FACT SHEET

READING DELHI'S BUS STOPS THROUGH A GENDER & CLIMATE LENS

OCTOBER 2026



ACKNOWLEDGEMENT

The Women's Safety and Employment in Public Transport in Delhi project was led by Sonal Shah, Founder, The Urban Catalysts, with Manisha Sharma, Arish Amber, and Soumili Roy as the core research team, and expert guidance from Satyajit Ganguly. All photographs are by The Urban Catalysts' team, unless specified otherwise.

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ABOUT THE PROJECT

The project established an evidence-based baseline of bus users' experiences and satisfaction in Delhi, with a focus on women and vulnerable groups, to assess the extent to which public bus transport is

A.C.S.A.R.

AFFORDABLE

CONNECTED

SAFE

ACCESSIBLE

RELIABLE



Commuters' satisfaction surveys

2000+ *(with 70% women)*



Focus Group Discussions (FGDs)

22 FGDs (186 participants)



Assessment of bus stops from gender & climate lens

This report presents the findings from infrastructure assessments of bus stops across Delhi, with a focus on road safety, comfort, information, accessibility, and personal security from a gender-responsive and climate-resilience perspective.



Assessment of bus terminals from gender & climate lens



INTRODUCTION

Bus stops constitute critical interfaces between public transport networks and the urban environment, directly shaping passengers' ability and willingness to access, use, and experience bus services. Evidence across multiple contexts demonstrates that the infrastructure quality of bus stops has measurable effects on ridership, perceived safety, accessibility, and user satisfaction.

Improvements undertaken by the Utah Transit Authority —including universal accessible boarding area, paved connections to surrounding sidewalks, shelters, seating- showed statistically significant increases in fixed-route bus ridership (5.9%) a(Kim, Bartholomew, & Ewing, 2018). Similarly, Intercity Transit in Olympia, Washington, recorded a 14% increase in boardings at 24 upgraded stops, compared with a 5% system-wide increase (Hansen et al., 2021).

Taken together, this evidence demonstrates that investment in bus stops should be viewed not as a peripheral amenity, but as a strategic and cost-effective intervention to improve ridership and improve the experienc eof bus commuters.



THE MANY FACES OF DELHI'S BUS STOPS



Srinivas Puri



C.G.H.S Dispensary



Vaishno Mata Mandir



Khera Kalan School



Azad Hind Gram (Tikri Piao)



Sundar Nagri

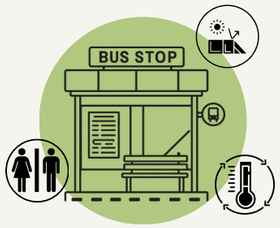
OUR APPROACH

We conducted a **gender-responsive and climate-resilient infrastructure assessment** of bus stops, evaluating the quality and adequacy of infrastructure from a commuter perspective. Each bus stop was assessed across four dimensions—Comfort, Information, Accessibility, and Personal Security—covering 20 attributes scored against relevant national and international standards.



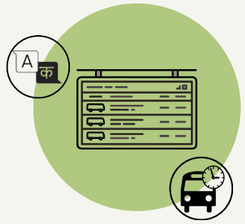
Infrastructure assessment from

Gender & climate lens



COMFORT & CLIMATE RESILIENCE

- Shelter (roof) for protection from rain and heat
- Heat resilience of bus shelter material/thermal comfort
- Presence of walkway along the bus stop
- Slip-resistant bus stop surface
- Seating at the bus stop
- Availability of public toilet for women
- Availability of drinking water at the bus stop



INFORMATION

- Availability of static information
- Ease of understanding the static information
- Availability of dynamic information
- Availability of helpline number of transit authority
- Availability of emergency helpline numbers



ACCESSIBILITY

- Tactile paving
- Availability of static information in Braille
- Availability of emergency helpline numbers in Braille

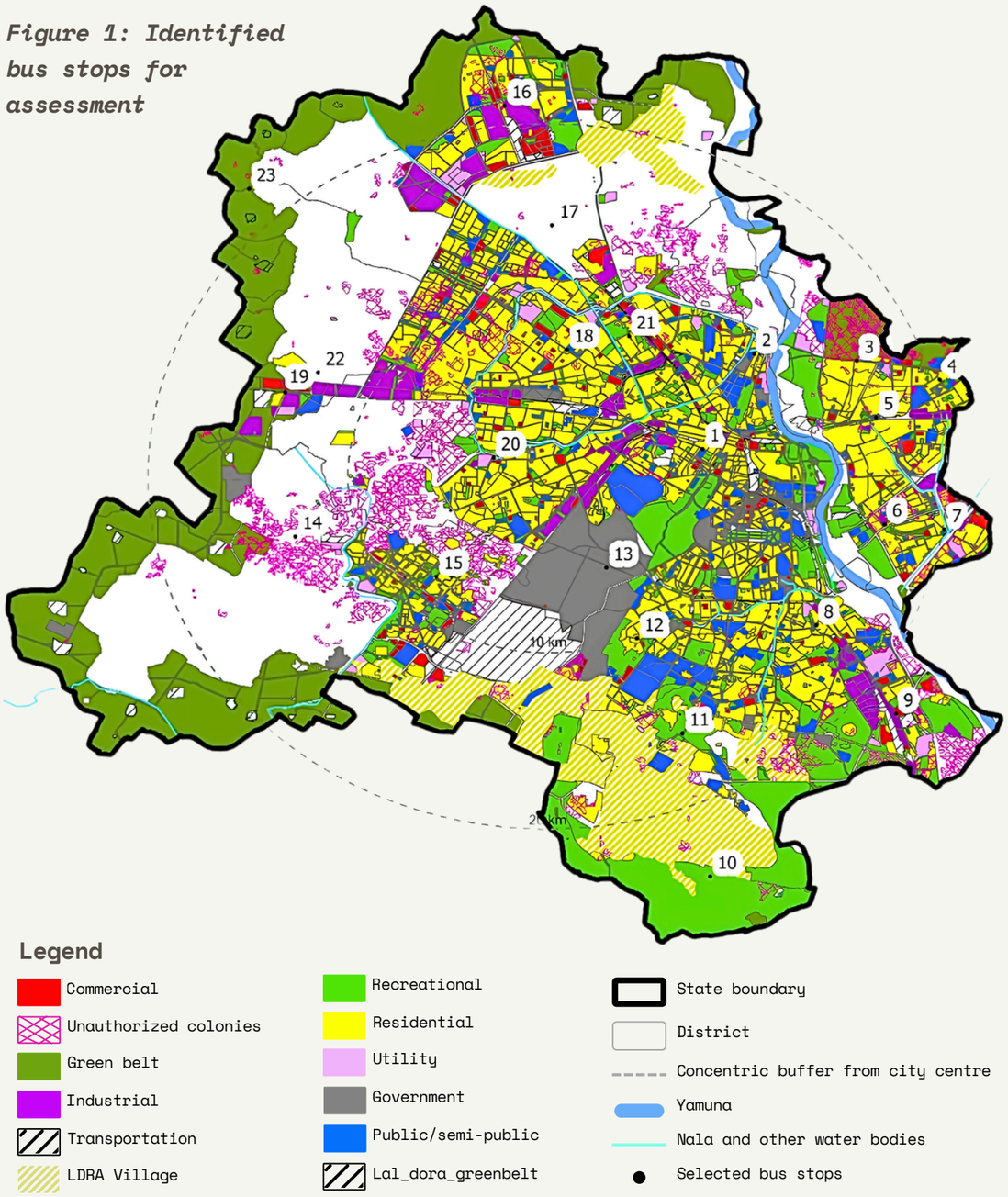


SAFETY

- Lighting levels
- Bus stop back panel transparency
- Natural surveillance
- CCTV camera coverage
- Presence of women at the bus stop

Where?

Figure 1: Identified bus stops for assessment



23 bus stops across Delhi

From the city's approximately 4,000 bus stops (Department of Transport & IIIT Delhi, 2024), stops were purposively sampled through a three-layer spatial framework: distance from the city centre, administrative district, and surrounding land use. The city was divided into **three concentric zones—0–10 km, 10–20 km, and >20 km** from the city centre—and sampling was distributed across all 11 administrative districts. Within each spatial unit, bus stops were selected to represent the principal land-use contexts identified in the Master Plan for Delhi 2041, including residential, commercial, industrial, recreational, public and semi-public areas, unauthorised colonies, and LDRA villages.

The stop closest to the centroid of each selected land-use area was identified; where this point fell in a non-built-up area or corresponded to a pole stop, the nearest operational stop with a bus queue shelter was selected following field verification and Google Maps Street View review.

1 Tibiya College

2 CGHS Dispensary

3 Yamuna Vihar Brijpuri

4 Sunder Nagri

5 Shyam Lal College

6 Mother Dairy Crossing

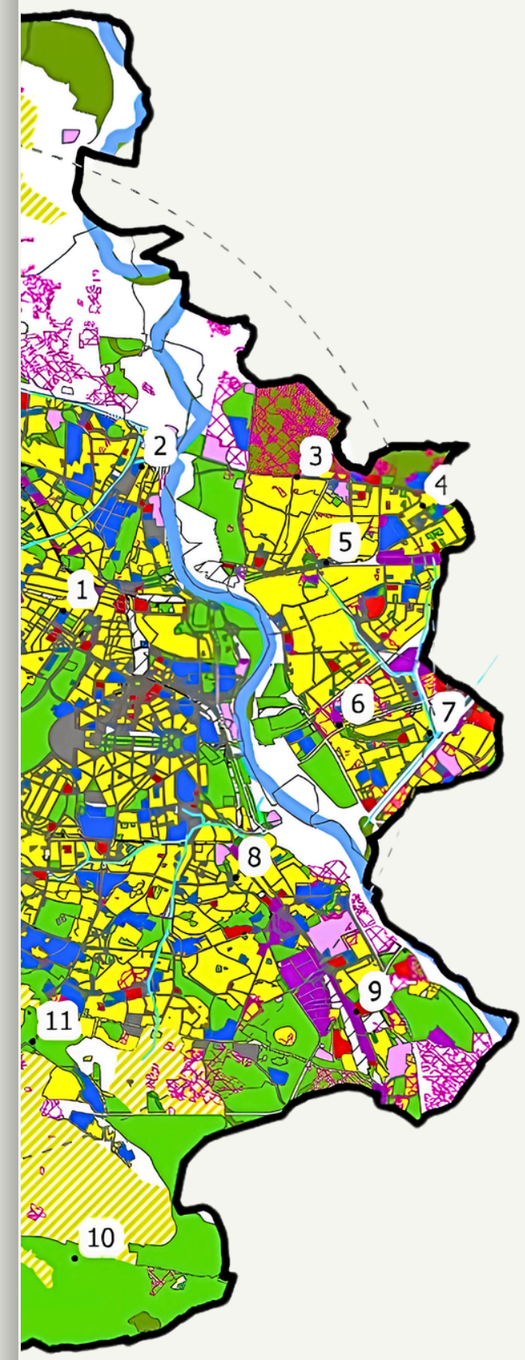
7 Kalyan Puri terminal

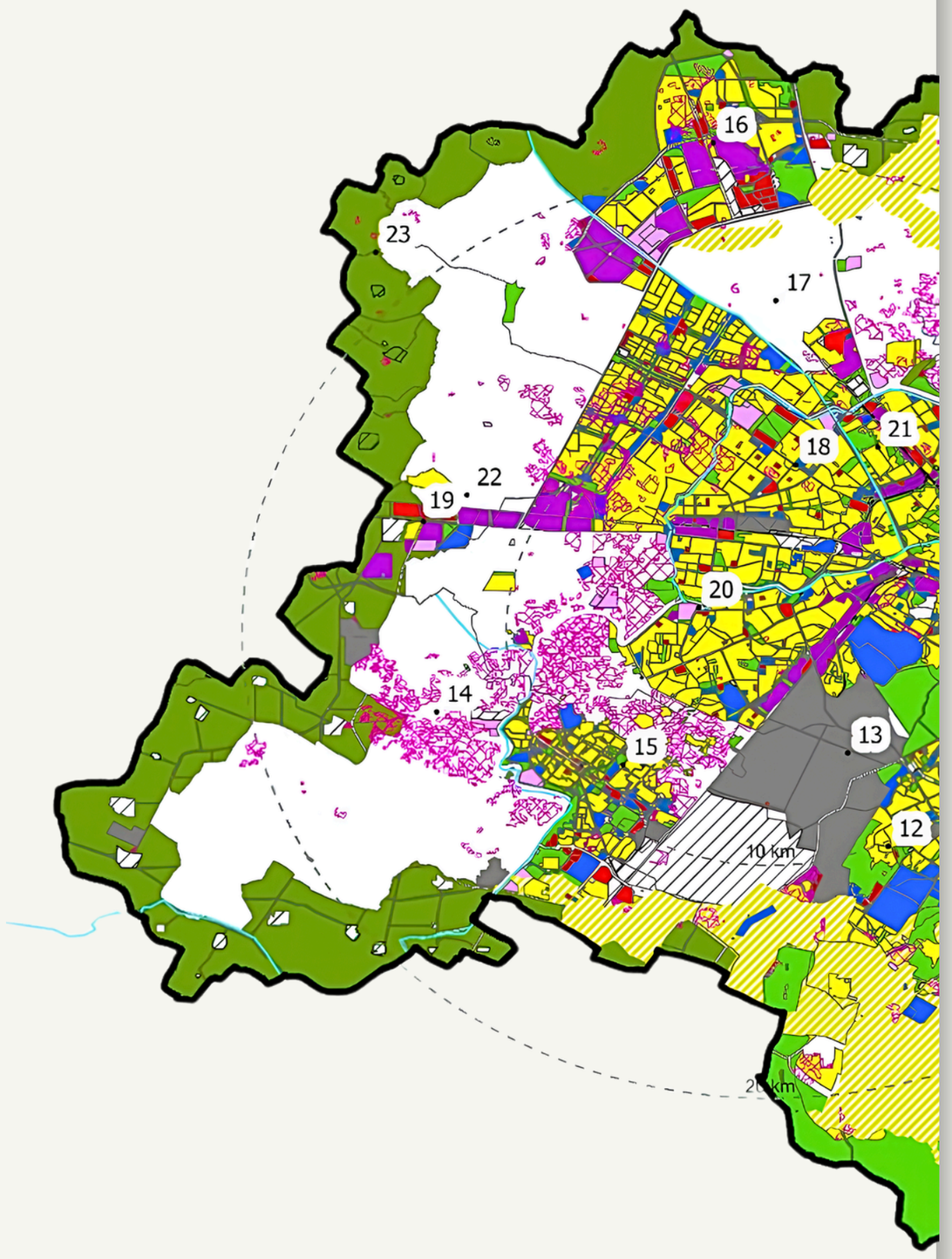
8 Sri Niwas Puri / PGDAV College

9 Maruti Factory

10 Sawan Public School

11 Qutub Minar Metro Station





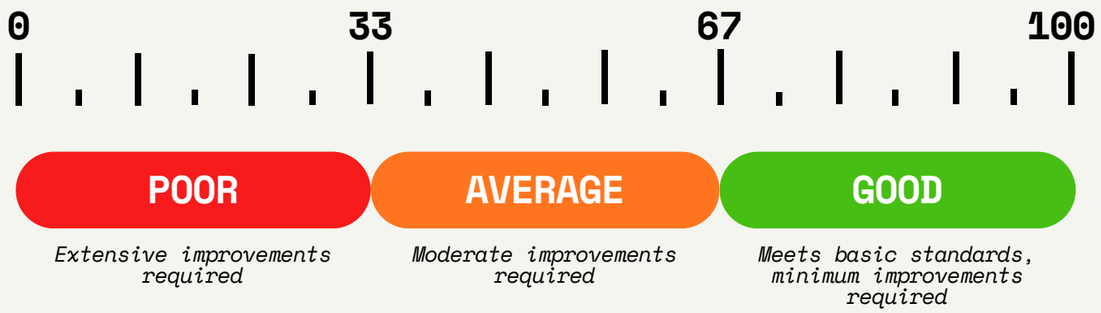
12	Vasant Vihar F Block
13	St Martin School
14	Najafgarh Metro Station
15	Dwarka Sector 6 & 10
16	Babu Jag Jeevan Ram Colony
17	Khera Kalan School
18	Rohini Sector 7 & 8
19	Azad Hind Gram / Tikri Piao
20	Keshopur Depot
21	Shalimar Bagh BB Block
22	Ghevra Village
23	Jat Khor

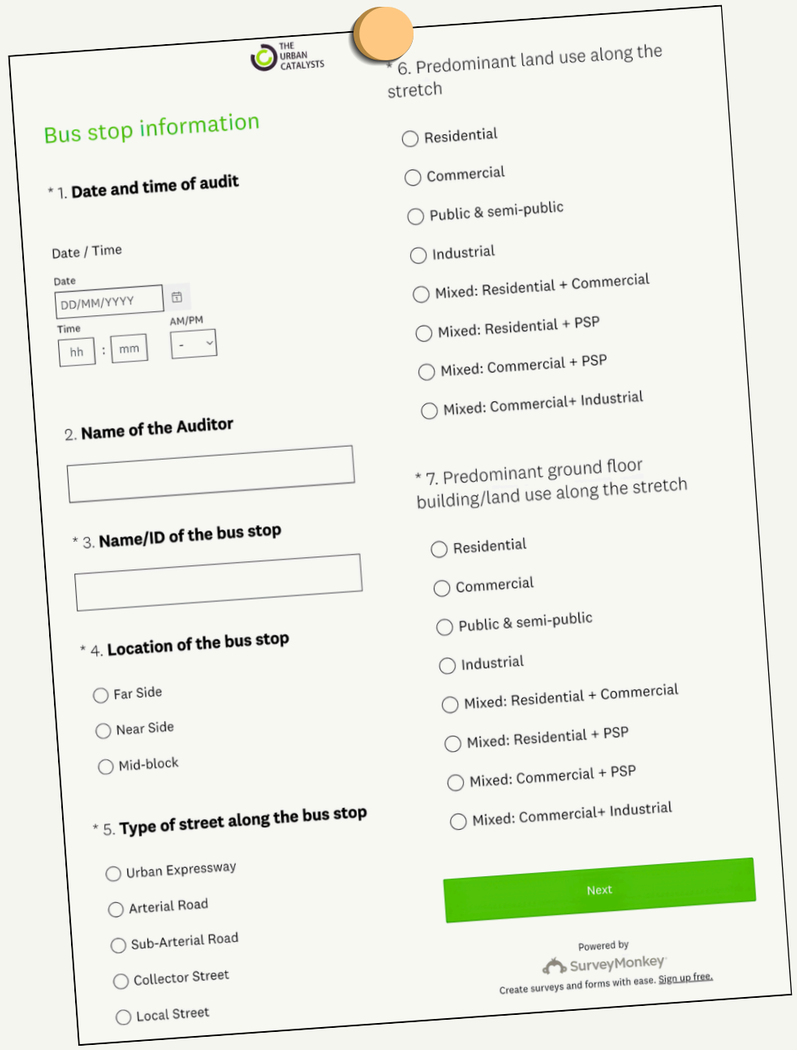
How?

Each bus stop was evaluated from a commuter's perspective across 4 parameters: Comfort, Information, Accessibility, and Personal Security, using 20 attributes in total. Every attribute was rated on a 0–3 scale (0 = not available; 1 = poor quality; 2 = moderate or partially adequate provision; 3 = good quality or full compliance with recommended standards), with benchmarks drawn from relevant national and international guidelines. These scores were combined into a composite performance score with the benchmarks set by drawing on relevant national and international guidelines.

Bus stops that received a score of ≤33 ("Poor" rating) have room for improvement, while those at >33-67 ("Average" rating) fulfill some standards but need to be improved, and bus stops getting more than 67 ("Good" rating) demonstrate a relatively higher level of compliance with the recommended standards.

Figure 2: Scoring of bus stops





The infrastructure audit was conducted by a four-member team during June 2025, with two sites assessed per day. Each stop was assessed during both day and night to capture variations in visibility, lighting, safety and infrastructure conditions, supported by systematic photographic documentation.

Figure 1:

WHAT WE FOUND

Of the 23 stops assessed, **15 (65%) scored below 33, placing them in the Poor category**. The score of assessed bus stops ranged from 15 to 48, with a mean score of 28.

Bus stops with relatively higher scores (>33) – Kalyan Puri terminal, Mother Dairy Crossing, Ghevra Village, Qutub Minar Metro Station, Maruti Factory, Najafgarh Metro Station, Rohini Sector 7 & 8 and Sri Niwas Puri – are located in mixed land-use and commercial areas, where increased footfall and higher natural surveillance contribute to higher ratings.

Figure 3: Assessed bus stops

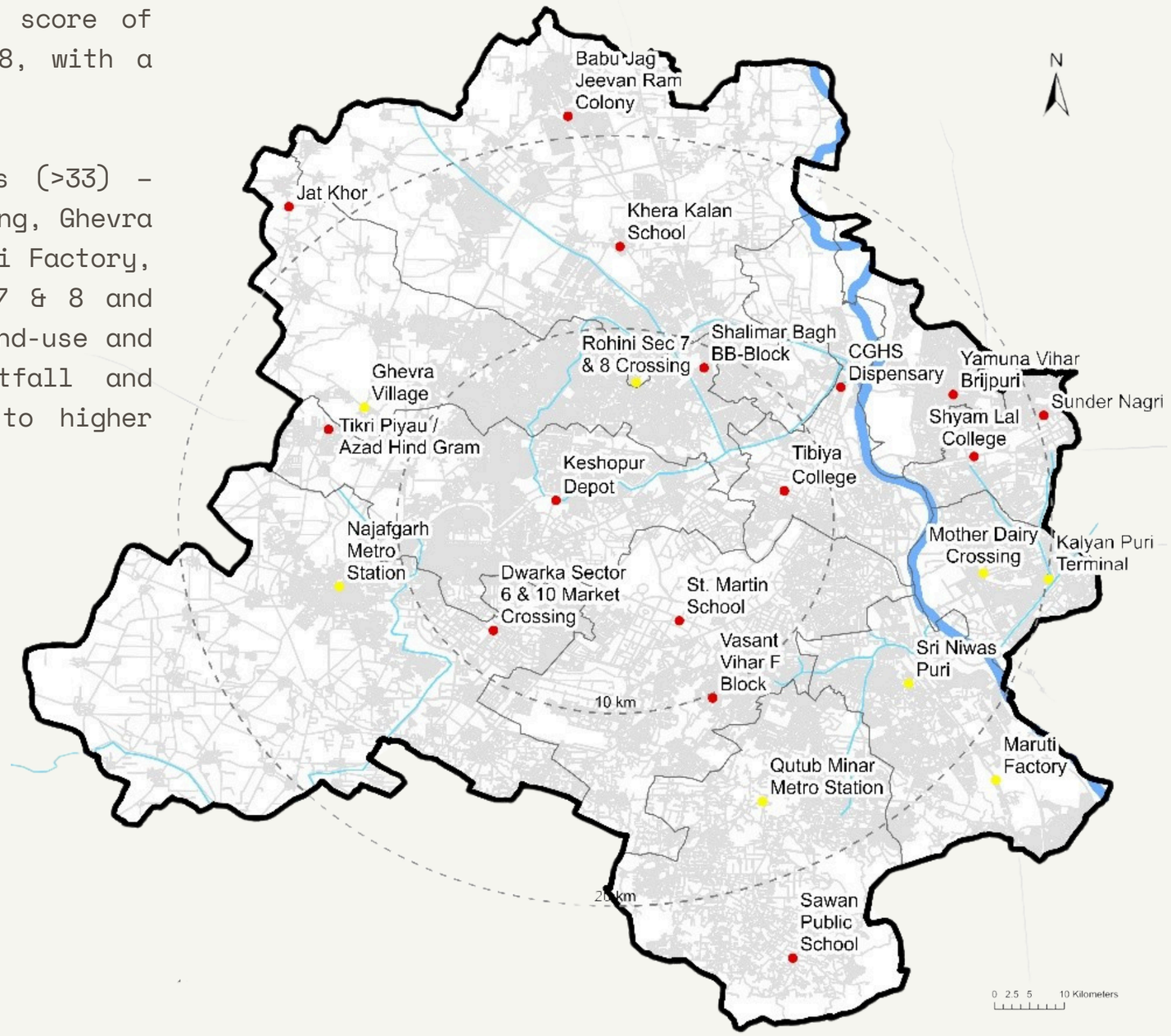
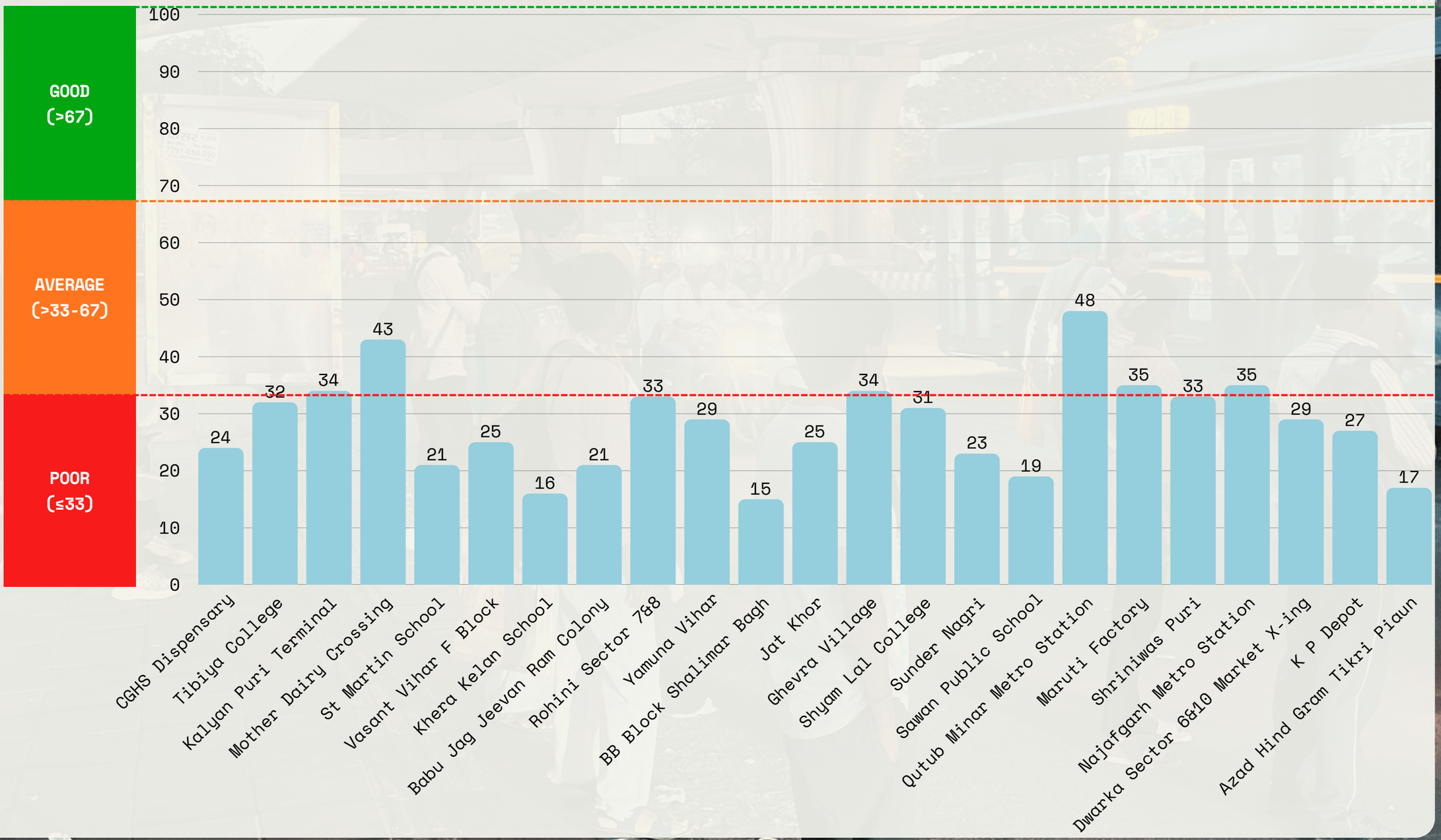


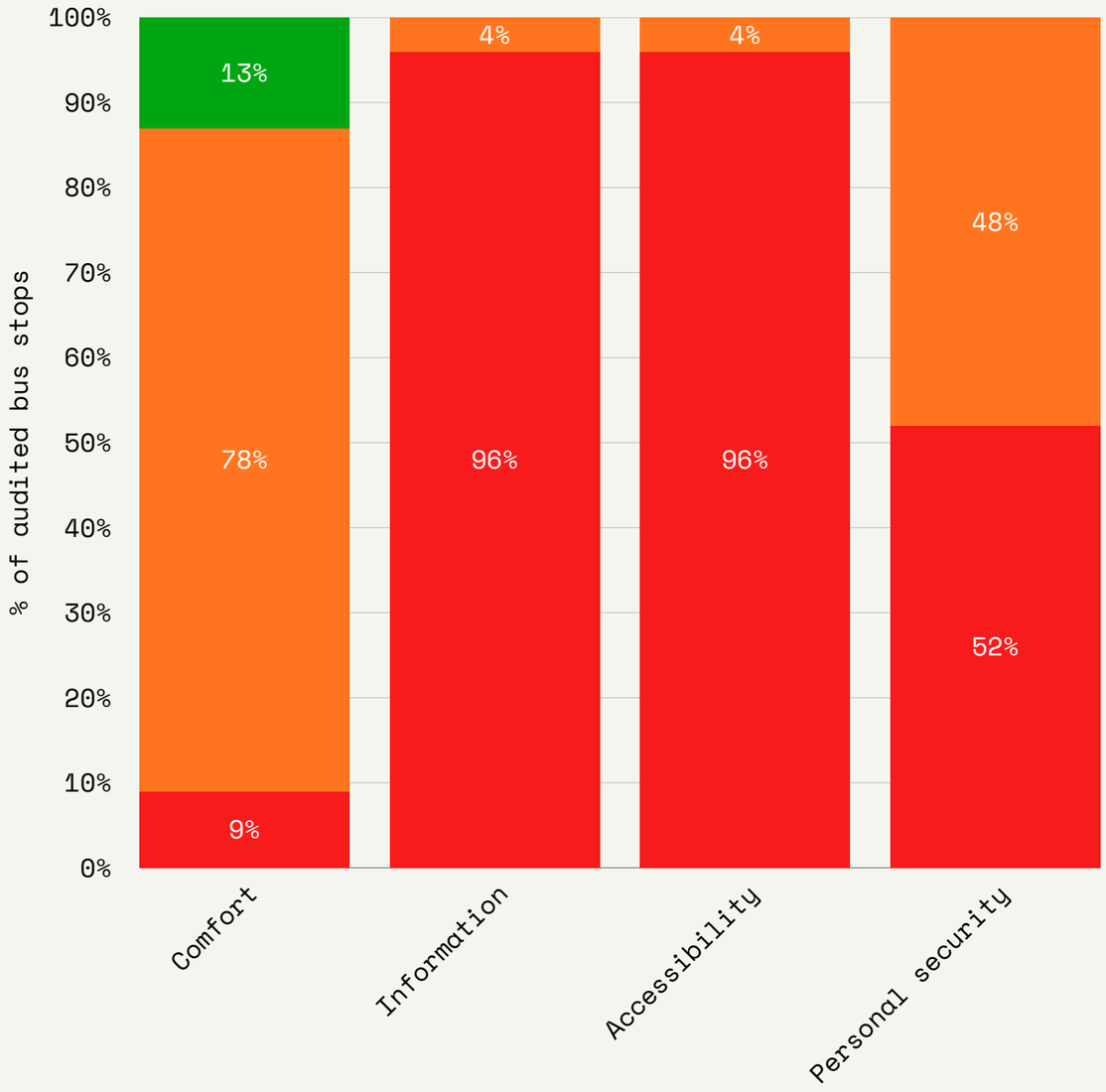
Figure 4: Composite scores of the assessed bus stops



WHAT WE FOUND

The assessment identifies information and accessibility as the most significant infrastructure gaps, with 96% of the audited bus stops classified as Poor on both parameters.

Figure 5: Final scores by parameters across all bus stops











A. COMFORT & CLIMATE RESILIENCE

Comfort performance was comparatively better but remained basic. 78% of stops were rated Average and 13% Good, primarily due to the availability of shelters and shade. However, adequate seating with backrests was generally absent; 74% had paid drinking water within 300 m, while functional gender-segregated toilets were effectively unavailable. Poor maintenance and damaged amenities further reduced comfort at individual locations.



Mother Dairy Crossing


Ali Village
(near Mother Dairy Crossing)


Rohini Sector 7 & 8

B. INFORMATION



Passenger information is largely limited to route numbers; no stop had real-time bus information, and only Qutub Minar Metro Station displayed transit helpline numbers. Emergency helplines were absent across all stops. Accessibility infrastructure is inconsistent: tactile paving is often misaligned or discontinuous, and none of the stops provided Braille-based route or emergency information, limiting independent access for passengers with visual impairments.

Bus stop bakc panels, PIS boards, and poles are generally either empty or covered in advertisements.



Jat Khor

C. UNIVERSAL ACCESSIBILITY

Universal accessibility remains a significant gap across the assessed bus stops. While tactile paving was present at some locations, its alignment and continuity were inconsistent, limiting wayfinding for passengers with visual impairments. None of the stops provided Braille-based route or emergency information, while uneven access paths, inadequate boarding interfaces and limited accessible pedestrian connections further constrained independent access. These gaps indicate that accessibility provisions are present in parts but are not yet integrated into a continuous, barrier-free journey from the surrounding pedestrian network to the bus.



Shyam Lal College

D. PERSONAL SECURITY

Personal security was low to moderate and strongly influenced by the surrounding urban context.

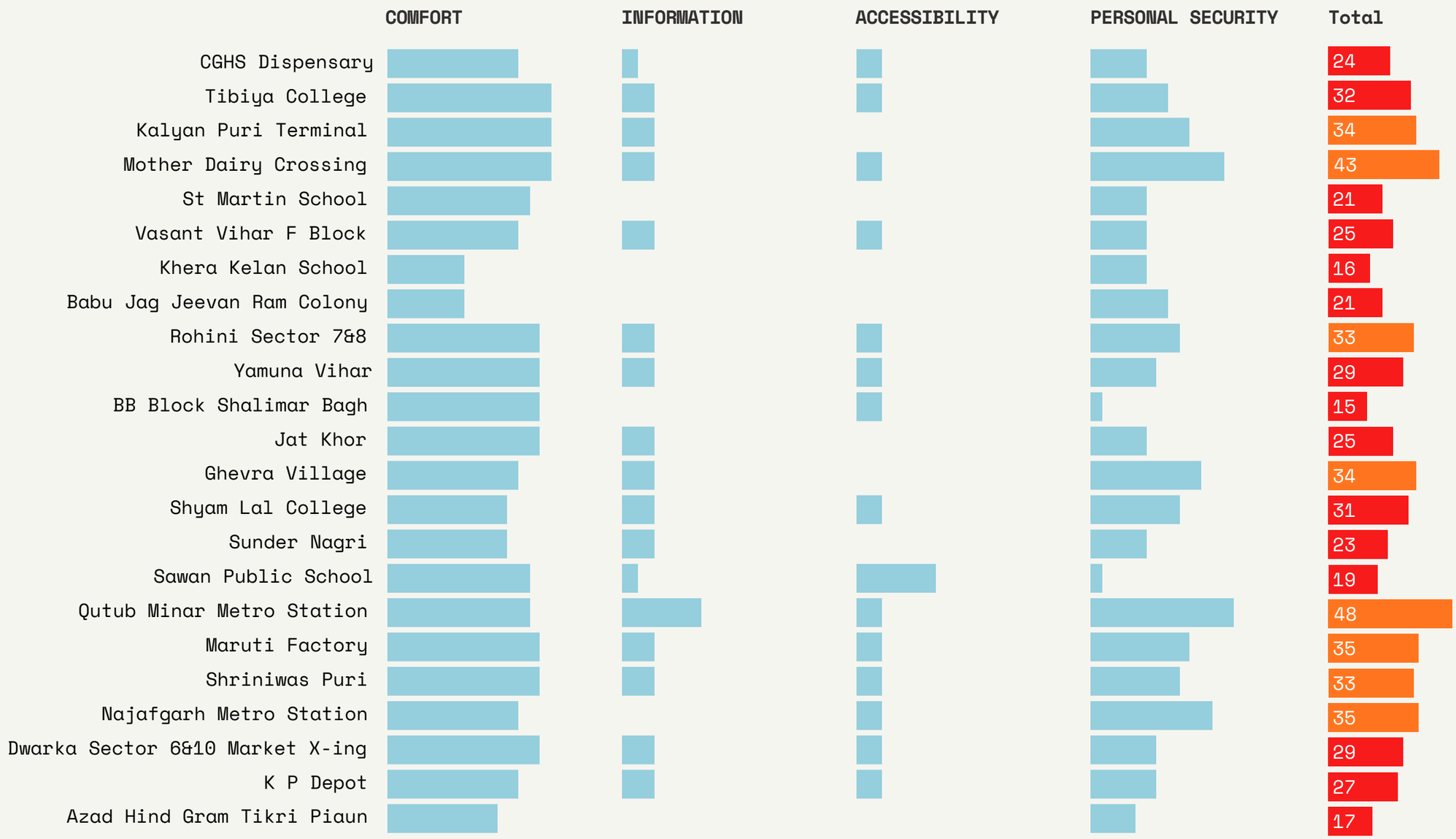
Stops in mixed-use and commercially active areas generally performed better due to higher pedestrian activity and natural surveillance. In contrast, isolated stops such as Khera Kalan School and Azad Hind Gram scored poorly due to low activity, inadequate lighting, damaged or poorly maintained shelters, and limited safety infrastructure such as CCTV. Sawan Public School and BB Block, Shalimar Bagh similarly appeared relatively deserted during both day and night. Inadequate dedicated lighting was a recurring concern across the audited stops.



Ghevra Village

E. WHAT NEEDS TO BE IMPROVED AT EACH BUS STOP?

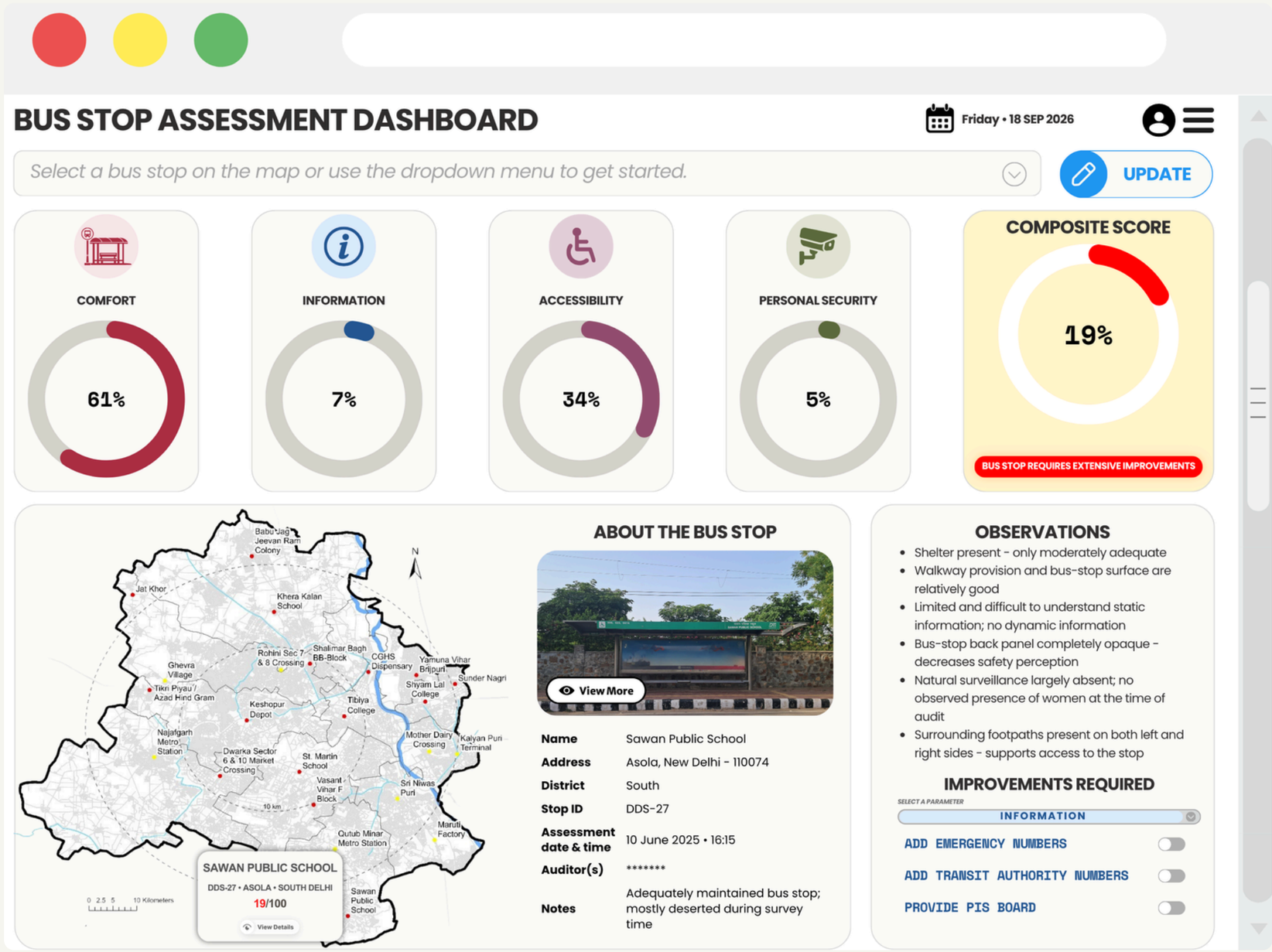
Figure 6: Parameter wise performance of bus stops



HOW DOES THIS HELP?

The bus stop assessment tool can be developed into a dashboard that presents the assessment findings for each bus stop, enabling the respective transit authority to view the status of individual infrastructure parameters and their attributes, identify gaps and areas requiring improvement, prioritise interventions, and track the status of upgrades over time. Periodic assessments can be added to the dashboard to enable comparison of changes at each bus stop across assessment cycles and monitor whether identified gaps have been addressed.

Figure 7: An indicative bus stop assessment dashboard

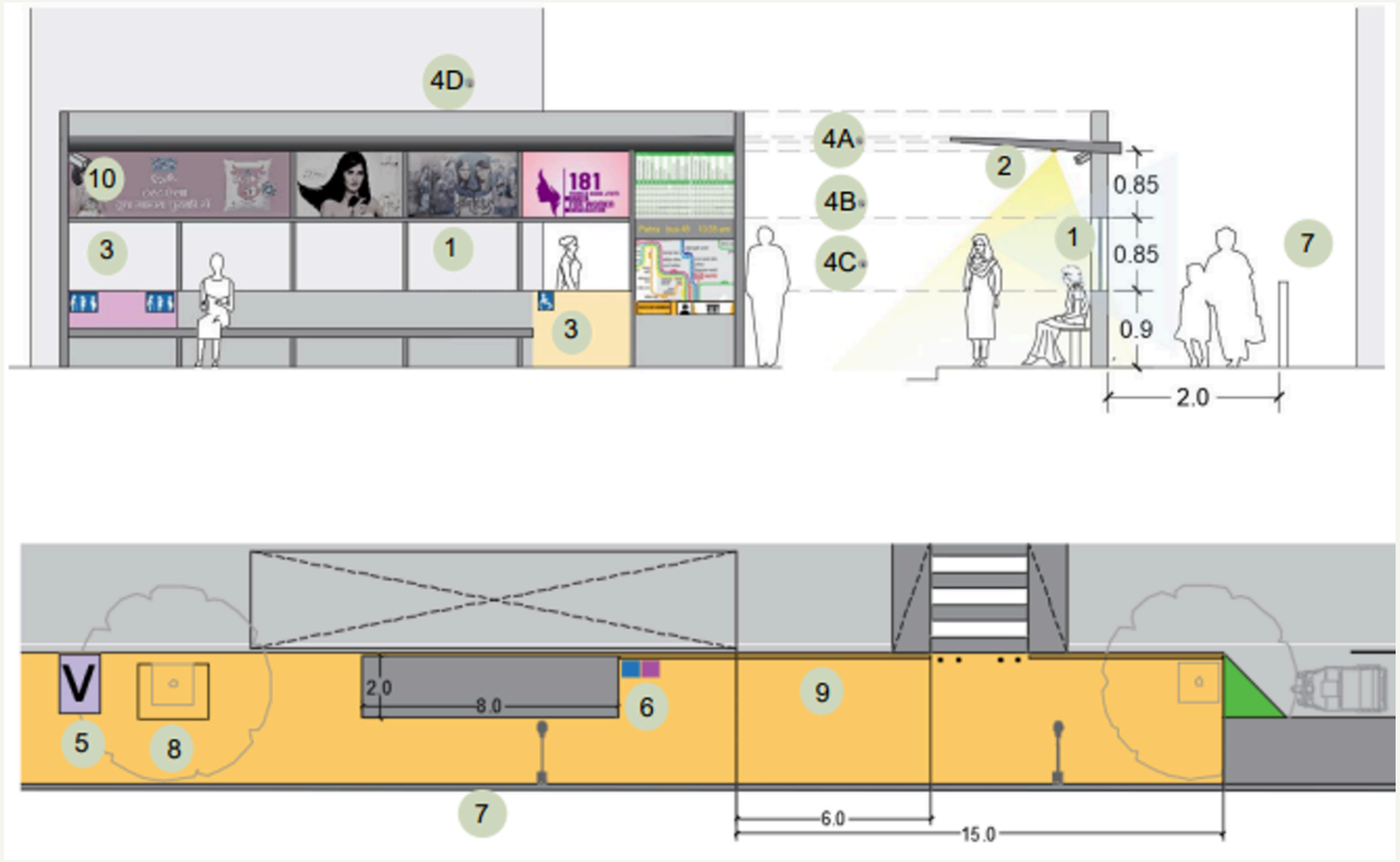


Note: *This dashboard is for illustrative purposes only.*

DESIGN SPECIFICATIONS

WHAT A GENDER-RESPONSIVE AND CLIMATE RESILIENT BUS STOP NEEDS

Figure 8: Design specifications of bus stops



1. TRANSPARENT PANEL

2. LIGHTING

3. PRIORITY SEATING

Reserved seating for the differently-abled, pregnant woman, women with children, and elderly.

4. SIGNAGE

4A. Bus stop name an schedule
4B. PID board
4C. Map of surrounding area
4D. Helpline numbers and gender positive images, space for advertisements

5. VENDORS

Located adjacent to the bus stop with shade and seating

6. DUSTBINS

7. LOW COMPOUND WALL

8. ADDITIONAL SEATING

9. GUARD RAIL

10. CCTV CAMERAS

To be placed in the top corners

Source: Shah, S., & Rajiv, R. (2020). *Safer Streets, Safer Cities in Bihar: Street design guidance to mainstream women's mobility and access*. The Urban Catalysts. https://www.theurbancatalysts.org/_files/ugd/90538e_085639f53ca9427e9a2e86744f9da96d.pdf?index=true

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