BUS STOP QUALITY REPORT

BANASWADI

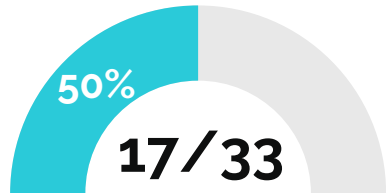(Ward 100)

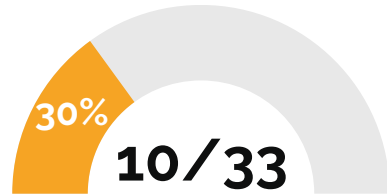**January 2023**

Bus Stop Quality Score: 33/100

PERFORMANCE - PARAMETERS*

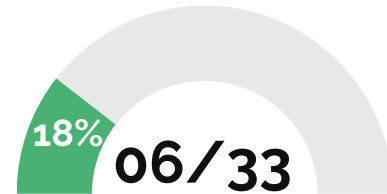**Accessibility**

50%

17/33

Comfort

30%

10/33

Display & Safety

18%

06/33

*Scoring is done based on three parameters with equal weightage across all the three (33.33 marks). Final score is obtained by sum of the scores of individual parameters. For example, Banaswadi scored 17 marks out of 33.33 in accessibility

Bus stop surveys conducted by Citizen Volunteers:

1) Amith Nigli
2) Rajesh
3) Pillapa
4) Tamil Selvi

(July 15-18, 2022)

KEY INSIGHTS

100%
Bus stops maintained poorly plagued with garbage issues, uncleaned bences and broken pavers

ONLY 42%
bus stops of the ward were easy to locate on either BMTC app or Google Maps

7 out of 10
bus stops inaccessible to people with physical or visual disabilities

ALMOST ALL
bus stops lack basic public amenities like garbage bin, toilet and drinking water taps.

ALMOST ALL
the bus stops did not provide information including signages, route maps and schedule

57%
of bus stops lack proper lighting

6 out of 10
citizens found bus stops unsafe to use during night time

NONE
of the surveyed bus stops had CCTV surveillance or displayed Emergency Call number-112

AROUND 50%
of the bus stops do not have sufficient benches for commuters

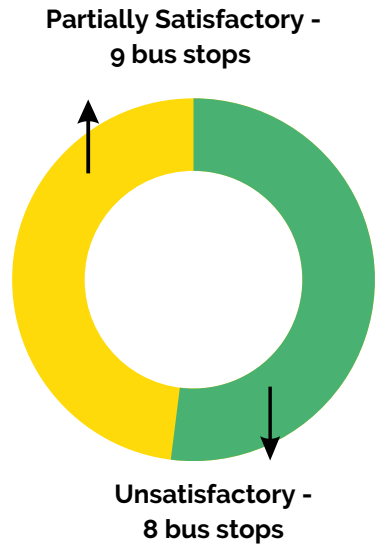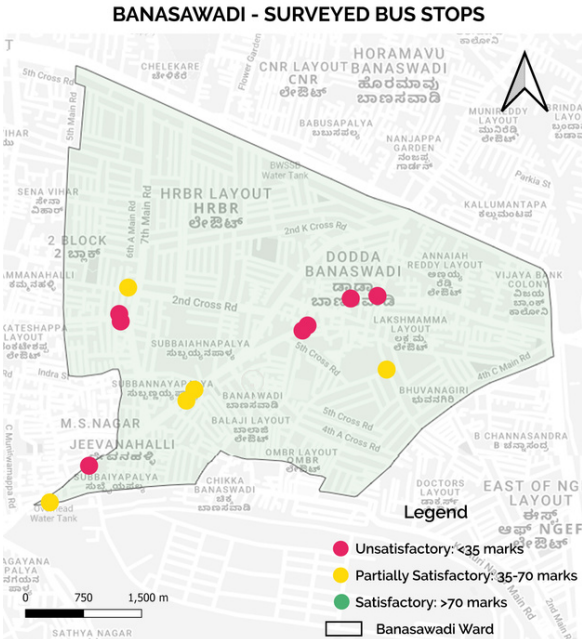The report is done by Janaagraha in collaboration with citizen community

BUS STOP QUALITY MAP

17 BUS STOPS SURVEYED

The map below details the performance of bus stop in terms of its score. Scoring is done with respect to the parameters namely,

- **Accessibility**
- **Comfort**
- **Display & Safety**

- Parameter-wise scores are calculated based on the average score of all the bus stops. The Sum of the parameter scores gives the total score of the ward.
- Thus, bus stops are categorised as Unsatisfactory, Partially Satisfactory and Satisfactory based on its performance.
  - **Unsatisfactory: <35 marks**
  - **Partially Satisfactory: 35 -70 marks**
  - **Satisfactory : >70 marks**

BANASAWADI - SURVEYED BUS STOPS

Partially Satisfactory - 9 bus stops

Unsatisfactory - 8 bus stops

Legend

- 🔴 Unsatisfactory: <35 marks
- 🟡 Partially Satisfactory: 35-70 marks
- 🟢 Satisfactory: >70 marks
- ▢ Banasawadi Ward

To know more about the rating of bus-stops , visit https://bit.ly/3vBONem

BSQS* - SCORING RATIONALE & INDICATORS

The quality of bus stops of the ward was measured across 3 broad parameters- Accessibility, Comfort, Display & Safety consisting of a total of 25 indicators. Each parameter is given equal weightage. Sum of the parameter scores is considered as the final score of the ward.

The indicators are formulated based on understanding citizens comfort when using a bus stop in terms of the quality of shelter, facilities provided and also how safe a citizen feels while using the bus stop at night.

The indicators are also formulated with respect to the following references:
- **Janaagraha Street Quality Survey (SQS) 2015**
- **Directorate of Urban Land Transport, Government of Karnataka (DULT) Guidelines for Planning and Implementation of Pedestrian Infrastructure**
- **Accessibility Guidelines for Bus Terminals and Bus stops, Ministry of Road Transport and Highways**

ACCESSIBILITY

How do you access the nearest bus stop?

Is there a bus bay for buses to pick up anddrop commuters?

Is the bus stop conveniently located on a footpath?

Is bus stop provided with special surface such as tactile pavement for guidance of visually impaired throughout?

Do the buses stop exactly on the bus stop?

The bus stop is accessible by a pedestrian crossing/over bridge from the opposite side of the road

COMFORT

Bus stop has a permanent overhead shelter

Bus stop has permanent benches for at least 12 people to comfortably sit?

Bus stop is at least 2m long for commuters to comfortably wait under the shelter

Does the bus stop have garbage bins?

Is garbage littered on the floor of the bus stop

Is there a public toilet situated closer to the bus stop? (Are there signages directing commuters to the nearest public toilet?)

Are there public urination spots (yellow spots) near the bus stop

Is the bus stop well maintained overall?

*BSQS – Bus Stop Quality Survey

BSQS* - SCORING RATIONALE & INDICATORS

DISPLAY & SAFETY

Bus stop name board is displayed and is clearly visible from the opposite side of the road?

The route maps of relevant BMTC buses with respect to the locations are displayed?

BMTC Bus Schedules (timings + bus number) are displayed?

Emergency call center number 112 is displayed?

Real-time information of the arrival and delay of the bus is displayed?

Bus stop is equipped with an audio system to provide information for the visually impaired?

Bus stop can be easily located using google maps and BMTC app?

Bus stop is well lit during evening and night?

Bus stop is monitored through CCTV camera?

Do you feel safe using the bus stops during all times of the day?

*BSQS – Bus Stop Quality Survey

COMMUNITY PARTICIPATION

Community undertaking Bus-stop quality survey

SUSTAINABLE MOBILITY NETWORK

Janaagraha's collaboration with the Sustainable Mobility Network (SMN) aims to transform mobility practices in Indian cities through

- **tactical and systemic approaches;**
- **put into action through convergence of perspectives and experience in transport policy;**
- **influence over state and local government processes and community-driven participatory planning.**

The collaboration is aimed to elicit these outcomes through multi-year engagement with network partners.

In the year 2021-22, BBMP allocated Rs 60 lakhs to each Ward in Bengaluru towards repair of footpaths (Rs 20 lakhs), potholes (Rs 20 lakhs) and borewells (Rs 20 lakhs).

To facilitate citizens towards implementation of Rs 20 lakhs towards footpath allocation, Janaagraha partnered with citizen communities in 5 focus wards of Bengaluru in conducting Walkability surveys as a part of Sustainable Mobility Network projects. Based on the successful completion of surveys, citizens submitted the report to BBMP Commissioner

BUS STOP QUALITY REPORT

GOTTIGERE

(Ward 225)

January 2023

Bus Stop Quality Score: 30/100
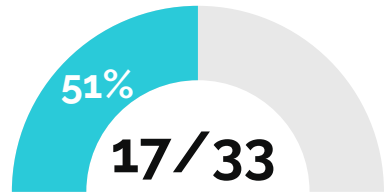
Accessibility
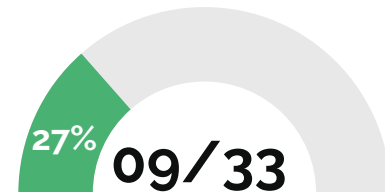
51%

17/33

Comfort

12%

04/33

Display & Safety

27%

09/33

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JANAAGRAHA

Bus stop surveys conducted by Citizen Volunteers:

1) **Poongothai**
2) **Kamlesh Nichani**
3) **Archana Dayanand**
4) **Sai Keerthi Kalangi**
5) **Kishore**
6) **Siva Shanky**

(July 20-27, 2022)

KEY INSIGHTS

100%
Bus stops maintained poorly plagued with garbage issues, uncleaned benches and broken pavers

82%
surveyed bus stops have no permanent shelters or benches for commuters

9 out of 10
bus stops inaccessible to people with physical or virtual disabilities

ALMOST
all bus stops lack basic public amenities like garbage bin, toilet and drinking water taps.

ALMOST ALL
all the bus stops did not provide information including signages, route maps and schedule

50%
of bus stops lack proper lighting

81%
citizens felt secure using bus stops only when well-lit

NO
bus stop surveyed had CCTV surveillance or displayed Emergency Call number-112

82%
bus stops of the ward were easy to locate on either BMTC app or Google Maps

The report is done by Janaagraha in collaboration with Gottigere citizen community
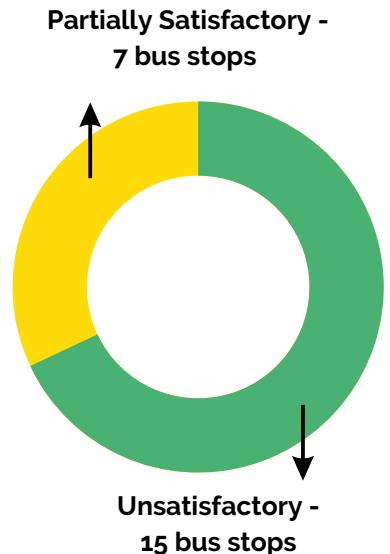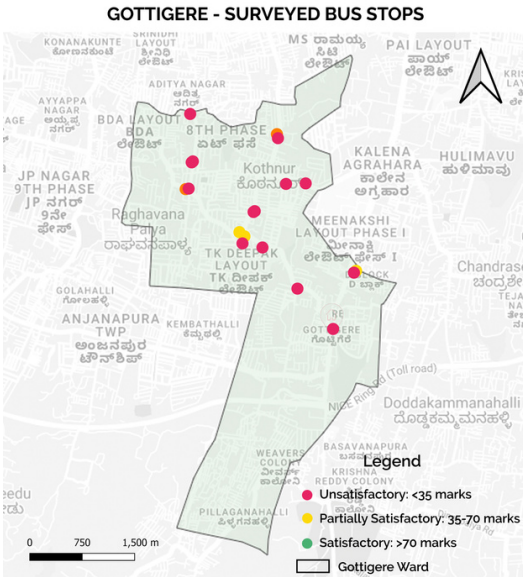
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GOTTIGERE - SURVEYED BUS STOPS

Legend
- ● Unsatisfactory: <35 marks
- ● Partially Satisfactory: 35-70 marks
- ● Satisfactory: >70 marks
- ▢ Gottigere Ward

Partially Satisfactory - 7 bus stops

Unsatisfactory - 15 bus stops

To know more about the rating of bus-stops, visit https://bit.ly/3VJrdH3

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