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Exploring People's Safety Experiences and Perceptions While Using Public Transport: A Survey-Based Study in Thane, Maharashtra

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Abstract - *Public transport safety depends not only on recorded incidents but also on how passengers experience their journeys. This paper reports an online survey of 99 public transport users in Thane, Maharashtra, conducted between 25 August and 4 November 2026, and interprets the results against research from Indian cities. Respondents were mostly aged 18–25 (83.8%) and travelled mainly by local train (68.7%) and bus (53.5%). About half (49.5%) felt safe or very safe overall, while 45.5% reported an unwanted or uncomfortable experience, 56.6% were always or often uncomfortable because of overcrowding, and 68.7% had avoided public transport at least once for safety reasons. Women were more likely than men to have avoided public transport (78.8% vs 57.4%, Fisher's exact p = 0.030) and to wait long often (63.5% vs 42.6%, p = 0.045), and less likely to consider safety measures adequate (17.3% vs 36.2%, p = 0.041). Overcrowding, long waiting and delays were the most common problems, 69.7% supported compulsory automatic train doors, and 76.8% would use public transport more if services improved. Because the sample is voluntary and young, the findings are exploratory.*

Keywords - Public transport, Safety perception, Women's safety, Overcrowding, Train door safety, Survey study, Thane, India

1. INTRODUCTION

Public transport is an essential part of urban life because it connects people with education, employment, healthcare, markets and social activities. However, the decision to use a bus, metro, train or other shared transport is influenced not only by fare and travel time but also by safety. Safety includes both actual incidents and the passenger's perception of whether the journey is safe. A passenger may avoid a service even when no incident has occurred if the stop is poorly lit, crowded, isolated or difficult to monitor.

Research on Indian public transport shows that safety is experienced across the whole journey. A study of young women in Ahmedabad and Bangalore examined safety at bus stops, inside buses and during boarding and alighting, and identified safety at the bus stop, anxiety while travelling and bus-stop facilities as important underlying factors [1]. A Delhi study that audited complete public transport journeys found that first-mile trips were a weak point and that women often modified journeys and planned ahead for personal safety [2].

Safety concerns can affect different passengers in different ways. Women may face harassment and gender-related concerns; older passengers may worry about falls, crowding and difficulty boarding; persons with disabilities may face accessibility barriers; and all passengers may experience anxiety in isolated areas, during long waiting times or at night. Therefore, public transport safety should be studied as a combination of personal experience, physical environment, service quality, social conditions and institutional support.

This paper studies these experiences and perceptions among public transport users in Thane, a large city in the Mumbai Metropolitan Region of Maharashtra where many residents depend on suburban trains and buses. It combines a review of recent research with primary data from an online questionnaire completed by 99 respondents. The study treats reported crime as an incomplete measure of passenger safety and instead asks passengers directly about their feelings of safety, unsafe experiences, reporting confidence, crowding, train doors, service reliability and desired improvements.

2. LITERATURE REVIEW

2.1 Meaning of safety in public transport

Public transport safety has several dimensions. Physical safety relates to accidents, falls, vehicle movement, boarding and alighting. Personal security relates to harassment, theft, intimidation and fear of crime. Perceived safety refers to the passenger's feeling that the environment and journey are secure. These dimensions are related but are not identical. A transport system can have safety equipment while passengers still feel unsafe, or passengers may feel safe even when objective risks have not been completely eliminated.

2.2 Evidence from Indian cities

The study by Verma et al. of young women in Ahmedabad and Bangalore used structured questionnaires and received 192 valid responses from Ahmedabad and 422 from Bangalore. The research considered safety at bus

stops, safety inside buses, boarding and alighting, bus usage and related factors. The study found common safety-related factors involving bus stops, anxiety while travelling and bus-stop facilities [1].

Sil, Chowdhury and Thoreau examined 45 complete public transport journeys in Delhi. Their approach included first- and last-mile travel rather than considering only the main public transport vehicle. The study reported that first-mile conditions were particularly weak and that women continuously made changes to journeys for personal safety [2].

Verma and Jain's 2025 focus-group study in Bengaluru examined different groups of women, including professionals, entrepreneurs, students, homemakers and marginalized women. Participants emphasized the need for safer, more reliable and better-connected transport, improved walking infrastructure and better facilities at stops and stations [3].

A 2026 nationwide study of frequent public transport users across Tier-1, Tier-2 and Tier-3 Indian cities examined day and night travel. It reported that safety perception was strongly associated with intention to use public transport and that women reported lower nighttime safety perceptions than men. The study also identified interest in gender-responsive infrastructure and surveillance measures [4].

Table I summarizes the reviewed studies and the present study.

TABLE I. SUMMARY OF REVIEWED STUDIES

Ref.	Method / focus	Setting	Main relevance
[1]	Structured questionnaire; young women (192 + 422 valid responses)	Ahmedabad, Bangalore	Bus-stop safety, travel anxiety and stop facilities
[2]	Audit of 45 complete journeys	Delhi	First-mile weakness; journey changes by women
[3]	Focus-group discussions (2025)	Bengaluru	Need for reliable, connected transport and better stop facilities
[4]	Nationwide study of 726 frequent users (2026)	Tier-1 to Tier-3 Indian cities	Day-night gap; safety perception linked to intention to use
[5]	Narrative review; women's perceived safety	Multiple settings	Built environment and measurement of perceived safety
[6]	Study of women commuters	Public transport	Harassment, fear and travel adaptations
[7]	Systematic review of rail-based stations	International	Station environment and safety perceptions
[8]	Review of security perceptions	Germany	Perceived security in public transport systems
This study	Online survey, 99 users (2026)	Thane, Maharashtra	Safety perception, crowding, reporting, train doors, service quality

2.3 Built environment and waiting conditions

Passengers do not experience safety only after entering a vehicle. The route to the stop, pedestrian crossing, footpath, lighting, visibility, seating, cleanliness, crowding and availability of information can affect the waiting experience. Research on women's perceived safety also emphasizes the importance of built-environment characteristics and the conditions around public transport facilities [5]. Systematic evidence on rail-based stations similarly indicates that station design and surroundings are studied as factors shaping how safe passengers feel [7].

2.4 Harassment, fear and travel behaviour

Negative experiences can influence future travel decisions. Recent research on women commuters found relationships among harassment, fear of crime and changes in travel behaviour [6]. Such changes can include avoiding particular times, routes or modes, travelling with another person, changing seats, waiting in a different location or choosing a more expensive alternative. These

behavioural adaptations are important because a transport service can technically be available while effectively becoming less accessible to passengers who do not feel safe using it.

2.5 Research gap

Existing studies provide useful evidence, but they often focus on one city, one passenger group or one part of the journey. Some studies focus on women, while fewer studies bring together the experiences of different passenger groups and examine the complete journey from origin to destination. There is also a need for simple, comparable measures that distinguish actual experiences from general perceptions. The reviewed studies also provide no direct passenger-level evidence from Thane. This paper addresses these gaps by reporting a primary survey from Thane that measures experiences and perceptions separately and covers several parts of the journey.

3. OBJECTIVES AND RESEARCH QUESTIONS

The study has the following objectives:

- To measure how safe public transport users in Thane feel overall and when travelling alone.
- To identify the times, conditions and journey stages that make passengers feel least safe, including overcrowding, waiting and open train doors.
- To compare safety experiences and perceptions between women and men in the sample.
- To examine unsafe experiences, confidence in reporting and avoidance of public transport because of safety concerns.
- To identify the improvements that passengers consider most important.

Research Questions:

RQ1. How safe do Thane commuters feel overall and when travelling alone?

RQ2. At what times and under which conditions do passengers feel least safe?

RQ3. How do experiences and perceptions differ between women and men?

RQ4. How do unsafe experiences and fear affect travel behaviour and reporting confidence?

RQ5. Which improvements do passengers consider most important?

4. METHODOLOGY

4.1 Research design

The study uses a descriptive, cross-sectional survey design with exploratory statistical comparisons. A review of published studies was used to identify the main dimensions of passenger safety and to design the questionnaire. Primary data were then collected from public transport users in Thane and analysed using descriptive statistics and non-parametric tests (Fig. 1).

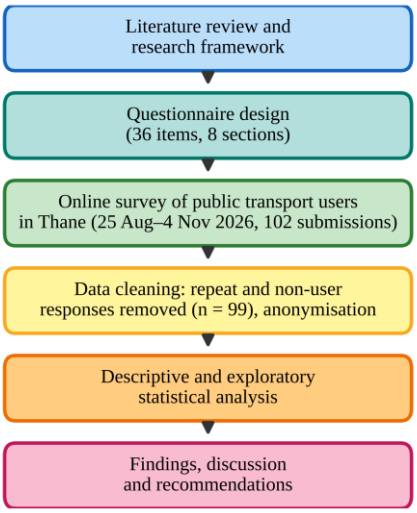


Fig. 1. Research methodology flow of the study.

4.2 Study area and participants

The study was conducted in Thane, Maharashtra. The online questionnaire received 102 submissions between 25 August and 4 November 2026, according to the response time stamps. Two repeat submissions (same e-mail address, gender and age group) were removed, and one respondent who reported not using public transport was excluded, leaving 99 respondents for analysis. Two e-mail addresses appeared twice with a different gender or age group and were treated as different respondents. Participation was voluntary and respondents were reached through a convenience (voluntary-response) approach rather than random sampling. Respondents identified as female (n = 52) or male (n = 47), and 83 of the 99 (83.8%) were aged 18–25 years (Table II). Because the sample is young and non-random, the results describe this group of respondents and should not be generalised to all Thane commuters.

TABLE II. PROFILE OF RESPONDENTS (N = 99)

Characteristic	n (%)
Gender: Female	52 (52.5%)
Gender: Male	47 (47.5%)
Age: under 18	2 (2.0%)

Characteristic	n (%)
Age: 18–25	83 (83.8%)
Age: 26–35	9 (9.1%)
Age: 36–50	4 (4.0%)
Age: 51–65	1 (1.0%)
Use: daily	58 (58.6%)
Use: several times a week	18 (18.2%)
Use: once a week	9 (9.1%)
Use: occasionally or rarely	14 (14.1%)
Mode used (multiple): local train	68 (68.7%)
Mode used (multiple): government/local bus	53 (53.5%)
Mode used (multiple): metro	12 (12.1%)

4.3 Research instrument

The final questionnaire had 36 items in eight sections (Table III). An earlier version of the form also contained four staff-behaviour items, which only the first 50 respondents answered. Most items were single-choice or five-point rating questions; several were multiple-choice (for example, problems faced and areas needing improvement), and three were open-ended. The question on unwanted or uncomfortable experiences included a 'Prefer not to say' option.

TABLE III. STRUCTURE OF THE QUESTIONNAIRE

Section	Items	Content
Respondent profile	4	Gender, age group, frequency and mode of use
Safety perception	4	Overall safety, travelling alone, least safe time, overcrowding
Incidents and reporting	6	Unsafe experiences, getting help, confidence in staff, avoidance, adequacy of safety measures
Service reliability	8	Punctuality by mode, long waiting, availability at busy hours
Problems and willingness	2	Biggest problems; use if services improved
Information and apps	5	App use, accuracy, purpose of use
Train door safety	3	Automatic doors, open-door experiences, compulsory doors
Overall and feedback	4	Improvement areas, experiences, suggestions, reasons for non-use
Staff behaviour (earlier version)	4	Conductor/ticket staff behaviour, fairness, unpleasant experiences, overall rating

4.4 Data preparation and ethical handling

The online form recorded respondents' e-mail addresses. These identifiers were removed before analysis and are not reported or used anywhere in this paper. Multiple-choice answers were split into separate indicators, and ordinal answers were coded numerically only where a correlation or rank test was required. Open-ended answers describing personal experiences are summarised in the authors' own words and are not reproduced in full.

4.5 Statistical analysis

Analysis was carried out in Python using pandas and SciPy. Frequencies and percentages are based on the 99 respondents unless a different denominator is stated. Women and men were compared using Fisher's exact test for binary indicators and the Mann–Whitney U test for ordinal ratings. Associations between ordinal variables were examined with Spearman's rank correlation. Tests were two-sided with a significance level of 0.05. Given the sample size and the number of comparisons, no correction was made for multiple comparisons, so the p-values are exploratory.

5. RESULTS

5.1 Overall perceived safety

Slightly fewer than half of the respondents (49 of 99, 49.5%) felt safe or very safe while travelling by public transport, 43 (43.4%) were neutral and 7 (7.1%) felt unsafe or very unsafe (Fig. 2). The mean rating was 3.52 (SD 0.84) on the five-point scale, and women and men gave similar ratings (mean 3.44 vs 3.60; Mann–Whitney $p = 0.379$). When travelling alone, 59 respondents (59.6%) said they feel safe always or often, 28 (28.3%) sometimes and 12 (12.1%) rarely or never.

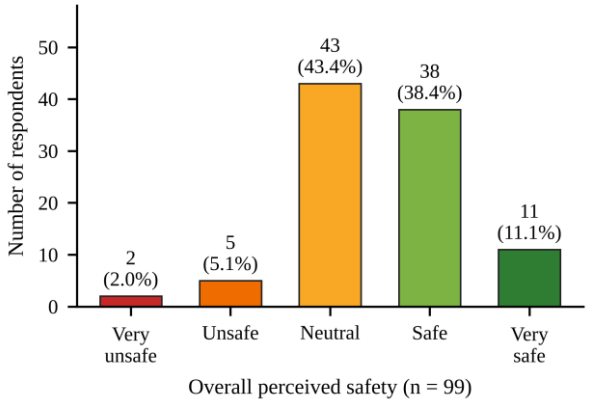


Fig. 2. Overall perceived safety while travelling by public transport.

5.2 Time of day and overcrowding

Late night was named as the least safe time by 33 respondents (33.3%), followed by morning and afternoon (18 each, 18.2%) and evening (7, 7.1%), and 5 (5.1%) said they feel least safe all the time. Another 18 (18.2%) said they feel equally safe at all times. Late night was the least safe time for 21 women (40.4%) and 12 men (25.5%; p = 0.139), and 6 women (11.5%) compared with 12 men (25.5%) felt equally safe at all times (p = 0.116); neither difference was statistically significant.

Overcrowding was a major source of discomfort. Thirty-seven respondents (37.4%) said that overcrowding always makes them feel unsafe or uncomfortable and 19 (19.2%) said often, so 56 (56.6%) reported this always or often, while 14 (14.1%) reported it rarely or never. The 'always or often' response was given by 32 of 52 women (61.5%) and 24 of 47 men (51.1%; p = 0.317).

5.3 Unsafe experiences, help and reporting

Forty-five respondents (45.5%) reported having experienced unwanted touching, inappropriate behaviour, harassment or another uncomfortable situation, 47 (47.5%) said they had not, and 7 (7.1%) preferred not to say. The proportion was similar for women (22 of 52, 42.3%) and men (23 of 47, 48.9%; p = 0.549). Because the question covered any uncomfortable situation, these figures include a wide range of experiences and are not a measure of crime.

Among all respondents, 24 (24.2%) said they could get help easily after an unsafe experience, 30 (30.3%) said they could not, 27 (27.3%) were not sure and 18 (18.2%) had never experienced an unsafe situation. Of the 45 who reported an uncomfortable experience, 15 said they could get help easily, 14 said no and 11 were not sure, while 5 answered that they had never experienced an unsafe situation, which shows some inconsistency in self-reported answers. Confidence that staff or security would help was mixed: of the 91 respondents who gave a confidence rating, 21 (23.1%) were not confident or not very confident, 31 (34.1%) were neutral and 39 (42.9%) were somewhat or very confident; 8 respondents had never needed to report an incident.

5.4 Avoiding public transport

Sixty-eight respondents (68.7%) had avoided public transport at least once because of safety concerns: 21 (21.2%) often, 35 (35.4%) sometimes and 12 (12.1%) once or twice. Avoidance was more common among women (41 of 52, 78.8%) than men (27 of 47, 57.4%; Fisher's exact p = 0.030) (Fig. 3 and Table IV). Avoidance occurred even among respondents who rated their overall safety as 'safe' or 'very safe': 33 of those 49 respondents had avoided public transport at least once.

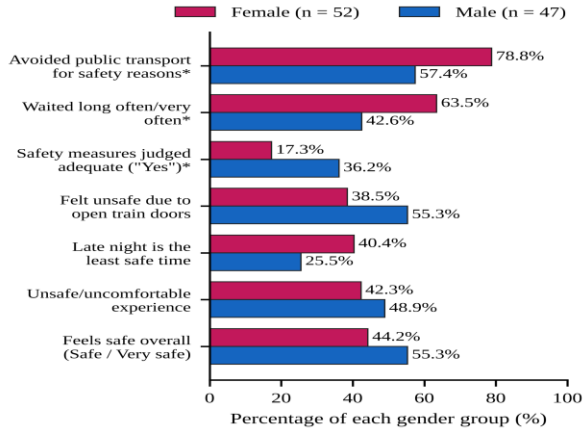


Fig. 3. Selected indicators by gender (percentage of each gender group). *p < 0.05, Fisher's exact test.

TABLE IV. GENDER COMPARISON OF SELECTED INDICATORS

Indicator	Female n/N (%)	Male n/N (%)	p
Feels safe or very safe overall	23/52 (44.2)	26/47 (55.3)	0.317
Feels safe alone (always/often)	28/52 (53.8)	31/47 (66.0)	0.305
Equally safe at all times	6/52 (11.5)	12/47 (25.5)	0.116
Late night least safe	21/52 (40.4)	12/47 (25.5)	0.139
Overcrowding 'always' unsafe	21/52 (40.4)	16/47 (34.0)	0.540
Unsafe/uncomfortable experience	22/52 (42.3)	23/47 (48.9)	0.549
Avoided transport (any)	41/52 (78.8)	27/47 (57.4)	0.030
Long waiting often/very often	33/52 (63.5)	20/47 (42.6)	0.045

Indicator	Female n/N (%)	Male n/N (%)	p
Unsafe due to open train doors	20/52 (38.5)	26/47 (55.3)	0.109
Safety measures adequate (yes)	9/52 (17.3)	17/47 (36.2)	0.041

5.5 Safety measures

Only 26 respondents (26.3%) felt that public transport provides enough safety measures, while 38 (38.4%) said partially, 30 (30.3%) said no and 5 (5.1%) were not sure. Women were less likely than men to consider the measures adequate (17.3% vs 36.2%; p = 0.041). Perceived adequacy of safety measures was only weakly associated with the overall safety rating (Spearman's rho = 0.17, p = 0.096).

5.6 Service quality and problems faced

Waiting time and crowding were the most common service problems (Fig. 4). Overcrowding was selected by 63 respondents (63.6%), long waiting time by 54 (54.5%) and delays by 44 (44.4%); 18 respondents (18.2%) listed a safety concern among their biggest problems. Fifty-three respondents (53.5%) experienced long waiting often or very often, and this was reported more by women (63.5%) than men (42.6%; p = 0.045). Thirty-three respondents (33.3%) felt there were not enough buses at busy hours, compared with 22 (22.2%) for trains.

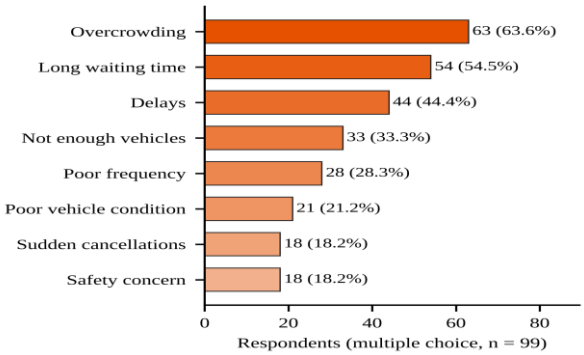


Fig. 4. Biggest problems faced with public transport (multiple choice).

5.7 Train doors, staff behaviour and information

Forty-six respondents (46.5%) had felt unsafe because of open train doors, and 65 (65.7%) thought automatic closing doors would probably or definitely make passengers feel safer. A majority (69, 69.7%) said automatic doors should be compulsory on trains where overcrowding or open doors create a safety risk. Among the 50 respondents who answered the staff-behaviour items in the earlier version of the form, staff behaviour was mostly rated neutral (27, 54.0%); 14 (28.0%) rated it polite or very polite and 7 (14.0%) rude or very rude, and 18 (36.0%) had had an unpleasant experience with conductor or ticket staff. Eighty-two respondents (82.8%) used a transport app, most often M-Indicator (61, 61.6%) and Google Maps (46, 46.5%). Table V summarises these indicators.

TABLE V. SERVICE, DOOR, STAFF AND WILLINGNESS INDICATORS

Indicator	n (%)
Long waiting often/very often (N = 99)	53 (53.5%)
Trains usually/always on time (N = 89 rated)	47 (52.8%)
Buses usually/always on time (N = 94 rated)	50 (53.2%)
Metro usually/always on time (N = 66 rated)	42 (63.6%)
Automatic doors would make trains safer (yes/probably)	65 (65.7%)
Automatic doors should be compulsory (yes)	69 (69.7%)
Staff treat passengers fairly often/always (N = 50)	24 (48.0%)
Unpleasant experience with staff (N = 50)	18 (36.0%)
Use a transport app	82 (82.8%)
Would use public transport more if improved (definitely/probably)	76 (76.8%)

5.8 Improvement priorities

Overcrowding was also the area most often chosen for improvement (66 respondents, 66.7%), followed by passenger safety (59, 59.6%), punctuality and delay (55, 55.6%) and staff or conductor behaviour (42, 42.4%) (Fig. 5). Importantly, 76 respondents (76.8%) said they would definitely or probably use public transport more often if it were more punctual, frequent, comfortable and safe, and only 5 (5.1%) answered probably or definitely not.

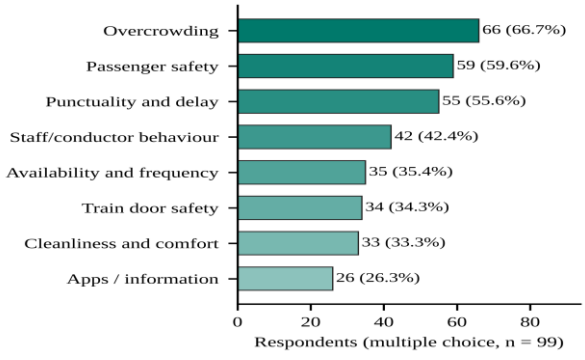


Fig. 5. Areas that respondents think need the most improvement (multiple choice).

5.9 Open-ended responses

The free-text answers add detail to the figures. Several women described unwanted touching, rubbing or staring by other passengers in crowded buses and trains, including incidents while seated or busy on a phone, and one respondent noted that crowding makes accidental contact hard to distinguish from intentional contact. One male respondent mentioned embarrassment about accidental contact with female passengers. Respondents praised the affordability and convenience of public transport but criticised overcrowding, delays, cleanliness and some conductors' behaviour. The most common suggestions were to increase the frequency and number of buses and trains, particularly in peak hours, and to improve punctuality. Other suggestions included more CCTV coverage, better lighting, emergency helplines, regular security checks, security staff or women inspectors at night, cleaner stations and vehicles, accurate real-time information, and respectful, well-trained staff.

6. DISCUSSION

The Thane survey shows a mixed picture. About half of the respondents felt safe overall and 60% felt safe travelling alone, yet 45.5% reported an uncomfortable or unsafe experience and 68.7% had avoided public transport at least once because of safety concerns, including 33 of the 49 who rated their overall safety as safe or very safe. This suggests that a single question such as 'Is public transport safe?' can hide important problems, which is consistent with the argument in the reviewed literature that safety should be assessed separately for different times, groups and stages of the journey [2], [4].

Gender differences were clearest in behaviour and in confidence in safety measures. Women were more likely than men to have avoided public transport (78.8% vs 57.4%) and to wait long often (63.5% vs 42.6%), and less likely to consider safety measures adequate (17.3% vs 36.2%). These results are in line with research reporting that harassment and fear lead women to adapt their travel [6] and to modify journeys [2]. Late night was the most common least-safe time, which is consistent with evidence of lower night-time safety perceptions among women [4], although the gender difference in the late-night response was not statistically significant here. Women and men reported uncomfortable experiences at similar rates, and men more often reported feeling unsafe because of open train doors, so the data do not show that women experience more incidents; they show that women are more likely to change their travel and to doubt the safety measures in place. With 52 women and 47 men, these comparisons should be treated as indicative.

Overcrowding appears to be the central problem, both as a comfort issue and as a safety issue. It was the most frequently selected problem and improvement priority, more than half of the respondents were troubled by it always or often, and open-ended answers linked crowded vehicles with unwanted touching. Long waiting was also common and waiting is a stage at which the literature identifies vulnerability, especially at poorly lit or isolated stops [1]. Improving frequency and capacity during peak hours may therefore contribute to both comfort and personal safety.

Trust in the response system is another weak point. Only about two in five respondents who rated their confidence were confident that staff or security would help, only 15 of the 45 who reported an uncomfortable experience felt they could get help easily, and only 26.3% thought safety measures were adequate. This supports the view that safety systems, staff behaviour and complaint mechanisms influence perceived safety when passengers believe they are visible and responsive [5], [7]. The strong support for compulsory automatic train doors (69.7%) shows that physical safety on crowded trains is a concern in addition to personal security.

The findings can be mapped to the stages of the journey (Fig. 6). Station environment and lighting relate to the first and last mile, long waiting to the waiting stage, crowding and open doors to boarding and travelling, unwanted behaviour to the travelling stage, and limited confidence in help to the response and reporting stage. The study did not measure first- and last-mile conditions directly, so these remain areas for further research.

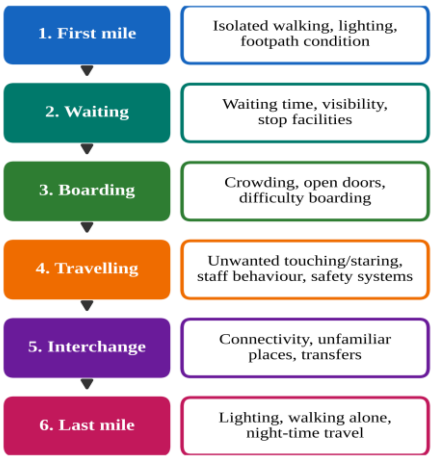


Fig. 6. Stages of a complete public transport journey and associated safety concerns.

7. RECOMMENDATIONS

- Increase service frequency and carrying capacity in peak hours, especially on crowded bus and train routes, to reduce overcrowding and waiting.
- Prioritise automatic or safer closing doors on crowded trains, as seven in ten respondents supported making them compulsory.

- Improve lighting, CCTV coverage and visible security at stations and stops, including women inspectors or security staff at night.
- Make reporting simple and visible through helplines, clear complaint channels and quick responses, and publicise how passengers can get help.
- Train conductors and ticket staff in respectful behaviour and in handling safety complaints.
- Keep real-time information accurate and consistent across apps, since passengers rely on live location and timing information.
- Collect safety feedback separately by gender, time of day and journey stage, and repeat surveys regularly to monitor change.

8. LIMITATIONS

The main limitation is that the sample (n = 99) was obtained by voluntary, non-random sampling, with 83.8% of respondents aged 18–25, so the findings cannot be generalised to all public transport users in Thane. The questionnaire did not record place of residence, so some responses may refer to journeys elsewhere in the Mumbai Metropolitan Region. Gender was recorded as female or male only, the subgroup comparisons have limited power, and several p-values lie close to 0.05 without correction for multiple comparisons, so they should be read as indicative. All data are self-reported and were collected over a period of about ten weeks, with the staff-behaviour items answered by only the first 50 respondents. The question on unsafe experiences covers any uncomfortable situation and cannot separate serious harassment from minor discomfort, and some answers were inconsistent. Finally, perceived safety is context-dependent and can change with time, location, crowding and individual experience.

9. CONCLUSION

This study examined safety experiences and perceptions among 99 public transport users in Thane. About half of the respondents felt safe overall, but 45.5% reported uncomfortable experiences, 56.6% were troubled by overcrowding always or often, only 26.3% found safety measures adequate, and 68.7% had avoided public transport at least once because of safety concerns. Women were more likely than men to avoid public transport, to wait long and to doubt the adequacy of safety measures. Respondents asked above all for less crowded, more frequent and safer services with visible security and responsive reporting, and 76.8% said they would use public transport more often if these improved.

The sample is voluntary and young, so the results are exploratory, but they show that passenger safety in Thane should be assessed through experiences, behaviour and trust in the response system as well as overall satisfaction. A larger and more representative survey, supported by direct observation of stations and first- and last-mile routes, would be a natural next step.

10. FUTURE SCOPE OF STUDY

This study can be extended in several directions. First, a larger and more representative survey, with respondents of different ages, occupations, incomes and abilities, would test whether the patterns found here, such as the higher avoidance among women and the strong concern about overcrowding, hold for all Thane commuters, and would allow stronger statistical analysis of subgroups.

- Collect respondents' area of residence, route and station so that safety concerns can be linked to specific places, stations, bus stops and routes, and mapped using geographic information systems.
- Measure first- and last-mile conditions, such as lighting, footpaths and walking distance to stops, together with direct observation or safety audits of stations and vehicles.
- Compare local trains, buses and metro separately, and compare Thane with other cities in the Mumbai Metropolitan Region and elsewhere in India.
- Include older adults, children, persons with disabilities and gender-diverse passengers, whose experiences were not captured in this sample.
- Use interviews or focus groups to understand why passengers avoid public transport and what they do to stay safe, and repeat the survey over time to track changes.
- Evaluate the effect of specific measures, such as automatic train doors, CCTV, lighting, women security staff and reporting helplines, by comparing passenger perceptions before and after they are introduced.

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