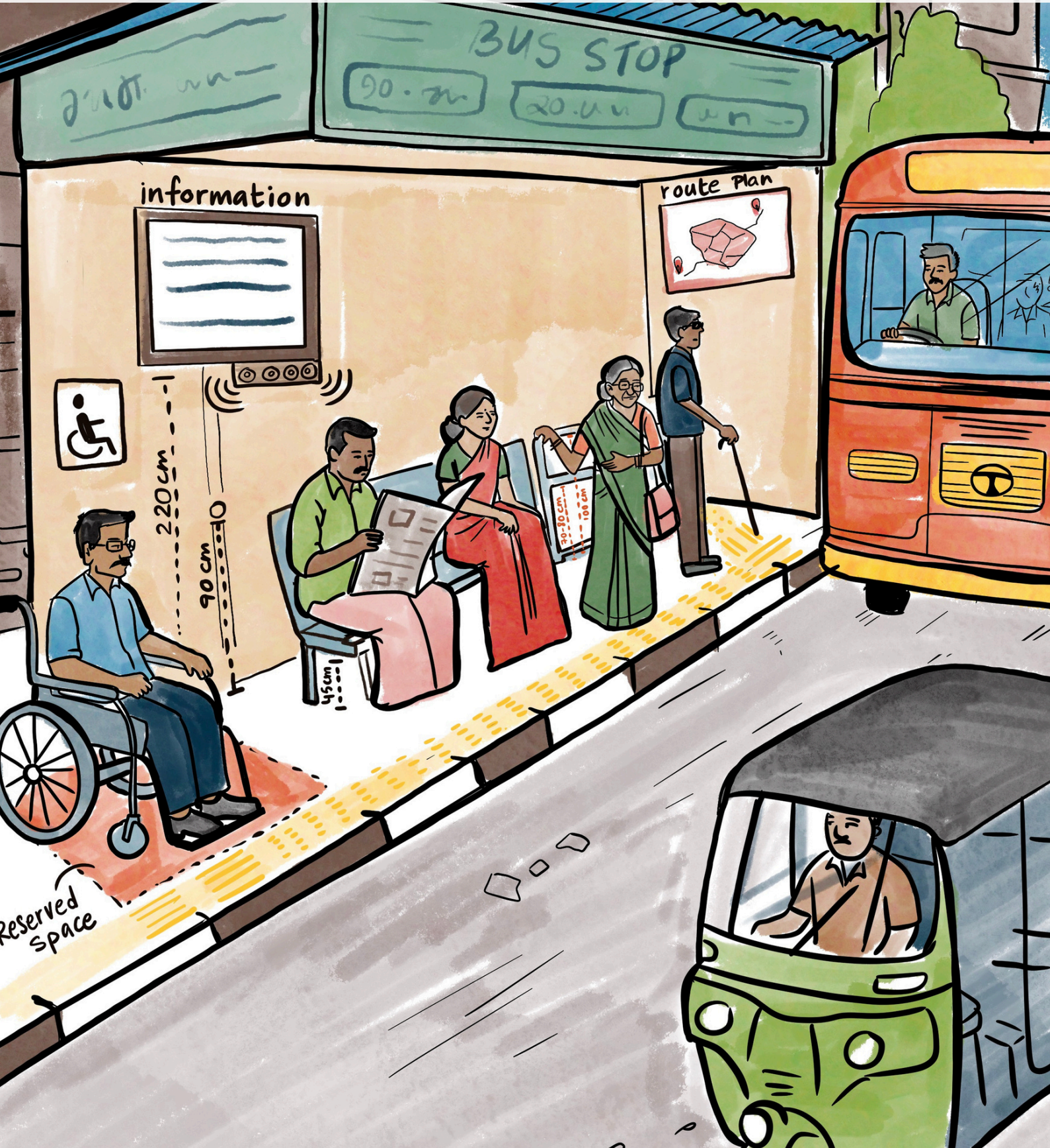
CAG 40 YEARS OF ACTION
Citizen consumer and civic Action Group

May 2026

Moving Without Barriers

Documenting mobility barriers encountered by people with disabilities in Chennai



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Documenting mobility barriers encountered by people with disabilities in Chennai

Improving Inclusive Mobility

Author
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About CAG
Citizen consumer and civic Action Group (CAG) is a forty-year-old non-profit, non-political and professional organisation that works towards protecting citizens' rights in consumer and environmental issues, and promoting good governance processes including transparency, accountability and participatory decision-making.

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Executive SUMMARY

This report examines the mobility challenges faced by persons with disabilities and senior citizens in Chennai, with a focus on public transport and public spaces. Through surveys and focus group discussions, over 270 respondents were involved in this study. This study highlights the gaps in accessibility, safety, and inclusivity across the city's transport network.

The study found that **66% of respondents live within 1 km of public transport; however, inadequate pedestrian infrastructure restricts their access to these.** Nearly two-thirds of the respondents reported encountering barriers on their way to public transit, forcing many to share the road with motor vehicles, as a result of which, **41% reported feeling unsafe**.

Buses and trains remain the primary modes of travel but issues like high steps, platform gaps, lack of ramps and an absence of audio-visual announcements limit independent travel. The Chennai metro is the preferred transport mode due to its accessible design and trained staff; however, it lacks fare concessions for persons with disabilities and faces issues like slippery flooring, locked toilets, and inconsistent signage.

70 out of 210 respondents reported a negative experience with transport staff or fellow passengers. Many respondents noted that negative interactions deter them from seeking help or using public transport altogether. The study also underscores the **need for inclusive technologies**-such as accessible information, navigation tools and app-based services.

Background

Public transport plays a key role in shaping our everyday lives – where we go, the jobs we take and the places we study are all influenced by how we access them. Our transport systems connect people, opening up a wide range of opportunities and economic growth, impacting our social, economic, and environmental landscape. However, people with disabilities encounter several barriers in the transportation network which can negatively affect their confidence and travel experience. Inclusive public transport seeks to address these disparities by ensuring systems are accessible, affordable, and equitable to all individuals, regardless of their disabilities and socioeconomic status. Several Sustainable Development Goals (SDGs) highlight the importance of inclusive mobility. Goal 11[1] of the SDGs, for example, aims to provide safe, accessible, affordable, and sustainable transport systems for vulnerable groups, including persons with disabilities.

India's 2011 census reported around 2.21%[2] of the total population as persons with disabilities, including 90,064[3] people in Chennai. Persons with disabilities in India face significant mobility barriers in urban public transport, particularly in Chennai, where inadequate infrastructure limits independent access despite legal mandates for inclusion.

According to a National Statistical Office (NSO) report published in 2021, approximately 13.6%[4] of Tamil Nadu's total population consists of elderly individuals. As per NSO's projection, the elderly population in India is expected to increase by 40.5%[5] between 2021 and 2031. The elderly population faces a complex set of challenges which includes economic and social isolation, mental and physical challenges, all of which can compound the effects of inaccessible infrastructure. They also face very similar physical challenges and needs to those of persons with disabilities - with mobility, visual and hearing problems. Thus, public spaces and transport that meet or do not meet the needs of persons with disabilities is likely to impact the elderly also.

Legal framework for persons with disabilities in India

The Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995

- For the first time in the history of independent India, a separate law that recognised the multiple and specific needs of persons with disabilities had been established.
- Set up provisions for affirmative action and non-discrimination in the fields of education and employment for persons with disabilities and gave them equal opportunity to participate in all walks of life.

The National Policy for Persons with Disabilities

- Provides people with equal opportunities, protection of their rights, and full participation of persons with disabilities in society.
- Supports the independent functioning of individuals so that they can participate without assistance in everyday activities.
- Buildings /places / transportation systems for public use will be made barrier free to the maximum extent possible

The UN Convention on Right of Persons with Disabilities

- International human rights treaty with the intention of protecting the rights and dignity of persons with disabilities, adopted by the United Nations General Assembly in 2006.
- Article 20 of UNCRPD guarantees the right to personal mobility for people with disabilities, ensuring that they can move freely and independently at an affordable cost, with access to quality aids, assistive tech, and training, promoting full participation in life.

- The United Nations Convention of the Rights of Persons with Disabilities (UNCRPD) was ratified by India.

The Rights of Persons with Disability Act, 2016

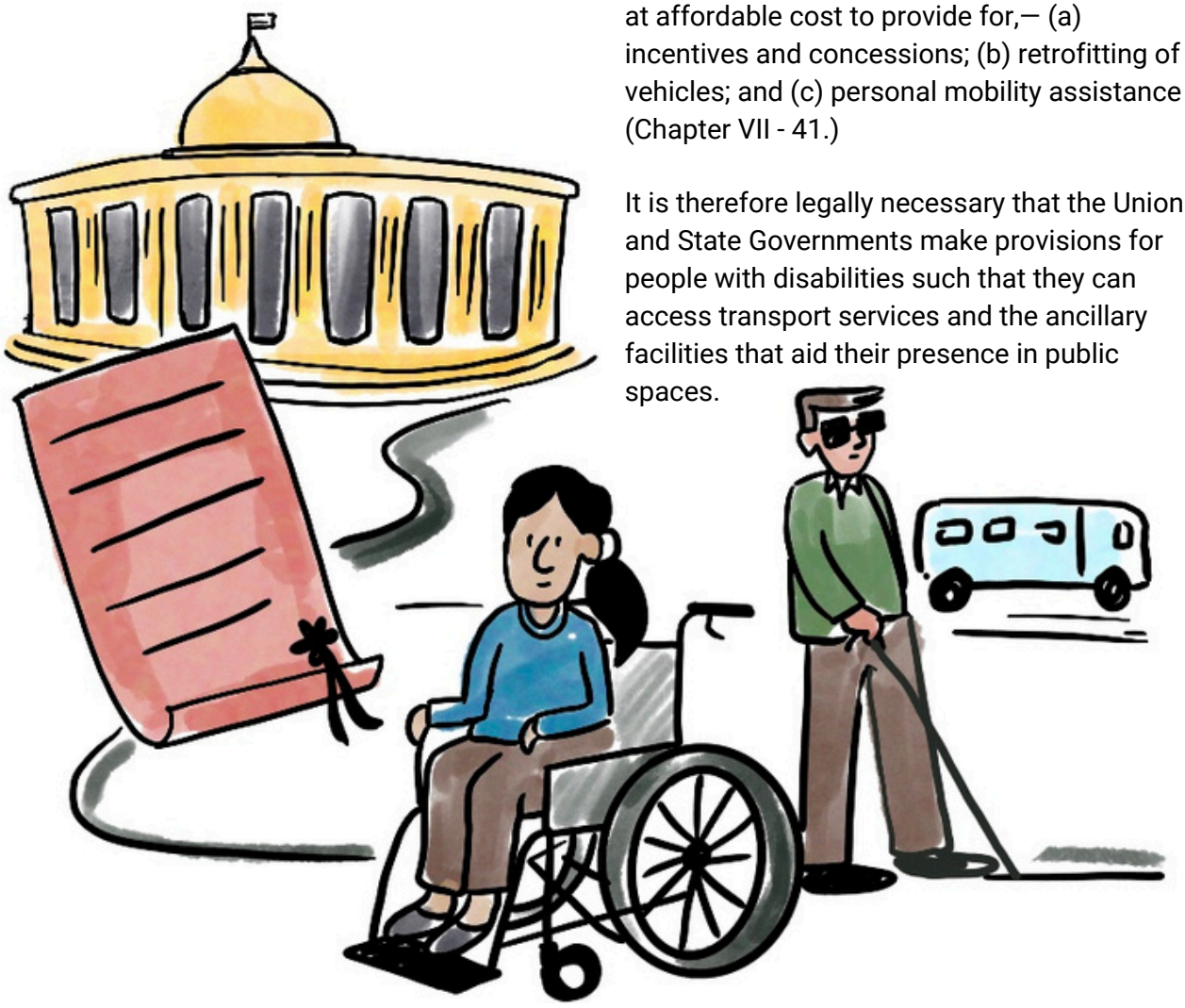
- Expands the definition of disability and includes 21 cases of it, whereas the 1995 Act listed only 7.
- Shows a more nuanced understanding of disability by placing emphasis on intellectual disabilities and learning disabilities.
- Recognition of Acid Attack survivors as persons with locomotor disabilities.
- Made space for multiple disabilities and disability due to chronic conditions to also be recognised legally.

The Duties of Governments towards the mobility of persons with disabilities:

According to the Rights of Persons with Disabilities Act, 2016[8], the Union and State Governments have the following duties towards persons with disabilities for their mobility:

- **Accessibility:**

The Central Government shall, in consultation with the Chief Commissioner, formulate rules for persons with disabilities laying down the standards of accessibility for the physical environment, transportation, information and communications, including appropriate technologies and systems, and other facilities and services provided to the public in urban and rural areas. (Chapter VII - 40.)



- **Access to Transport:**

The Government shall take suitable measures to provide;

- facilities for persons with disabilities at bus stops, railway stations and airports conforming to the accessibility standards relating to parking spaces, toilets, ticketing counters and ticketing machines;
- access to all modes of transport that conform to design standards, including retrofitting old modes of transport, wherever technically feasible and safe for persons with disabilities, economically viable and without entailing major structural changes in design;
- accessible roads to address mobility necessary for persons with disabilities.

(2) The appropriate Government shall develop schemes programmes to promote the personal mobility of persons with disabilities at affordable cost to provide for,— (a) incentives and concessions; (b) retrofitting of vehicles; and (c) personal mobility assistance (Chapter VII - 41.)

It is therefore legally necessary that the Union and State Governments make provisions for people with disabilities such that they can access transport services and the ancillary facilities that aid their presence in public spaces.

Constitutional perspective:

Apart from Law, the rights of persons with disabilities are also embedded in the Indian Constitution in multiple places.

- Article 14 of the Indian Constitution states that “The State shall not deny to any person equality before the law or the equal protection of the laws within the territory of India" which includes people with disabilities.
- Article 15 of the Indian Constitution states that “The State shall not discriminate against any citizen on grounds only of religion, race, caste, sex, place of birth or any of them” and has been used multiple times in a court of law, applying to persons with disabilities.
- Article 21 of the Indian Constitution guarantees the “Protection of life and personal liberty” and states that “No person shall be deprived of his life or personal liberty except according to procedure established by law.” This has also been held up in a court of law in the context of the right to accessibility and freedom of movement for persons with disabilities.

Policy frameworks to understand mobility access for persons with disabilities:

Apart from legal frameworks, the National Policy for Persons with Disabilities, 2006[9] and the UN Convention of Right of Persons with Disabilities[10] are two policy frameworks that help understand the goals towards access for persons with disabilities, better.

The National Policy for Persons with Disabilities was formulated by the Indian Government in February 2006 to create guidelines for the economic, educational and physical empowerment of persons with disabilities.

- The Policy seeks to create an environment that provides people with equal opportunities, protection of their rights, and full participation of persons with disabilities in society.
- A barrier-free environment is one that supports the independent functioning of individuals so that they can participate without assistance in everyday activities. The policy says that therefore, to the maximum extent possible, buildings /places / transportation systems for public use will be made barrier free.

The UN Convention on Right of Persons with Disabilities is an international human rights treaty put into action by the United Nations with the intention of protecting the rights and dignity of persons with disabilities. The treaty was adopted by the United Nations General Assembly in 2006.

- Article 20 of UNCRPD guarantees the right to personal mobility for people with disabilities, ensuring that they can move freely and independently at an affordable cost, with access to quality aids, assistive tech, and training, promoting full participation in life.

Objectives

The aim of the study is to understand the following aspects:

1. The challenges faced by persons with disabilities and senior citizens in accessing public transport, and in public spaces.
2. Gather insights to strengthen our public transport to make it more inclusive for all.
3. Understand the mechanisms that are in place that support persons with disabilities in their daily commute.

Methodology

The study mainly relied on data gathered using a perception survey questionnaire. The survey included a mix of closed and open ended questions. We surveyed 99 persons with disabilities and 111 senior citizens. The questions focused on public transport, shared rides such as autos and share-autos, and ride-hailing app users. It did not include opinions on exclusive private transport such as cars and bikes. The survey was designed to elicit user experience of accessibility, design facilities, public transport information, safety, and services available for persons with disabilities and senior citizens. (see Annexure 1).

In addition, to enhance our understanding of the challenges faced, especially by people with disabilities, we organised three focus group discussions : one with 20 blind students, one with 15 wheelchair users and one with a mixed group of 35 people with various disabilities.

Results and Discussion

Survey respondents' demographic data

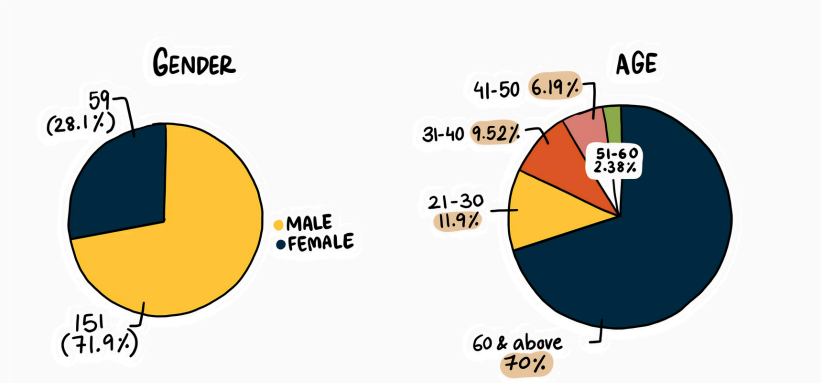


Figure 1: Gender and age distribution of all survey respondents | n=210

Modal Share

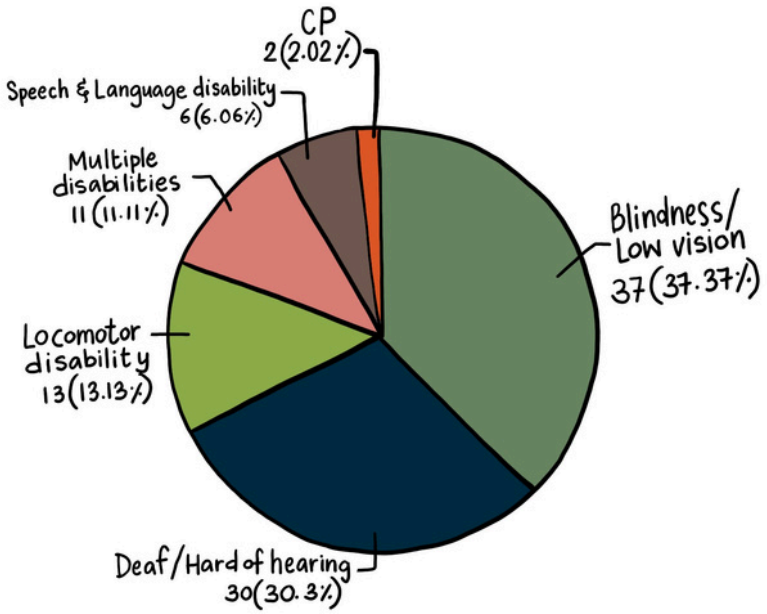


Figure 2: Types of disability distribution of the survey respondents with disabilities. | n=99

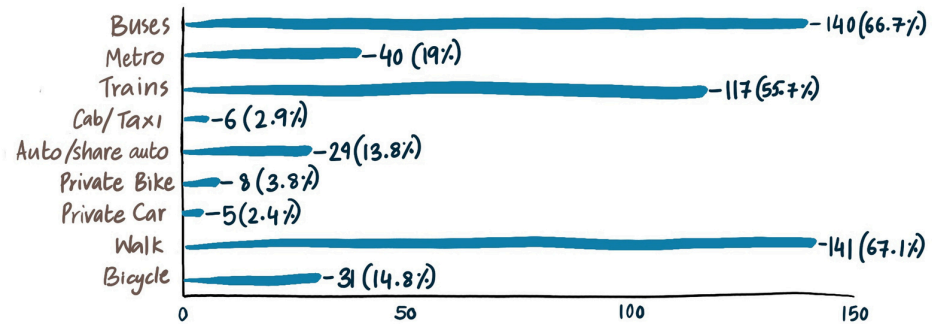


Figure 3: Modal share of all surveyed respondents. | n = 210

Respondents said that walking, buses and trains are the most common forms of transport, followed by the metro, bicycles and autos/share autos. Even though the metro is the most accessible, only 19% of the people have chosen it as one of their top three modes of transportation, due to its limited connectivity and high ticket prices.

When examining the modal share among senior citizens, the three most common modes of transportation are walking, buses, and trains. Nearly 34% of seniors prefer to walk, while 27% use buses, and 21% opt for trains to get around.

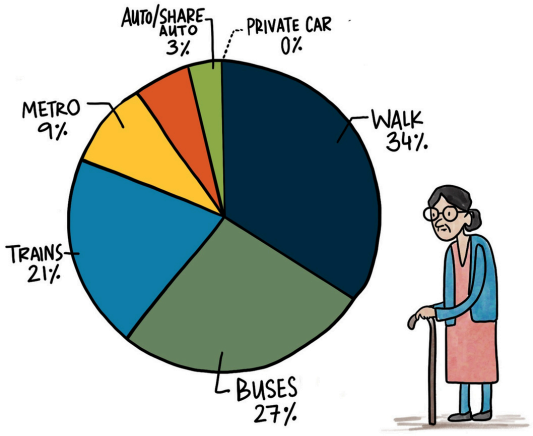


Figure 4: Modal share of senior citizens respondents of the study | n= 111

When considering individuals with disabilities, 50% of them rely on trains and buses and 20% of these individuals walk to their destinations. Very few rely on private cars, bicycles, or cabs/taxis for their daily commuting needs.
The infographics below show the modal split among different disability categories.

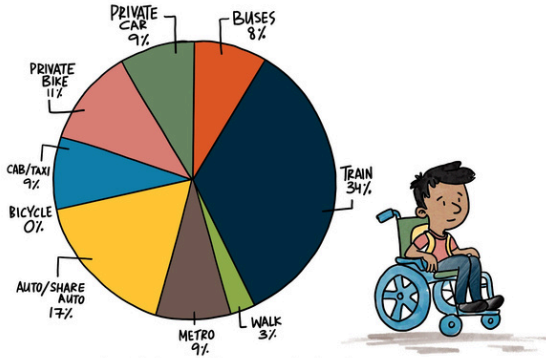


Figure 5: Modal share of respondents of the study with mobility issues| n= 15

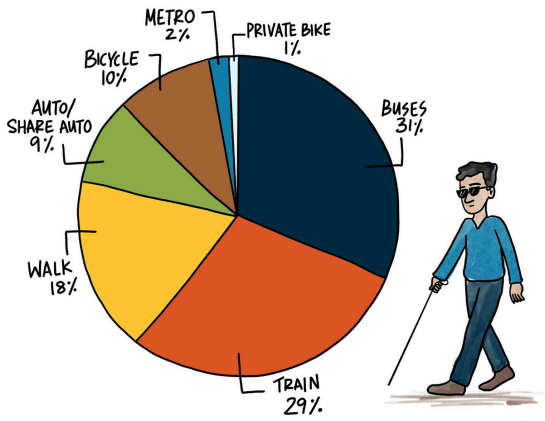


Figure 6: Modal share of visually impaired respondents of the study | n= 37

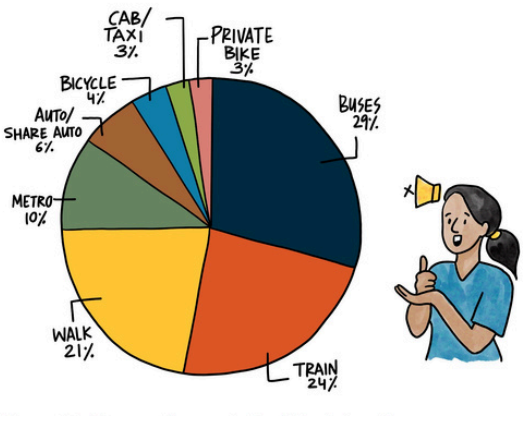


Figure 7: Modal share of respondents of the study with hearing and speech issues| n= 36

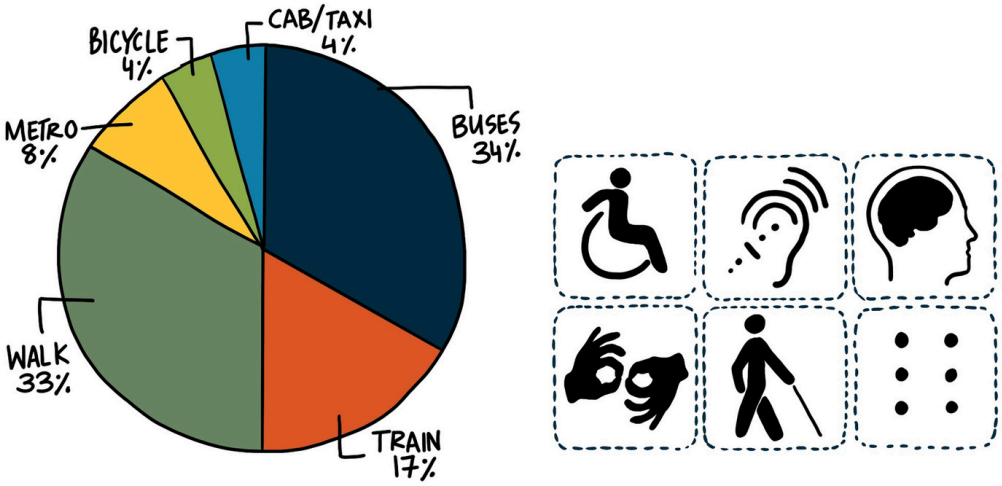
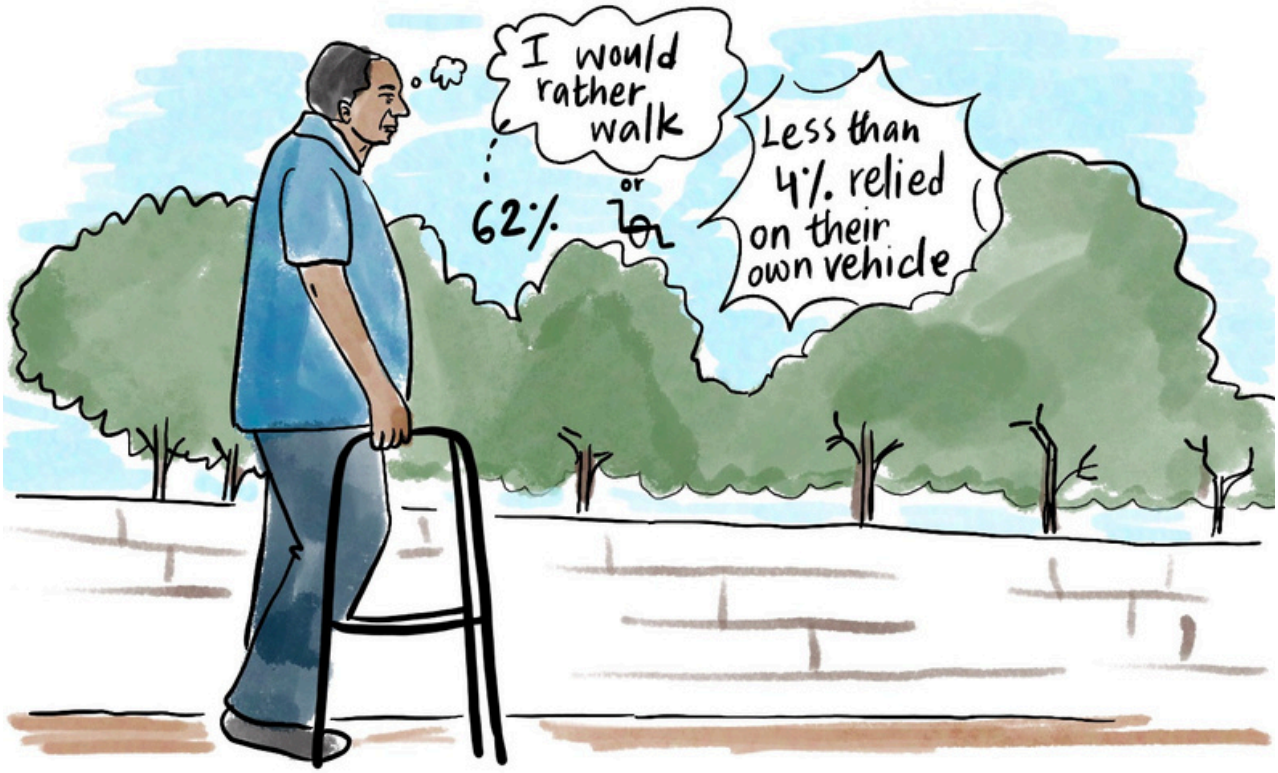


Figure 8: Modal share of respondents of the study with multiple disabilities | n=11

Overall, the modal share indicates that most respondents in this study depend more on public transportation than their personal vehicles. Less than 4% of the respondents relied on their own vehicle for their daily commute needs. Among the various options, buses and trains are the preferred modes of public transport. Additionally, walking is a favoured choice for travel, particularly for short distances and to access public transit stops or stations.

To access their nearest public transit stop, such as a bus or train station, approximately 62% of the respondents prefer to either walk or use a wheelchair. This highlights the significant reliance on pedestrian infrastructure for reaching public transit locations.



First and last mile connectivity

First and last mile (FLM) connectivity refers to the initial and final leg of a journey, bridging the gap between transit stations to the final destination. When a city has well-established first- and last-mile connectivity, it enhances commuters' convenience, reduces private vehicle dependency, lowers pollution and makes public transport seamless.

In our study, we discovered that due to inadequate FLM connectivity, commuters encounter significant challenges when accessing public transportation. Common options for FLM connectivity, such as footpaths, auto-rickshaws, and taxis, often lack the necessary features for persons with disabilities and senior citizens. This results in a particularly challenging commute and creates daily inconveniences for commuters.

"I spend more than 50% of my salary on commuting to work every day. I have to take an auto every day because there is no first or last mile connectivity from my home, and the bus frequency is not reliable either. I'm one of the more privileged ones because I have this job – which many others do not."

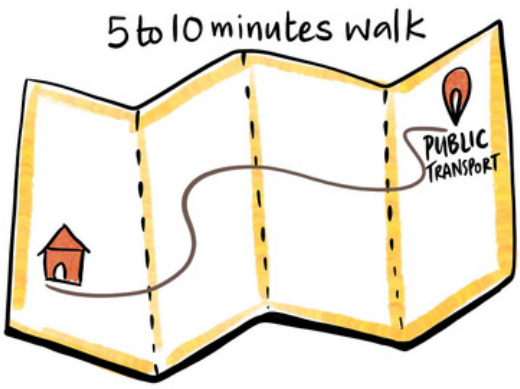
Rajiv Rajan - Executive Director Ektha

Inclusive walkability and assessment of public infrastructure

Inclusive walkability means designing cities with smooth and wide footpaths, ramps, tactile tiles, curb cuts, signages and clear signals to ensure independent and inclusive access for everyone. Poorly designed features such as steep ramps, uneven surfaces, parallel grates, poorly placed curb cuts, trees or encroached footpaths create significant risks for all and persons with disabilities in particular.

To assess inclusive walkability, we asked respondents about their distance from home to the nearest public transit stop or station, whether they have faced any obstructions on footpaths, the conditions of footpaths, and their safety while using pedestrian infrastructure.

A 5–10 minute walk of approximately 400–800 metres, from one's home to public transport (such as bus stops or metro stations), is generally considered an optimal and reasonable walking distance.
The study revealed that 40% of the respondents have a transit station less than 500 metres from their homes, and 66% of the respondents have transit stations less than 1 km from their homes. Despite this proximity, 67.7% of the respondents said that they have encountered blocked pathways or uneven surfaces on their way to the bus stops or stations, affecting their ability to access public transport.



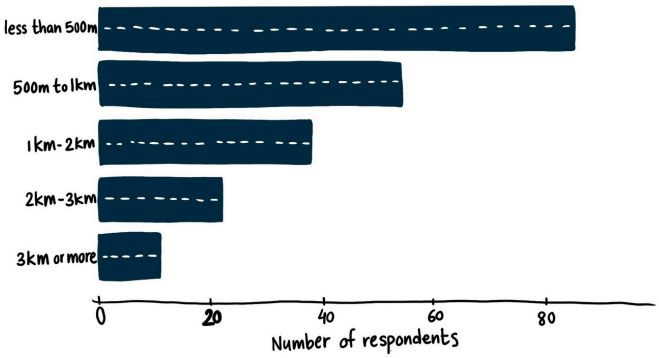


Figure 9: Respondents' distance from home to the nearest public transit stop/station. | n = 210

We found that pedestrian infrastructure in Chennai is severely lacking and often non-existent in many areas. Respondents noted that they frequently have to walk on the roads due to the poor condition of footpaths. This insufficient pedestrian infrastructure poses significant risks for wheelchair users and those who are visually impaired or rely on canes. Narrow footpaths, the presence of bollards, lack of ramps, and discontinuous pathways compel individuals to share the road with vehicles, greatly endangering their safety.

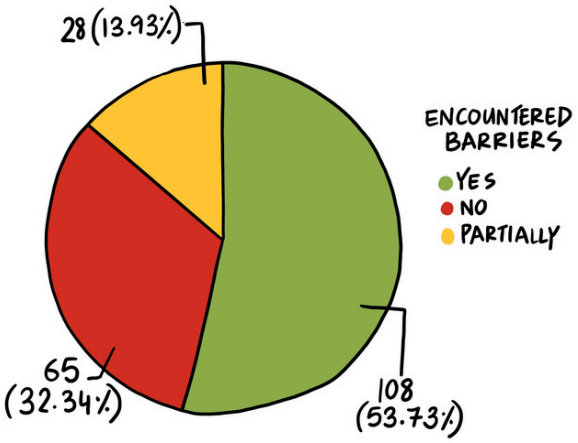


Figure 10: Number of survey respondents who have faced obstructions, such as broken footpaths, trees, and other barriers, on their way to transit stops or stations. | n = 210

Footpaths were perceived as unsafe due to damage, insufficient width, encroachments and a lack of slopes. Many footpaths do not accommodate wheelchair users, and when they do, irregularly placed bollards often block wheelchair access. Respondents also flagged the absence of pedestrian crossings that led to feeling unsafe when attempting to cross the road.

The study found that over 53.7% of respondents face obstacles such as blocked pathways and uneven surfaces while accessing public transport stops and stations. The analysis further shows that persons with disabilities encounter more barriers on the roads compared to senior citizens, as illustrated in the graph below. Only 11% of persons with disabilities and 17% of senior citizens reported not experiencing any barriers. These findings highlight the urgent need to improve pedestrian infrastructure.

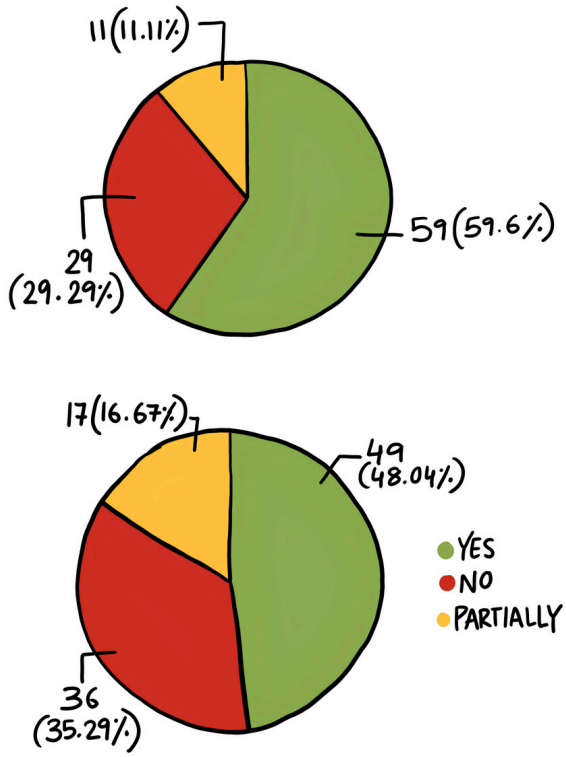


Figure 11: The number of respondents facing obstacles such as blocked pathways or uneven surfaces while accessing public transit stops or stations. | Persons with disabilities, n=99 (left) | Senior citizens, n=111 (right)

These two graphs show that persons with disabilities are more likely to find blocked pathways or uneven surfaces difficult to navigate while accessing public transit stops or stations, compared to senior citizens.

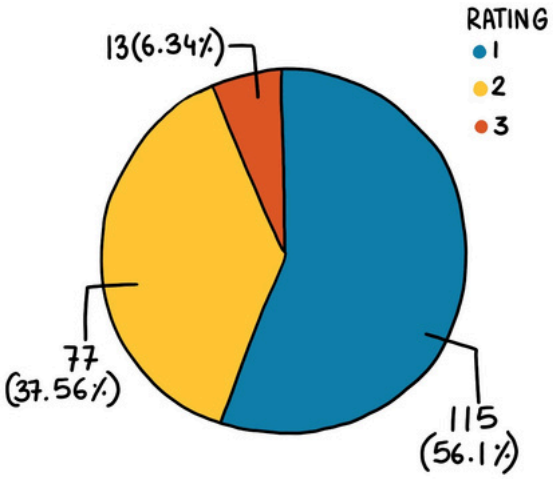


Figure 12: Respondents' rating of the availability and condition of footpaths, signage, tactile tiles and other inclusive infrastructure. | n = 210

Respondents were requested to evaluate the availability and conditions of footpaths, signages, and inclusive infrastructure on a scale from 1 to 3.

- 1 indicates the lowest score, representing poor conditions and lack of availability.
- 2 indicates an average score, representing that these elements are sometimes available but in average condition.
- 3 indicates the highest score, representing that everything is in good condition and consistently available.

Around 56% of the respondents gave the lowest score of 1, and 37% of the respondents gave an average score of 2 to the availability of signages, footpaths, tactile tiles, and other infrastructures that are essential for making independent travel possible. Only 6% of the respondents were satisfied and gave a high score of 3.

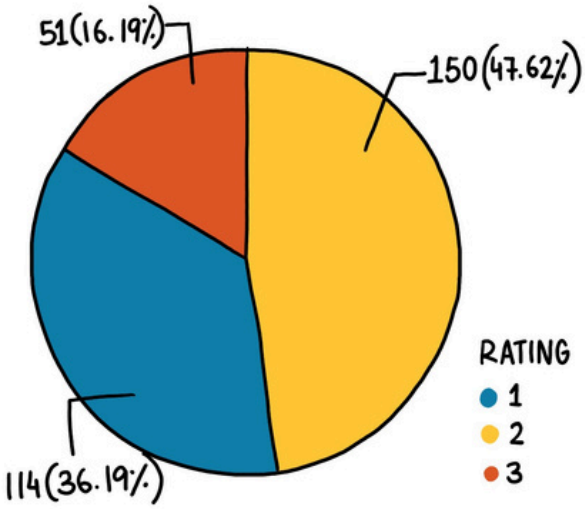
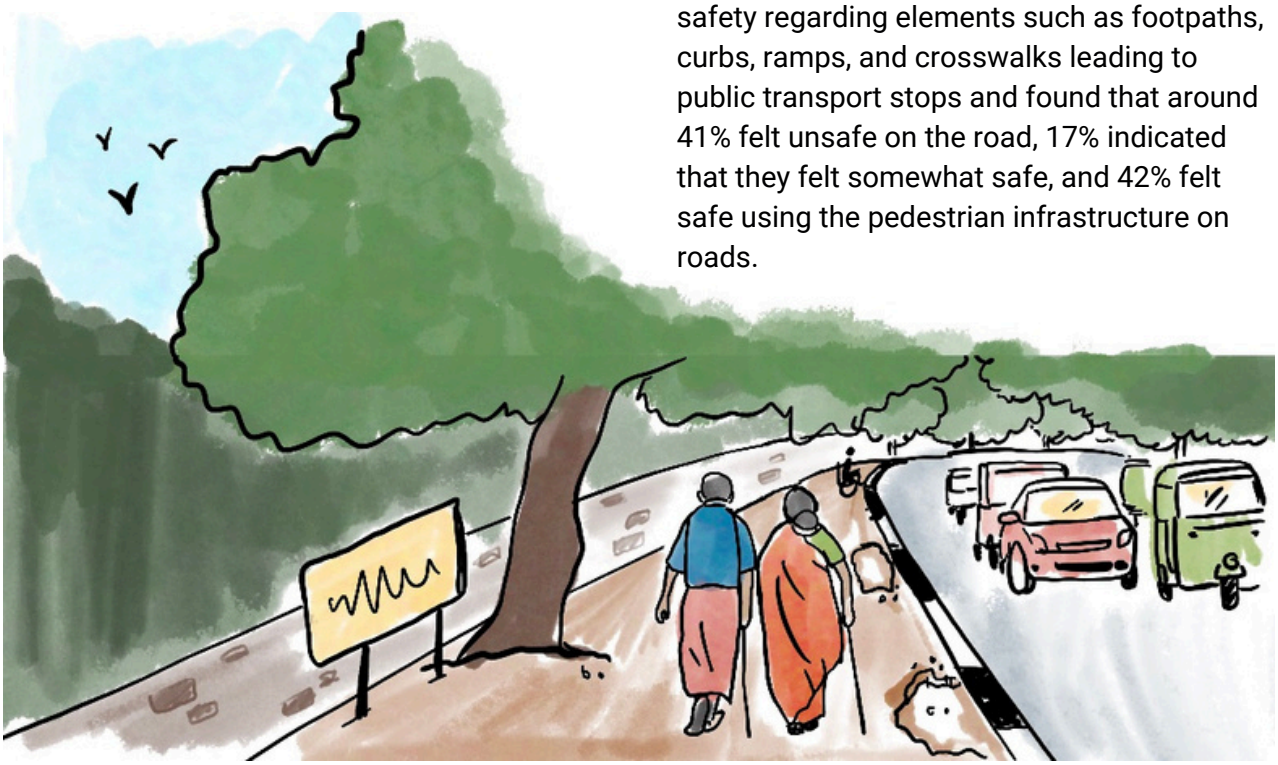


Figure 13: Respondents' rating of the availability of the audio and visual information inside the transport vehicle. | n = 210

Respondents were requested to evaluate the availability of the audio and visual information inside the transport vehicle on a scale from 1 to 3.

- 1 indicates the lowest score, representing poor or no availability of information.
- 2 indicates an average score, representing that information is sometimes available inside the transport vehicle.
- 3 indicates the highest score, representing that information is always available inside the transport vehicle.



Around 36% of the respondents said that the audio and visual information inside the transport is very poor and gave the lowest score of 1. Around 48% of the respondents said the audio and visual information available inside the transport vehicle is average, giving it a score of 2. Only around 16% of the respondents were satisfied with the audio and visual information inside the vehicle and gave the highest score of 3.

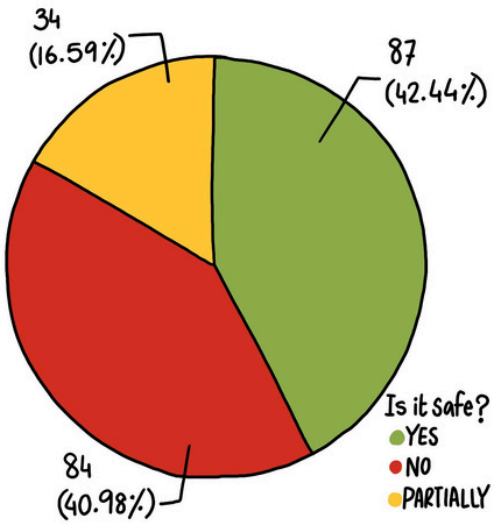


Figure: 14: Respondents' perception of safety while using pedestrian infrastructure such as footpaths, ramps, curbs, and crosswalks. | n = 210

To assess how safe disabled road-users feel when accessing pedestrian infrastructure, we asked respondents about their perceptions of safety regarding elements such as footpaths, curbs, ramps, and crosswalks leading to public transport stops and found that around 41% felt unsafe on the road, 17% indicated that they felt somewhat safe, and 42% felt safe using the pedestrian infrastructure on roads.

Assessment of public transport interiors

The study also revealed that around 41.5% of the participants said that the interiors of the public transport are not designed to accommodate their needs. Features such as lack of Braille, announcements, wheelchair spaces, poor placement of handrails, insufficient priority seating were reported by 55.3% of respondents, leading to them experiencing safety concerns. Some of the vehicle design recommendations that have been suggested by the respondents are listed below.

- The height of the steps to board the buses should be lowered.
- Boarding the train can be challenging without assistance, due to the height of the steps and narrow doors.
- While there are belts designed to secure wheelchair passengers inside the bus, staff members are often unaware of how to assist persons with disabilities in using them.
- There is a lack of Braille signage inside both the vehicles and the stations, making independent travel difficult for people with visual impairments.
- Handrail placements are inadequate; for instance, some buses feature only vertical poles, which can be hard for visually impaired individuals to locate. Therefore, it is recommended to install horizontal poles on the ceiling of the buses.
- Bus stops do not provide announcements, making it difficult for passengers to identify arriving buses, which often leads to reliance on bystanders for assistance.

Only 4.5% of the respondents expressed that they are completely satisfied with the public transport interiors. Approximately 61.4% rated it low, giving a score of 1 out of 3 and 34.5% provided an average rating for the same service.

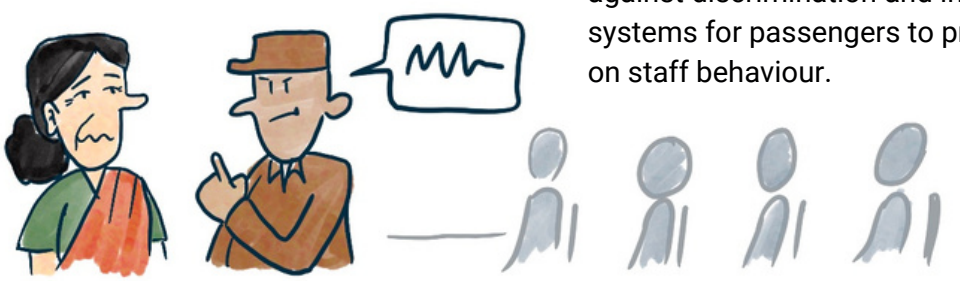
"None of the public transport is designed for a deaf and blind person; independent travel is very difficult, almost impossible for a person like me. I often have to rely on others for assistance."
Sunil Abbas,General Secretary, Society for the Empowerment of the Deaf-Blind (SEDB) India, and Vice President, St. Louis Deaf Alumni Association (SLDAA)

Impact of staff behaviour on commuter experience

Public transport staff behaviour and attitude greatly affect commuters' experiences, influencing service satisfaction, safety perception, and willingness to use transit. The study shows that 70 out of 210 respondents encountered negative attitudes or behaviours from either public transport staff or fellow passengers during their journeys. Among these, 21 individuals expressed feeling reluctant to seek assistance from public transport staff due to previous negative experiences. Additionally, 18 respondents indicated that they hesitate to use public transport altogether because of past experiences.

Some concerns highlighted by persons with disabilities include a lack of understanding among public transport staff and passengers regarding their disabilities. This misunderstanding often stems from inexperience in interacting with individuals with disabilities, resulting in awkward situations. Respondents reported that staff members sometimes respond with frustration when assistance is requested, often overlooking their needs. Additionally, there seems to be a general lack of awareness about disabilities and the concession passes provided for buses. All of these factors contribute to unsatisfactory experiences while travelling.

Senior citizens also reported feeling reluctant to ask for help due to staff behaviour, especially while using their free travel pass. A lack of reserved seats makes their commute even more difficult.



Overall, only 6% of participants are fully satisfied with the staff's behaviour in public transport at all times. While the staff behaviour on buses left much to be desired, most participants recorded having a better experience while using the metro, as the metro staff is trained to guide passengers right from the entrance to the platform.

"I am regularly mistreated by bus staff; they do not want to help wheelchair users to get on the bus. Even fellow passengers treat us poorly and think we are wasting their time."

Dr.Anusuya, Guest Lecturer

In order to improve passenger-staff relations, it is recommended that sensitisation training programmes be organised for staff members, to foster a culture of empathy. All frontline public transport staff need regular training on appropriate interactions with passengers with diverse disabilities as well as practical training on how to assist passengers with different disabilities. In addition, they require technical training on the proper use of transferring wheelchairs on lifts and ramps.

While enhancing infrastructure is crucial, it is equally important to establish strict policies against discrimination and implement systems for passengers to provide feedback on staff behaviour.

Accessible public spaces

Accessible public spaces ensure that persons with disabilities and the elderly can freely move around independently and participate in economic, social and recreational life. Designing public spaces with all users in mind creates a more welcoming and vibrant public space. There are several guidelines and standards that are developed to ensure universal accessibility. In India, we have the Harmonised Guidelines & Standards for Universal Accessibility in India, 2021[11], which provides several guidelines for the internal and external built environment to achieve inclusion in our cities for vulnerable population groups. Despite these guidelines, several public spaces are designed without adhering to set standards.

Our study revealed that individuals with different types of disabilities often struggle to access various places due to these design and implementation irregularities. Here are some accessibility changes listed below that the respondents would like to see in public spaces.

CATEGORY	KEY ISSUE	RECOMMENDED FIX
FOOTPATHS	Uneven surfaces, encroachments (parking, vendors, garbage, and cables); narrow/high paths; blocked ramps/bollards.	Clear encroachments; install smooth ramps, handrails, and wider paths from homes to transit stops.
RAMPS	Absent, narrow, or sharp-edged ramps in public areas.	Provide wide, smooth-edged ramps everywhere, wheelchair users need access.
SHADE & ENVIRONMENT	No shade/trees on paths (while vehicles get green nets); heat puts patients with spinal cord injury at risk.	Plant trees/add shade structures along pedestrian paths.
WAYFINDING	Poor signages: no large letters, sign language, maps/charts.	Install large-text, Braille/sign-language signages, maps, and transit interpreters.
PEDESTRIAN CROSSINGS	Short crossing times force rushing and a lack of priority signals.	Extend times; equip all crossings with pelican signals, prioritising pedestrians.
TOILETS	No disabled-friendly restrooms in public spaces.	Mandate at least one accessible, disabled-friendly toilet per public area.
ROADS	Unfinished construction; too-narrow vehicle-pedestrian separation.	Complete works promptly; widen buffers between roads and pedestrian zones.
STREET LIGHTS	Missing lights near flyovers/bridges are worse in rural areas/outskirts.	Install consistent street lighting everywhere, especially high-risk areas.

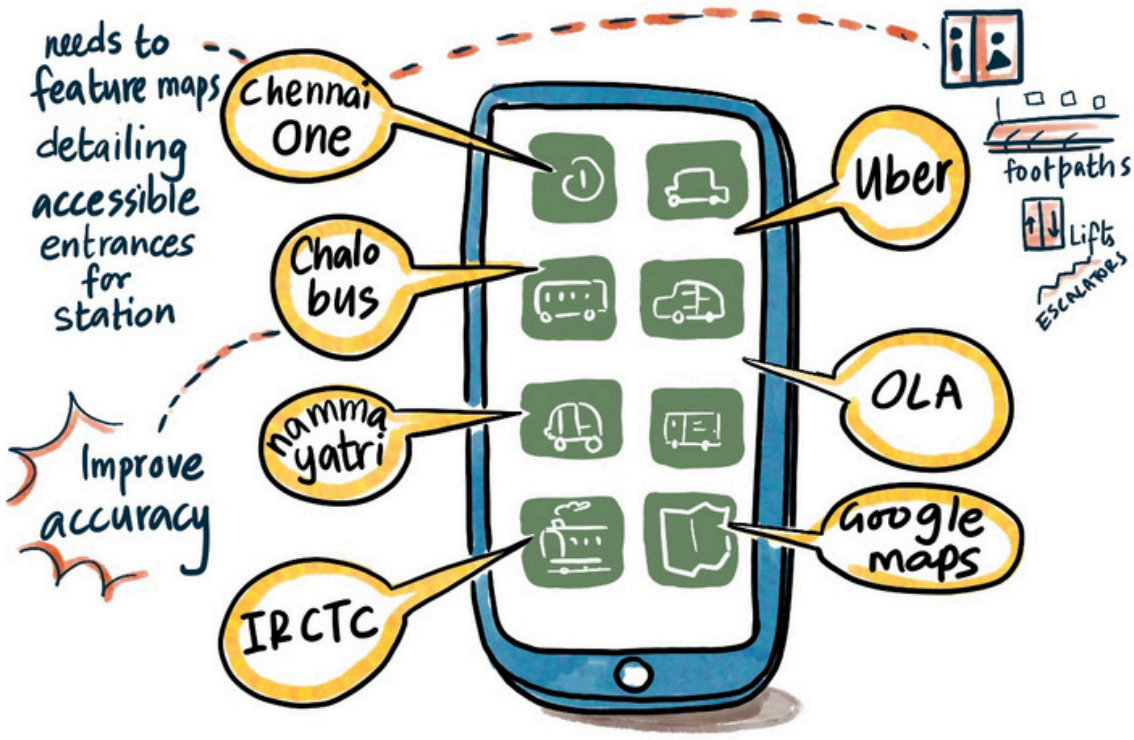
Use of technology to navigate around the city

Technological developments have been a huge help for respondents. New apps in the market have helped respondents to locate, navigate and find out information using their phones, without having to rely on others. For example, apps like Chalo, Chennai one, Chennai bus, Where Is My Train app, IRCTC app, google maps, etc. have helped them access the public transport information more easily. There are also cab aggregators like Uber, Ola, Namma Yatri, helping in booking cabs and autos at their doorsteps.

Visually impaired people reported that they prefer using the Chalo app, as it is significantly more accessible compared to MTCs Chennai Bus App which is not user-friendly for those with visual impairments. However, the Chalo app needs to improve in its accuracy and in identifying the right bus routes to a destination.

The Chennai One app needs to feature maps detailing accessible entrances for stations. This information should be integrated into the app, providing access points and key facility details on the maps. The app must display the number of accessible entrances, lifts, escalators, and footbridges, indicating which ones are operational. Additionally, the locations of accessible toilets and drinking water facilities should be included in the app to enhance user convenience. The Chennai One app should also feature a dedicated section to identify low-floor buses, enabling commuters who prefer these options to plan their journeys more effectively.

"Phone applications like Chennai One for example, do not have dark mode, which makes it very difficult for a partially sighted person. The bright white background is too bright and becomes very difficult to see."
Sunil Abbas, General Secretary, Society for the Empowerment of the Deaf-Blind (SEDB) India, and Vice President, St. Louis Deaf Alumni Association (SLDAA)



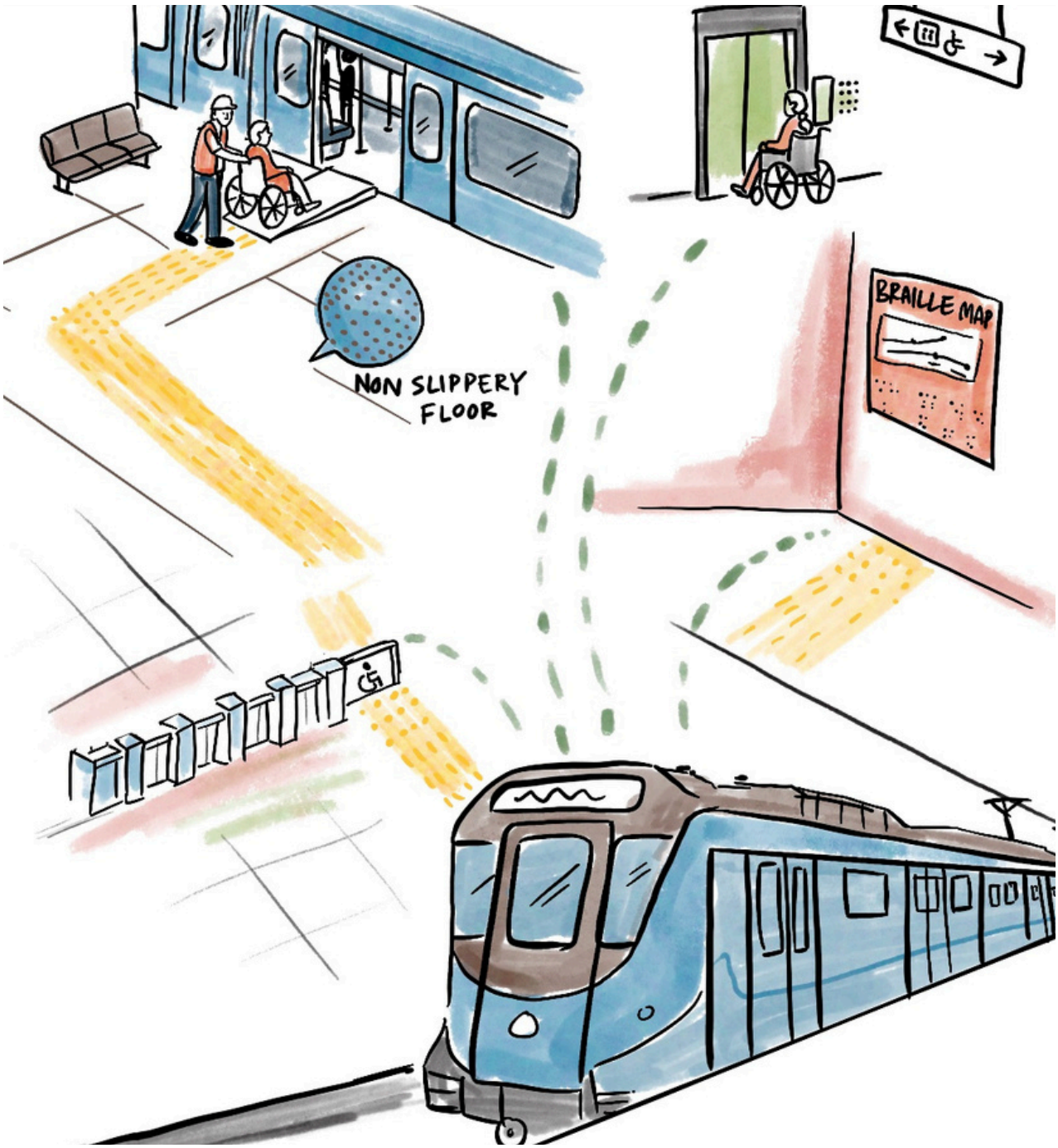
Key issues and recommendations for improving accessibility in metro stations

Phase one of Chennai's latest public transport initiative, the metro, was inaugurated in 2019 and connects key locations throughout the city. With traffic on the rise, a rail-based rapid transit solution was urgently needed, and the Chennai Metro provides this in a reliable, convenient, and efficient way, integrating seamlessly with existing options like buses and trains. Additionally, it is designed to accommodate individuals with disabilities and senior citizens, providing numerous facilities to ensure ease of travel for everyone.

CATEGORY	KEY ISSUE	RECOMMENDED FIX
STATION INFRASTRUCTURE	Platform gaps trap wheelchair front wheels, forcing reverse boarding that requires assistance at times.	Deploy ramps (as piloted in March 2026) upon notification when wheelchair users enter the ticketing area.
	Slippery flooring increases slip-and-fall risks	Use non-slip flooring materials throughout stations.
	Insufficient seating, especially during peak hours for senior citizens.	Add more seating benches in stations, prioritising high-traffic areas.
	Ticket machines lack audible confirmation for visually impaired users	Add beep/ sound notifications on successful ticket transactions.
	Peak-hour crowding hinders safe boarding/alighting.	Implement better crowd management strategies, like staggered boarding or staff guidance.
	Closed ticket counters (e.g., Sir Thiyagaraya E3 exit) force longer routes.	Keep all ticket counters open at all exits.
	Non-uniform ticket counter heights	Install uniform dual-height counters in all stations for wheelchair access.

CATEGORY	KEY ISSUE	RECOMMENDED FIX
NAVIGATION & INFORMATION	The lift buttons are too high and side-positioned, making them inaccessible to wheelchair users.	Reposition buttons horizontally and centred on walls; prioritise wheelchair users.
	Poor signage for navigation and disabled facilities.	Improve clear, well-placed signage highlighting accessible features.
	Tactile tiles are present, but visually impaired users are untrained in their use.	Offer training and awareness sessions for visually impaired passengers (e.g., like Kochi Metro's Braille maps, handrail markings, and signboards for independent navigation).
	Hard to identify wheelchair parking and safe entrances.	Add prominent markings and signage for wheelchairs. parking and accessible entrances.
ACCESSIBILITY FOR PERSONS WITH DISABILITIES	Not all entrances are accessible; persons with disabilities are forced to use specific ones.	Ensure all entrances are fully accessible.
	Wheelchair access limited to specific coaches.	Make all coaches wheelchair accessible.
	Accessible restrooms are often locked, requiring staff keys in emergencies.	Keep accessible restrooms unlocked and available at all times.
	Outdated induction loop systems for the hearing impaired.	Upgrade to modern Bluetooth-based assistive technologies.
	Staff lack basic sign language training, creating communication barriers.	Train all staff in basic sign language.
	Persons with disabilities' parking spaces are often misused by able-bodied persons.	Monitor parking spaces for persons with disabilities and fine usage by unauthorised vehicles.
TICKET CONCESSIONS	No fare discounts for persons with disabilities despite other promotions.	Introduce fare concessions or discounted passes for persons with disabilities to boost usage.

In March 2026, Chennai Metro introduced ramps for wheelchair users for easier access between the platform and the train. Once wheelchair users enter the ticketing area, the platform staff will be notified to deploy the ramp when the train arrives. This initiative addresses a long-standing request that has finally been implemented nearly 11 years after the metro's launch[12].



Features such as this make the Chennai metro the preferred mode of transportation for surveyed respondents. However, the limited coverage of the metro means that many commuters still find it inaccessible. With the planned extension of the metro station and improved FLM connectivity, we can anticipate an increase in the number of persons with disabilities and senior citizens using it for their daily commutes.

Key issues and recommendations for improving accessibility in buses

Buses are one of the simplest and most powerful ways to get around our city. They have a wider coverage than any other mode of public transport, connecting people to different parts of the city. In Chennai, MTC has a fleet size of 3,488 covering 666 routes across Chennai, serving an average of 33.85 lakh passengers per day.

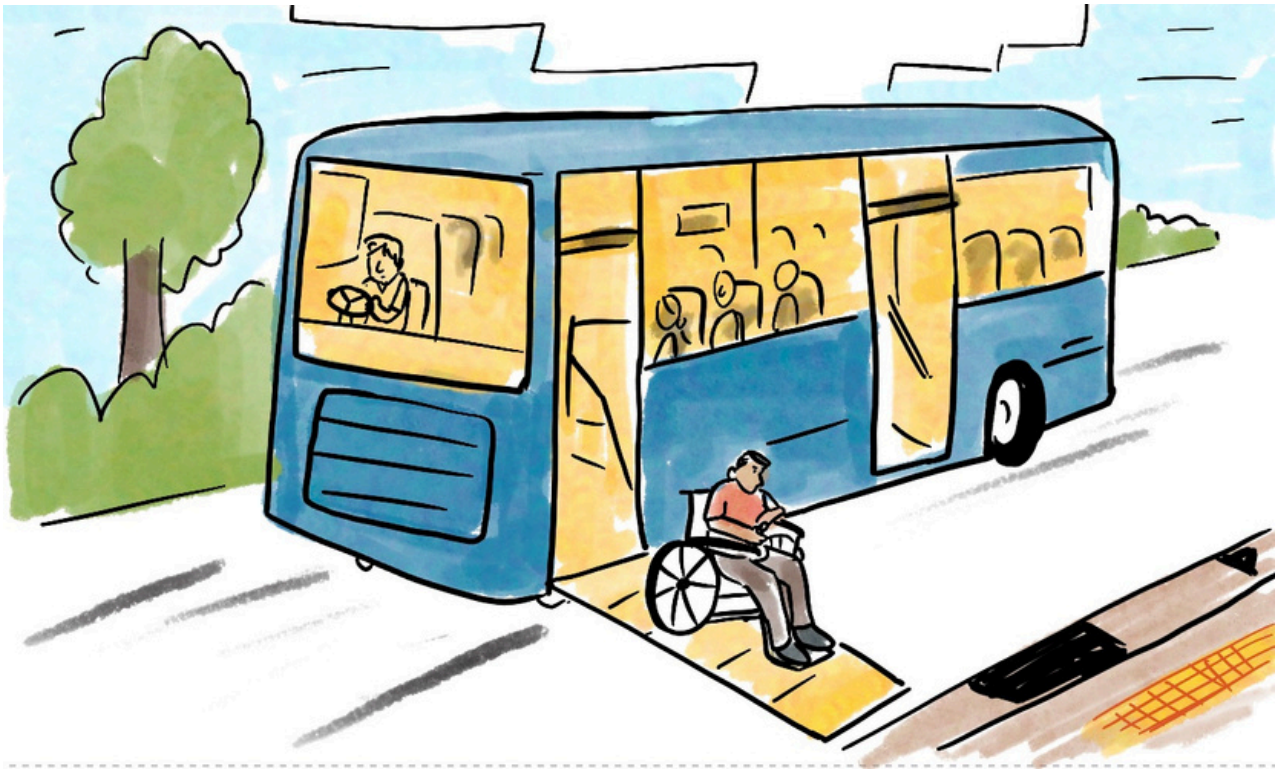
People with disabilities and senior citizens encounter significant challenges with Chennai's bus infrastructure, requiring urgent attention. Both the bus stops and the features inside the buses lack essential accessibility. Bus stops and terminals are particularly problematic for wheelchair users, often presenting physical risks.

Only after the introduction of 120 electric low-floor buses in July 2025 were wheelchair users able to access them. Features like ramps, secure anchors, low floors, and dedicated space for wheelchair users enabled them to use the buses.

Accessibility remains a critical issue at bus stops and bus terminals. The bus stops and terminals do not have disabled-friendly features such as voice announcements, maps, ramps, Braille maps, and tactile tiles. Several of the bus stops also do have well-laid footpaths connecting to them. Let's take a look at the struggles and recommendations in detail.

"In buses, the conductor imposes a luggage fee for bringing a wheelchair onboard, which is against the law. Even when we point out this malpractice, they often disregard our concerns. I frequently encounter this issue of additional charges during my bus travels."

Dr.Anusuya, Guest Lecturer



CATEGORY	KEY ISSUE	RECOMMENDED FIX
BUS STOPS & TERMINALS	Non-uniform design; lack of covered/shaded shelters for rain/sun.	Standardized covered, shaded bus stops citywide (e.g., like the Vivekananda bus stop).
	Inadequate, high, or uncomfortable seating.	Add low, well-maintained seating at all stops.
	No ramps or obstructed access (e.g., bollards at Guindy); buses miss designated spots.	Install direct ramps avoiding traffic/bollards; enforce proper bus alignment.
	Inconsistent bus timings; buses skip stops, stranding mobility-impaired.	Improve schedule reliability and enforce stops at all designated points.
	Overcrowded buses lead to unsafe conditions for persons with disabilities, especially for the visually impaired.	Increase low-floor buses to reduce crowding and enhance safety.
BUS DESIGN	High/sticky-out steps are hazardous for wheelchairs/elderly/crutches.	Standardise low steps or ramps on all buses.
	Missing handrails near doors/top, swaying grab handles, and no crutch space.	Add vertical/horizontal handrails, stable grab handles, and crutch storage.
	Slippery floors, sharp edges, no Braille, and unstable ramps.	Use non-slip floors, blunt edges, add Braille, and standardise stable ramps.
	Limited priority seats (blocked); max 2 wheelchairs; no secure belts used.	Add more priority seats (foldable front ones), enforce wheelchair belts, and expand capacity.
	No stop request buttons or announcements.	Install stop buttons and mandate announcements (automated or via conductor mic).
	Untrained/reluctant staff; disrespectful treatment.	Train drivers/conductors on ramps/assistance; enforce respectful protocols.

CATEGORY	KEY ISSUE	RECOMMENDED FIX
INFORMATION ACCESSIBILITY	Limited route info/maps at stops; no voice/LED announcements.	Display maps/LED screens (Tamil/English); add voice announcements (e.g., like BMTC 'OnBoard' for the visually impaired).
	Inaccurate digital displays/GPS; announcements off/delayed.	Upgrade reliable GPS/displays; ensure announcements are always on.
FACILITIES & AMENITIES	Malpractice, like luggage fees on wheelchairs and route-specific passes.	Train conductors on concessions make bus passes flexible across routes.
	No water/clean toilets; no separate wheelchair paths.	Provide water/toilets at stops; add dedicated wheelchair pathways.
OTHER	Tedious bus pass application/renewal.	Simplify the online/offline process to instant or same-day issuance.

"Since the introduction of the low-floor buses in August 2024, I have taken 557 rides (as of February 2026) on these buses."
Sathish Kumar R, Member of Disability Rights Alliance

BMTC has introduced the 'OnBoard' assistive device in July 2025 for visually impaired individuals using city buses. This reduces the reliance on bystanders at bus stops, alleviating mental stress and boosting self-confidence. It also encourages more visually challenged individuals to travel independently[13].

In summary, although the new low-floor buses have opened up accessibility to wheelchair users, there is still a lot of scope for improvements. Often, small design faults can become a huge setback for persons with disabilities and senior citizens. By addressing these issues, we will not only improve the overall experience for bus commuters but also promote greater inclusivity and accessibility within public transportation systems. Implementing these changes is essential for fostering a more reliable and user-friendly bus service.

Key issues and recommendations for improving accessibility in railway stations

Chennai suburban trains and MRTS are widely used for daily commuting among our participants. However, train stations are not accessible for wheelchair users and not convenient for people with mobility issues. Inadequate disabled-friendly infrastructure, lack of assistance and operational challenges make independent travel difficult for persons with disabilities and senior citizens.

CATEGORY	KEY ISSUE	RECOMMENDED FIX
STATION INFRASTRUCTURE & ACCESSIBILITY	High steps and narrow entrances on some trains hinder boarding.	Provide portable ramps for independent wheelchair boarding.
	Disability coaches unclean; first/last coaches far apart and hard to reach.	Ensure regular cleaning; improve signage and proximity for disability coaches.
	Incomplete ramps (e.g., only at entrances, not all platforms).	Install ramps connecting all platforms for full independent access.
	Limited, unreliable, or overcrowded lifts.	Expand lift availability, ensure maintenance, and manage queues with priority for persons with disabilities/seniors.
	No tactile tiles near platforms, risking falls onto tracks.	Install tactile tiles along the yellow line at all platforms.
ASSISTANCE & SUPPORT	No dedicated staff; reliance on costly porters.	Deploy trained staff and dedicated assistance counters at all stations.
	Buggy services unavailable, inconsistent charges.	Prioritise free/affordable buggies for persons with disabilities/senior citizens; enable direct coordination via contact sharing.

CATEGORY	KEY ISSUE	RECOMMENDED FIX
CROWD MANAGEMENT & BOARDING	Peak-hour overcrowding is unsafe for persons with disabilities /senior citizens.	Introduce priority boarding zones, staff guidance, and crowd control during rush hours.
PASSENGER AMENITIES	Insufficient seating for senior citizens/ persons with disabilities/waiting passengers.	Add more dedicated seating areas across stations.
	Poorly maintained, narrow, slippery, accessible toilets.	Widen entrances, improve maintenance/hygiene, fix drainage to prevent slips.
	Limited reserved seats (2-4) near restrooms; trolley path conflicts for wheelchairs.	Increase reserved seats; designate separate wheelchair paths.
INFORMATION & COMMUNICATION	Inconsistent platform/train info on displays; fast-scrolling text.	Synchronise and slow down digital displays for accurate, readable info.
	No info on operational lifts; unclear ticketing counter details.	Display real-time lift status and platform/schedule info at counters and boards.

The current buggy service, which is intended to support elderly passengers and persons with disabilities, is available at some stations. However, these services are often expensive or inconsistently priced. Although the official signage indicates a fare of ₹10 per ride, passengers are sometimes charged up to ₹50 just to cross platforms. These services need proper regulation and monitoring. Since railway infrastructure is still not fully accessible for persons with disabilities, charging fees for accessibility-related services such as buggy rides creates an additional burden.

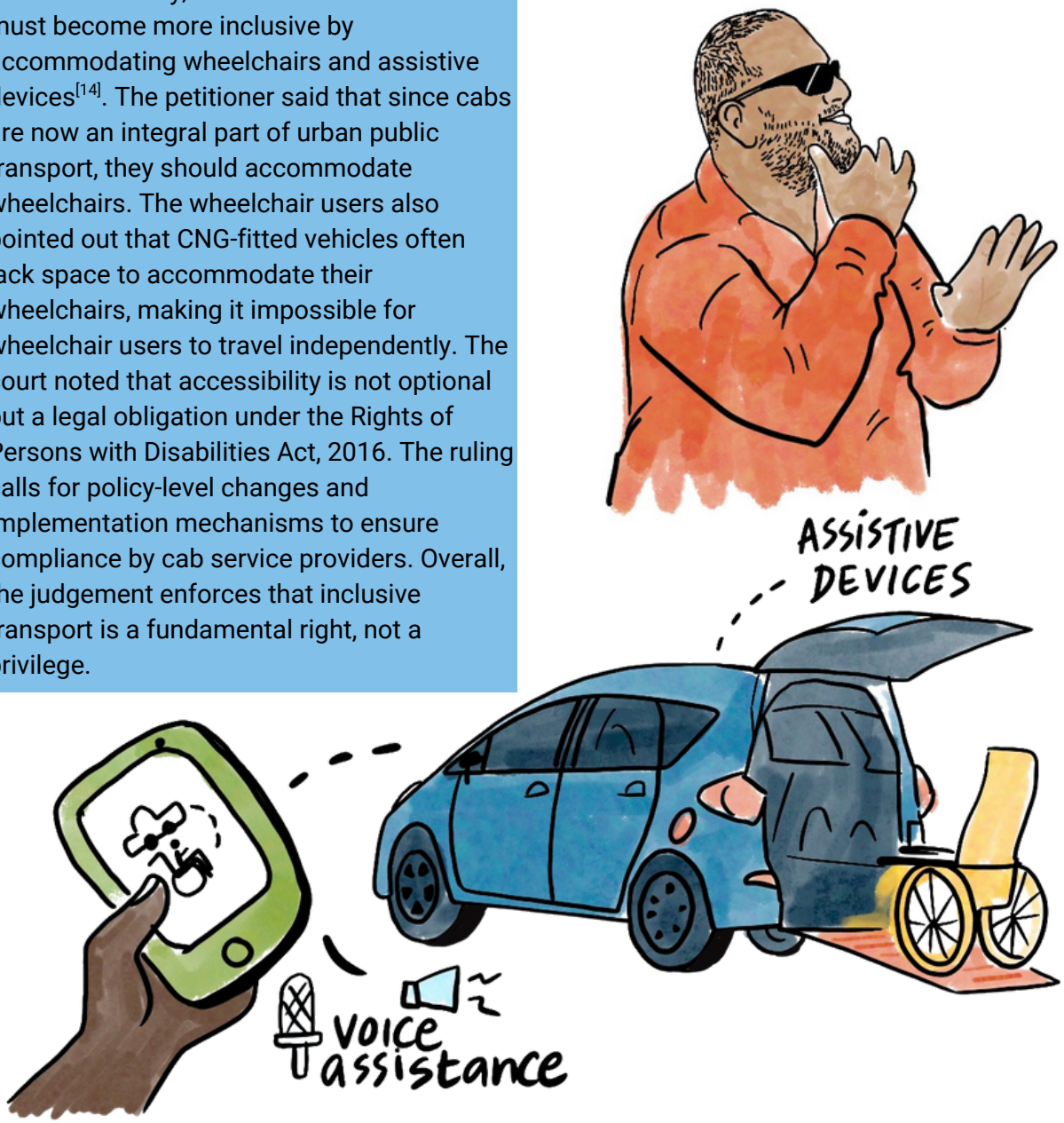
Accessibility services for persons with disabilities should be free until complete accessibility is achieved.

Key issues and recommendations for improving accessibility in ride-hailing apps

Smart phones and new technologies have become a significant part of everyday life, including for persons with disabilities and the elderly. Technology plays an important role in bridging accessibility gaps by providing features such as public transport information, voice assistance, and easier communication. However, ride-hailing apps still need improvements to make the service better for persons with disabilities and the elderly.

In March 2026, the Supreme Court, while addressing a plea on improving first- and last-mile connectivity, stressed that cab services must become more inclusive by accommodating wheelchairs and assistive devices[14]. The petitioner said that since cabs are now an integral part of urban public transport, they should accommodate wheelchairs. The wheelchair users also pointed out that CNG-fitted vehicles often lack space to accommodate their wheelchairs, making it impossible for wheelchair users to travel independently. The court noted that accessibility is not optional but a legal obligation under the Rights of Persons with Disabilities Act, 2016. The ruling calls for policy-level changes and implementation mechanisms to ensure compliance by cab service providers. Overall, the judgement enforces that inclusive transport is a fundamental right, not a privilege.

"We require assistance services with dedicated cab or auto service specifically tailored for persons with disabilities. This service can provide FLM connectivity and be conveniently booked through an app. Such an initiative would address connectivity challenges, and the vehicles can be uniquely designed to meet the diverse needs of various persons with disabilities."
Sunil Abbas, General Secretary, Society for the Empowerment of the Deaf-Blind (SEDB) India, and Vice President, St. Louis Deaf Alumni Association (SLDAA)



CATEGORY	KEY ISSUE	RECOMMENDED FIX
VOICE & NAVIGATION	No built-in voice assistance for visually impaired users.	Add voice guidance for app navigation, ride booking, and tracking.
VEHICLE SELECTION	Apps do not indicate whether the vehicle has sufficient space for a wheelchair, and there are no available options for this feature.	Offer wheelchair-friendly vehicle filters; indicate accessibility in listings to avoid cancellations/higher fares.
DISPLAY OPTIONS	Lack of dark mode (e.g., Chennai One app's white-only screen strains partial blindness).	Implement light/dark mode toggles for better visibility.
FARES & PRICING	Drivers exploit disabilities for extra charges; rides are too expensive.	Enforce fixed fares and monitor/prevent discriminatory pricing via app algorithms.
COMMUNICATION	No voice-to-text translation; can't block driver calls (key for the hearing impaired).	Add real-time voice-to-text, call blocking, and text-based chat options.
INNOVATION	Limited apps for niche needs like footpath navigation or Braille integration.	Develop specialised features/apps (e.g., footpath navigator, Braille support).
ASSISTANCE BOOKING	No option to book rides with onboard support/assistants.	Include "assisted ride" booking for vehicles with trained support staff.

Improving these features will help make ride-hailing services more inclusive, enabling persons with disabilities and elderly users to travel safely, comfortably and independently.

Future research scope

The majority of the survey respondents and persons who attended our focus group discussions had financial assistance and support from their families, often including an assistant who would accompany them on their commute. Future research should prioritise inclusivity by engaging populations excluded from this study, such as individuals with more severe mobility impairments who lack personal transportation and are currently homebound. Surveys and focus group discussions could incorporate accessible digital formats such as video calls and online discussions. Additionally, the study should explore the financial stress that mobility imposes on persons with disabilities. The study was conducted only in the urban areas; there is scope to extend the surveys beyond Chennai to other cities and rural areas within Tamil Nadu.

Conclusion

It is clear that there is an urgent need to prioritise inclusive mobility in Chennai by addressing the systemic barriers faced by persons with disabilities and senior citizens. While the city has made progress through low-floor buses and metro systems, significant gaps remain in pedestrian infrastructure, public transport design, and FLM connectivity. These shortcomings not only limit independent mobility but also affect safety and overall quality of life.

The study revealed that accessibility works only if these features are integrated right across the system. Creating islands of accessible service have limited impact. Well-designed footpaths, public infrastructure, public transport information, and staff training all work together to contribute to seamless travel. The current disconnect between the existing legal framework and implementation on the ground underscores the need for stronger enforcement and accountability with the upcoming projects.

Accessibility is not a privilege but a fundamental right and a legal mandate under the Rights of Persons with Disabilities Act, 2016; however, our cities don't seem to reflect this. In order to create an inclusive city, the city needs to focus on some fundamental principles of universal design standards.

1. Universal Design: We need to ensure there is seamless connectivity through well-maintained, continuous footpaths with tactile paving. The pedestrian infrastructure, such as footpaths, needs to be well maintained with smooth surfaces, continuous, gentle slopes, tactile paving, and consistent kerb cuts. In certain areas, bollards are not wide enough to accommodate wheelchair users, which needs to be rectified. Seamless connectivity between the sidewalk, public transport, and destination reduces the reliance on motorised transport and encourages independent travel.
2. Vehicle upgrades: Increasing the fleet of low-floor buses and installing horizontal handrails, braille signages, and automated audio announcements in all vehicles. All vehicles need to upgrade their design to accommodate wheelchair users.
3. Staff training: Implementing regular sensitisation and technical training for transit staff on how to assist passengers with diverse disabilities.
4. Technological Inclusion: Improving apps to include voice assistance, dark mode, and real-time maps detailing accessible station entrances and operational lifts.
5. Policy enforcement: Establishing strict anti-discrimination policies and regulating auxiliary services like station buggy rides to ensure they are affordable or free for persons with disabilities.

Creating an inclusive transport system requires a holistic approach that integrates universal design standards. By centering the needs of persons with disabilities and senior citizens in planning, designing, and decision-making, Chennai can move towards more equitable, safe, and sustainable transport that benefits all its residents.

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Annexure 1

Perception survey for persons with disabilities and senior citizens

Demographics / குடித்தரவுகள்

1. Gender/ பாலினம் M/F/Transgender/Prefer not to say ஆண், பெண், திருநங்கை, சொல்ல விரும்பவில்லை

2. Age/ வயது below 20, 21=30, 31-40, 41-50, 51-60, 61 & above- 20 க்கு கீழே 60 & அதற்கு மேல்

3. Educational level கல்வி நிலை– Unschooled, primary school (till class 5), middle school (till class 8), SSLC/class 12, graduate, postgraduate and doctorate பள்ளிப் படிப்பு இல்லாதவர், தொடக்கப்பள்ளி (5 ஆம் வகுப்பு வரை), நடுநிலைப்பள்ளி (8 ஆம் வகுப்பு வரை), எஸ்எஸ்எல்சி/12 ஆம் வகுப்பு, பட்டதாரி, முதுகலை மற்றும் முனைவர் பட்டம்

4. Profession – Unemployed, working professional, self-employed, student, homemaker, retired, others_____
   தொழில் - வேலையில்லாதவர், தொழில்முறை பணியாளர், சுயதொழில் செய்பவர்,
   மாணவர், இல்லத்தரசி, ஓய்வு பெற்றவர், மற்றவர்கள்_____

5. Type of disability: மாற்றுத்திறன் வகை:
   a)Blindness/ Low vision/ பார்வை மாற்றுத்திறன் / பார்வைக் குறை
   b)Hearing Impairment/ செவித்திறன் குறைபாடு
   c)Locomotor Disability/ இயக்கக் குறைபாடு
   d)Speech and Language disability/ பேச்சு மற்றும் மொழி குறைபாடு
   e)Multiple Disabilities including deaf-blindness/ செவித்திறன் குறைபாடு உட்பட பல குறைபாடுகள்
   f)Senior citizens/ மூத்த குடிமக்கள்
   e)Others_____ மற்றவர்கள்_____

6. What are your most common modes of transport? Prompt: limit it to top 3 options / உங்களுக்குப் பொதுவான போக்குவரத்து முறைகள் என்ன? குறிப்பு: முதல் 3 விருப்பங்களுக்குள் வரம்பிடவும். (select multiple options)

a) Buses /பேருந்துகள்
b)Metro / மெட்ரோ
c)Trains / ரயில்கள்
d)Cab/Taxi / வாகனம் / டாக்ஸி
e)Auto/ share auto/ ஆட்டோ / ஷேர் ஆட்டோ
f)Private Bike / தனியார் பைக்
g)Private Car/ தனியார் கார்
h)Walk / நடை
i)Bicycle / மிதிவண்டி

Accessibility Infrastructure/ உள்கட்டமைப்பு அணுகல்

7. What is the distance from your home to the nearest public transit stop, such as bus stops, train stations, or metro stations?/ உங்கள் வீட்டிலிருந்து அருகிலுள்ள பொதுப் போக்குவரத்து நிறுத்தத்திற்கு, அதாவது பேருந்து நிறுத்தங்கள், ரயில் நிலையங்கள் அல்லது மெட்ரோ நிலையங்களுக்கு எவ்வளவு தூரம்?
   a) less than 500m / 500 மீட்டருக்கும் குறைவானது
   b)500m to 1 km / 500 மீ முதல் 1 கிமீ வரை
   c)1 km - 2 km / 1 கிமீ - 2 கிமீ
   d)2 km - 3 km / 2 கிமீ - 3 கிமீ
   e)3 km or more / 3 கிமீ அல்லது அதற்கு மேல்

8. How do you typically get to the closest public transit stop, like bus stops, train stations, or metro stations?/ பேருந்து நிறுத்தங்கள், ரயில் நிலையங்கள் அல்லது மெட்ரோ நிலையங்கள் போன்ற அருகிலுள்ள பொதுப் போக்குவரத்து நிறுத்தத்திற்கு நீங்கள் பொதுவாக எப்படிச் செல்வீர்கள்?(select multiple options)
   a)By walk/ wheelchair நடந்து /சக்கர நாற்காலி மூலம்
   b)Bicycle / மிதிவண்டி
   c)Auto/Share auto / ஆட்டோ/ஷேர் ஆட்டோ
   d)Cab/ Taxi / கேப்/டாக்ஸி
   e)Private car / தனியார் கார்
   f)Private bike /தனியார் பைக்
   g)Not applicable / பொருந்தாது

9. Are sidewalks, curb ramps, and crosswalks leading to public transport stops accessible and safe? (Yes/No/Partially)/ பொதுப் போக்குவரத்து நிறுத்தங்களுக்குச் செல்லும் நடைபாதைகள், சாலையோர சாய்வுப் பாதைகள் மற்றும் கடக்குமிடம் அணுகக்கூடியவை மற்றும் பாதுகாப்பானவையா? (ஆம்/இல்லை/பகுதியளவு)

10. Do you encounter barriers like blocked pathways or uneven surfaces on your way to stops or stations? (Yes/No/ Partially) If Yes/ partially, explain more / நிறுத்தங்கள் அல்லது நிலையங்களுக்குச் செல்லும் வழியில் அடைபட்ட பாதைகள் அல்லது சீரற்ற மேற்பரப்புகள் போன்ற தடைகளை நீங்கள் சந்திக்கிறீர்களா? (ஆம்/இல்லை/ பகுதியளவு) ஆம்/ பகுதியளவு எனில், மேலும் விளக்குங்கள்.

11. How would you rate the availability and condition of tactile paths, ramps, and signage? scale 1-3 (3 being the highest) / தொட்டுணரக்கூடிய பாதைகள், சாய்வுப் பாதைகள் மற்றும் அறிவிப்பு பலகைகளின் கிடைக்கும் தன்மை மற்றும் நிலையை நீங்கள் எவ்வாறு மதிப்பிடுவீர்கள்? அளவுகோல் 1-3 (3 என்பது மிக உயர்ந்தது)

12. Provide a detailed explanation of the accessibility changes you would like to see in public spaces. _____ / பொது இடங்களில் நீங்கள் காண விரும்பும் அணுகல் மாற்றங்கள் குறித்த விரிவான விளக்கத்தை வழங்கவும். _____

13. What type of support do you require to enhance first and last mile connectivity? _____ / முதல்

Vehicle design and facilities

14. Is the public transport interior designed to accommodate your needs (e.g., priority seating, wheelchair spaces, braille)? (Yes/No/Partially)/ பொதுப் போக்குவரத்து உட்புறம் உங்கள் தேவைகளைப் பூர்த்தி செய்யும் வகையில் வடிவமைக்கப்பட்டுள்ளதா (எ.கா., முன்னுரிமை இருக்கைகள், சக்கர நாற்காலி இடங்கள், பிரெய்லி)? (ஆம்/இல்லை/பகுதியாக)

15. Are boarding and alighting processes accessible and convenient? (Yes/No/Partially) / ஏறுதல் மற்றும் இறங்குதல் செயல்முறைகள் அணுகக்கூடியவை மற்றும் வசதியானவையா? (ஆம்/இல்லை/பகுதியாக)

16. Rate the availability and accessibility of audio and visual information inside the vehicle. scale 1-3 (3 being the highest) / வாகனத்திற்குள் ஆடியோ மற்றும் காட்சித் தகவல்களின் கிடைக்கும் தன்மை மற்றும் அணுகலை மதிப்பிடவும். அளவுகோல் 1-3 (3 என்பது அதிகபட்சம்)

17. Have you experienced safety issues related to vehicle design? (Yes/No). If yes, explain in detail _____ /வாகன வடிவமைப்பு தொடர்பான பாதுகாப்பு சிக்கல்களை நீங்கள் சந்தித்திருக்கிறீர்களா? (ஆம்/இல்லை). ஆம் எனில், விரிவாக விளக்குங்கள் _____

Information / தகவல்

18. Is information about schedules, routes, and accessibility entrances readily available in accessible formats? (Yes/No)/ அட்டவணைகள், வழித்தடங்கள் மற்றும் அணுகல்தன்மை நுழைவாயில்கள் பற்றிய தகவல்கள் அணுகக்கூடிய வடிவங்களில் உடனடியாகக் கிடைக்கிறதா? (ஆம்/இல்லை)

19. How effectively does public transport staff communicate with you or assist you? scale 1-3 (3 bring the highest) / பொதுப் போக்குவரத்து ஊழியர்கள் உங்களுடன் எவ்வளவு திறம்பட தொடர்பு கொள்கிறார்கள் அல்லது உங்களுக்கு உதவுகிறார்கள்? அளவுகோல் 1-3 (3 அதிகபட்சத்தைக் கொண்டுவருகிறது)

20. Are there clear announcements and signage about stops and changes? (Yes/No/Partially)/ நிறுத்தங்கள் மற்றும் மாற்றங்கள் குறித்து தெளிவான அறிவிப்புகள் மற்றும் பலகைகள் உள்ளதா? (ஆம்/இல்லை/பகுதியாக)

21. Provide a detailed explanation of changes in information you would like to see. / நீங்கள் பார்க்க விரும்பும் தகவலில் ஏற்படும் மாற்றங்கள் குறித்த விரிவான விளக்கத்தை வழங்கவும். _____

Service Quality and Safety/ சேவை தரம் மற்றும் பாதுகாப்பு

20. How satisfied are you with the overall quality of public transport services? scale 1-3 (3 bring the highest)/ பொதுப் போக்குவரத்து சேவைகளின் ஒட்டுமொத்த தரத்தில் நீங்கள் எவ்வளவு திருப்தி அடைகிறீர்கள்? அளவுகோல் 1-3 (3 மிக உயர்ந்ததைக் கொண்டுவருகிறது)

21. Do you feel personally safe when using public transport? (Yes/No) If no, explain in detail/ பொது போக்குவரத்தைப் பயன்படுத்தும்போது நீங்கள் தனிப்பட்ட முறையில் பாதுகாப்பாக உணர்கிறீர்களா? (ஆம்/இல்லை) இல்லை என்றால், விரிவாக விளக்குங்கள்_____

22. How do positive/ negative attitudes or behaviours of staff or other passengers affect your experience?/ ஊழியர்கள் அல்லது பிற பயணிகளின் நேர்மறை/எதிர்மறை மனப்பான்மைகள் அல்லது நடத்தைகள் உங்கள் அனுபவத்தை எவ்வாறு பாதிக்கின்றன? _____ _____

23. Do you receive adequate assistance when needed? (Yes/No) / தேவைப்படும்போது போதுமான உதவி கிடைக்கிறதா? (ஆம்/இல்லை)

Service specific / குறிப்பிட்ட சேவை

24. What changes would you like in metro stations?மெட்ரோ நிலையங்களில் என்ன மாற்றங்களை விரும்புகிறீர்கள்?_____

25. What changes would you like in bus terminals and bus stops?/ பேருந்து நிலையங்கள் மற்றும் பேருந்து நிறுத்தங்களில் நீங்கள் என்ன மாற்றங்களை விரும்புகிறீர்கள்? _____

26. What changes would you like to see in train stations?/ ரயில் நிலையங்களில் நீங்கள் என்ன மாற்றங்களைக் காண விரும்புகிறீர்கள்?_____

27. What changes would you like to see in ride-hailing apps?/ ரைடு-ஹெய்லிங் செயலிகளில் நீங்கள் என்ன மாற்றங்களைக் காண விரும்புகிறீர்கள்?_____

28. What changes would you like to see in public spaces?/ பொது இடங்களில் நீங்கள் என்ன மாற்றங்களைக் காண விரும்புகிறீர்கள்?_____

Ratings/ மதிப்பீடுகள்

29. Of all the app based services, which would you rate the highest and why?/ பயன்பாட்டு அடிப்படையிலான அனைத்து சேவைகளிலும், எதற்கு அதிக மதிப்பீடு அளிப்பீர்கள், ஏன்? _____

30. Of all the govt services - buses, metro, MRTC, local train, which would you rate the highest and why?/ அனைத்து அரசு சேவைகளான - பேருந்துகள், மெட்ரோ, MRTC, உள்ளூர் ரயில், எதற்கு அதிக மதிப்பீடு அளிப்பீர்கள், ஏன்?_____

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