip card. The inspectors have card readers that read from the card's memory in addition to the ticket information also information about the passenger carrying the card. One piece of information is the registered gender of the travellers. Several transpersons have complained about annoying situations where they have been rudely accused for not being the rightful holders of their cards solely on the basis that their expressed gender did not conform with the gender registered in the memory of the card.</p>	Negative experience on PT
3.10	Hungary, Mar 1 <sup>st</sup> , 2012	<p>I practically avoided traveling long distances until I got my new [identity] papers because I [feared] ..not [being able to] prove ..I am the person entitled to my personal discount.</p> <p>[For example]... I was on my way to pick up my new birth certificate [and had to use].. a <b>coach</b> [affiliated to... Volánbusz]. ..[when] I appeared as a woman with a man's [pass]. [The driver] was surprised and asked for my id... He [allowed me to travel but] said I [must be] ...wearing a mask...</p>	Negative experience on PT

3. 11	Budapest, Hungary, Mar 1 <sup>st</sup> , 2012	<p>[The] ...BKV (<b>public transport</b> operator in Budapest) [ticket inspector] ...was a man whose eyes [fell] on my nearly expired ten years old pass [which contained] a picture of a boy ....</p> <p>[After presenting] ...my old and new cards for tax and health insurance, my old ID ...and the [certificate of transition] from my psychiatrist...it was alright ... [The inspector] apologized and we had a very friendly talk after all.</p> <p>..I [politely] offered [to..a female inspector that]...I can prove that the pass with that old picture [was] me. She ..smil[ed with] surprise when I [presented] my papers and ..was very kind ..all along. We said goodbye with a smile and she made my day with her kindness.</p>	Positive experience on PT
3. 12	Hungary, Mar 1 <sup>st</sup> , 2012	<p>[While] using the services of the <b>Budapest public transport</b> [operator, Ivonn]..was [inspected] ..by a conductor at the [system's] biggest hub ... She [presented] ..her student ticket and her valid student card [which]..was made in 2008 [and which presented ...her previous male identity]...The conductor didn't believe ...she was on the photo on the card so wanted to charge her [a] penalty fee. [Ivonn's] ..psychiatric report about her transsexualism [was then accepted by] the conductor..[who].. said sorry ...</p>	Negative experience on PT
3. 13	Hungary, Mar 1 <sup>st</sup> , 2012	<p>[Ivonn] was addressed a.. faggot, gay, or [heard] "WTF! Hey look, is it boy or girl?" [by] many ...<b>travelers</b> before and at the beginning of her HRT [hormone replacement therapy]. She [is thankful]..she [w]asn't ... physically [attacked], just verbally.</p>	Negative experience on PT
3. 14	cca. 2008, Berlin, Germany.	<p>[while returning]...home after a night out [with]..the <b>s-bahn</b> to the outskirts of Berlin; 3 AM, a group of 3 men harass a group of 4 girls. The trans man [among them] asks the leader of the gang to stop as the girls are obviously ...intimidated. As [a] result the leader starts assaulting [The trans man] very aggressively, yelling..: "what are you anyway? a man or a woman?" [He] slaps him with the back of his hand across the</p>	Negative experience on PT

		face to test his reactions.	
3. 15	cca. 2005, Berlin, Germany	<p>[After negative teenage experiences the trans male]..would not use <b>public transport</b> [unless]..absolutely necessary [and only then would], always [travel] ..in the 1st wagon [along] with the driver [so as to be] constantly ... on ..watch. [This also meant] ...he would not use public transport [at the weekend] between 10pm and 5[a]m for fear of being assaulted by drunk groups (coming from/going to parties).</p> <p>[However, even this was no guarantee of safety as the transmale was once] ...[en]circled ..and harrassed by a gang of three in the [<b>Berlin</b>] <b>S-Bahn (metro)</b> and asked to "surf" ([where] ...the doors [are opened] while the train ..move[s] at full speed and [one] "surf[s]" at the handles). [The trans male] ..refused to do so and [exits...] the train at [the] next station. [The] [gang] leader [exits too] and violently bullies ...[and] starts kicking him so that the victim hits his head against a steel pole. [Passengers deserted] the station, noone came to help.</p>	Negative experience on PT
3. 16	Berlin, Germany March 1, 2012	<p>[Following]...a drag event, [at] 1 AM [on].. the [<b>rail</b>] <b>platform</b> in Berlin City, [a] trans man with his female partner [are approached by] drunk m[e]n [who ask] ...the couple "are you lesbians?" When the female partner says "yes" [the drunk men] start beating the trans [man]...in the face [who] ..tries to protect himself. When the female partner ...interferes, the [chief] aggressor...hits her [in the] face, ... [then follows] her down the platform with his fists in her face. The couple .. finally 'rescue' themselves [by entering] into an [arriving] <b>train</b>. [However] the train driver stops the train on the platform (with the aggressors in[side]) and waits until security forces arrive. The couple [are].. both in shock [and then]... scared as the (private) security [forces] seem to side with the aggressors.</p>	Negative experience on PT

		As a result both victims are heavily traumatized; the female partner suffered from a brain concussion, a broken nose and several bruises [to] her face. She was on sick-leave for 6 weeks and psycho-pharmac[euticals] for several months.	
3.17	the Netherlands, Feb.28 <sup>th</sup> , 2012	Negative [problems can arise] when photo ID and card gender do[es] not match. Depending on the country and even the city that may be a bigger or smaller problem. In the Netherlands we are now working with RFID <sup>25</sup> [Radio-frequency identification] cards, like the London <b>Oyster card</b> . Almost everything goes through digital or snail mail procedures, also the renewal of your card, thus one can easily send a new photo.	Recommendation on PT
3.18	the Netherlands, Feb.28 <sup>th</sup> , 2012	The more trans-homophobic the climate is somewhere the worse probably the experience of trans people when riding the <b>bus/tram/underground</b> . Harassment by other passengers is a frequent experience, also on the Amsterdam and Rotterdam metros.	Negative experience on PT
3.19	the Netherlands, Feb.28 <sup>th</sup> , 2012	Many people - being relatively poor - are dependent on <b>public transport</b> so indeed [safety and security] ...is an important issue.	Negative experience of under-privileged persons on PT
3.20	Vienna, Austria, Mar.1 <sup>st</sup> , 2012	Transport ticket tariffs discriminate in relation to age and gender. For example, a retiring trans woman [male to female] aged 60 could not benefit from retirement-related tariffs etc because she was deemed a non-retired male.  A similar incident occurred in Austria where the Vienna <b>public transport "Wiener Linien"</b> was ruled to have discriminated	Negative experience of older trans persons on PT

<sup>25</sup> A wireless non-contact system that uses radio-frequency [electromagnetic fields](http://en.wikipedia.org/wiki/Radio-frequency_identification) to transfer data from a tag attached to an object, for the purposes of automatic identification and tracking. More info: [http://en.wikipedia.org/wiki/Radio-frequency\\_identification](http://en.wikipedia.org/wiki/Radio-frequency_identification)

		and ordered to pay back the pricing difference plus compensation because the respective tariff was available for women over 60 but only for men over 65.	
3. 21	Pan-EU, Oct. 2007-Nov. 2008. Survey on Transphobic hate crime in the EU (Press for Change 2009) online at: <a href="http://www.ucu.org.uk/media/pdf/r/6/transphobic_hate_crime_in_eu.pdf">http://www.ucu.org.uk/media/pdf/r/6/transphobic_hate_crime_in_eu.pdf</a>	"I was beat up by a gang of boys on a <b>bus</b> . The bus driver asked for help from the police but did not receive it. When they came to take a report it was obvious they did not take the assault seriously." p. 24	Negative experience on PT
3. 22	Switzerland, received during the survey period	"an idea for improving <b>public transport</b> , would be to remove the civil status [...on] train tickets, bus, subway"  "compensation for trans people that have been exposed to aggression in public transport"	Recommendation on PT
3. 23	Germany, received during the survey period	German NGO deutsche Gesellschaft für Trans- und Intersexualität [negotiated an]...agreement with the German Ministry of Interior [allowing for] alternative IDs with the "new" name of a trans person. The ID explains that its carrier is trans [gendered].	Recommendation on PT
3. 24	Germany, received during the survey period	Five women and a guy in the <b>metro</b> insulted a friend of mine and I [transgendered male] with "fagot shit" (later also called us "Spastics", "fags" and "Homos"). The woman pulled apart her flower ... and threw it [at us]. We, bathed in pink rose petals. If it had been a homophobic group threatening us with more substantial means than verbal abuse and rose petals it would have looked quite differently. [It is] exactly these situations [which] ...visible homo-or trans* people [experience], unfortunately, far too often.	Negative experience on PT
3. 25	Germany, received during the survey period	I was assaulted in a <b>train</b> by 4 or 5 teenagers ...(..in the time ...after my coming-out but [and] before the start of the hormone therapy). I ...ignored it, because I did not feel like	Negative experience on PT

		<p>reacting at all. [After exiting the train] ...one tried to spit at me, though he missed me. When I ...asked what this was all about, the situation escalated. In the end I had a headache and partially broken ribs. Of course, one can say I'm to blame and that I would have been able to leave (though it was at night and we were the only passengers, and I think they would have followed me.) or continue to ignore them.</p>	
3. 26	Germany, received during the survey period	<p>Once at a <b>train station</b> a guy wanted ...me to masturbate while he masturbated himself.</p> <p>In the <b>subway</b>...a group of bloated guys stared at me and whispered among each other.</p> <p>In Hamburg, an alcohol ban is enacted in trains and stations/stops. Somehow, I perceive that there is more staff on the stations to enforce it.</p> <p>I think it would already be a signal when discrimination against "minorities" would be [officially] penalized with a more severe punishment.</p>	Negative experience on PT/ Recommendation on PT
3. 27	Germany, received during the survey period	<p>[Transgendered male] never had a problem. Not even with the old ID (old name) together with my ticket. Neither by staff (incl conductors) nor at the hands of other fellow passengers.</p>	Positive experience on PT
3. 28	Germany, received during the survey period	<p>I [transgendered male of 15] had no trans-related problems in <b>public transport</b>. Though I think that trans persons of my age have less severe problems. I am familiar with being insulted in the school, though not in public transport.</p>	Positive experience on PT
3. 29	Germany, received during the survey period	<p>I [transgendered male] get rarely attacked. Or let's say, it happened already before [transitioning] when I was still perceived as female, mostly because of obesity ... [S]ome people whisper because of the facial hair, or because of my long craws. In short, everything that is different from normal</p>	Positive experience on PT

		receives nasty comments.	
3. 30	Germany, received from StandUp/Gay Counseling Center Berlin during the survey period but concerning 2010	<p>“Trans [gender] woman in the beginning of her transition gets molested and insulted by passengers in a <b>subway station.</b>”</p> <p>“Senior trans [gender] woman is harassed by unknown people in a <b>subway.</b>”</p> <p>“Two minority ethnic trans [gender persons] sitting on the stairs of a <b>subway station</b> are kicked by some boys laughing about them. After standing up and complaining about them the boys leave but return two minutes later with a bag full of litter and throw it on them.”</p> <p>“Trans[gender] woman is beaten by a group of young adolescents on the way to a <b>subway station.</b>”</p>	Negative experience on PT
3. 31	Germany, received from StandUp/Gay Counseling Center Berlin during the survey period but concerning 2011	<p>A trans [gender] woman and her girl friend are sexually molested at an <b>urban railway station.</b></p> <p>A [trans gender] woman gets insulted and filmed with a handy cam by two young males who address her as trans* and as sex worker. When trying to leave the <b>[train]</b> they hold her so she cannot leave the wagon. When police appear, the police officers don't want her to report an offence.</p>	Negative experience on PT
3. 32	Germany, received from StandUp/Gay Counseling Center Berlin during the survey period but concerning 2011	The Berlin state office for equal treatment presented the following poster across Berlin, including public transport <b>subway stations.</b>	Positive experience on PT



#### 4. CAR USE

No.	Respondent	Comment	Nature
4.1	the Netherlands, Feb.28 <sup>th</sup> , 2012	<p>The car [can] be... a [safe] corridor between the house and a (hopefully) safe other environment...We jokingly use[d] to speak of 'driving trannies' or 'car trannies' ...: [those] who always say they never experience any problem of harassment etcetera. They just hop [out].. the car from the parking garage under the mall to be only spotted those few minutes they are in the supermarket or on their way back to the car.</p> <p>[In fact] there of course is a very valid ground for this: if you don't pass well (looking too masculine/male for a woman) a car may be [ultimately] safer. [But] using a car is [usually] a ...privilege in Europe.</p>	<p>Positive experience at the city level/ Recommendation for PT</p>
4.2	<p>2005, UK reported within Survey on Transphobic hate crime in the EU (Press for Change 2009) online at: <a href="http://www.ucu.org.uk/media/pdf/r/6/transphobic_hate_crime_in_eu.pdf">http://www.ucu.org.uk/media/pdf/r/6/transphobic_hate_crime_in_eu.pdf</a>, published Oct. 2007-Nov. 2008.</p>	<p>Jocelyn was a pensioner and a church warden living in a rural village. She was sometimes visible as a trans woman at that time, having transitioned some years earlier but still waiting for the full effects of female hormone therapy to appear. She was <b>driving her car</b> in the village when she noticed a group of youths loitering around the church. When she asked them to stop what they were doing she was verbally abused by them (as a 'pervert' and 'paedophile'). As she drove away from them they surrounded the car. She stopped the car and got out, then a young woman attacked her and they both</p>	<p>Negative experience in public space</p>

		<p>fell back into the car. Jocelyn held the woman and told the youths 'back off and I will let her go' but she continued to be attacked and Jocelyn let her go. Eventually very shaken, scratched and bruised, Jocelyn then drove off. Later ...Her car had been vandalised outside her house and 'pervert' had been written on her bonnet. The car was damaged beyond repair. ...Jocelyn has since moved in order to get back her privacy, having sold her home at a loss.</p>	
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#### 5. SHARED CAR USE

No.	Respondent	Comment	Nature
5.1	Budapest, Hungary Feb. 8 <sup>th</sup> , 2012	"I always encourage my TG friends to use <b>mass transit</b> means. On the one hand experiencing success in this will make us more confident, on the other hand, it's an opportunity to show ourselves and not to constantly hide in a <b>taxi</b> "	Experienced the city level/ Recommendation for PT