

# Study On The Accessibility and User-Friendliness *of* Mumbai Metro Aqua Line (Line 3)

Prepared for



**MONEYLIFE  
FOUNDATION**  
THE RIGHT THING TO DO

by

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July, 2026



# **Study On The Accessibility and User-Friendliness of Mumbai Metro Aqua Line (Line 3)**

Agamy Jain and Mihika Omseema

**JULY, 2026**

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## A Note from Moneylife Foundation

Moneylife Foundation is pleased to present this report, *Study on the Accessibility and User-Friendliness of Mumbai Metro Aqua Line (Line 3)*.

Mumbai Metro Aqua Line (Line 3) represents one of the city's most significant public transport investments. While the system has transformed connectivity across Mumbai, its long-term success depends not only on engineering excellence but also on the ease with which commuters can access and use it. Recognising this, Moneylife Foundation undertook an independent study to examine the accessibility and commuter experience across all Metro 3 stations, with particular attention to senior citizens, persons with disabilities, families travelling with young children and passengers carrying luggage.

The study combines detailed field assessments, commuter surveys and consultations with experts in urban planning, accessibility and public transport. It identifies practical issues relating to station access, vertical mobility, wayfinding and last-mile connectivity, and offers recommendations that we hope will contribute to making the Metro more accessible, inclusive and commuter-friendly.

We are pleased to submit this report to the concerned authorities and stakeholders for their consideration. It is our hope that the findings and recommendations will support ongoing efforts to improve commuter convenience on Metro Aqua Line (Line 3) and serve as a useful reference for future metro projects.

We record our appreciation to everyone who contributed to this study and look forward to constructive engagement on the issues highlighted in this report.



Sucheta Dalal,  
Founder-Trustee,  
Moneylife Foundation



Debashis Basu,  
Founder-Trustee,  
Moneylife Foundation

## Acknowledgements

We would like to express our sincere gratitude to Moneylife Foundation for providing us with the opportunity to undertake this study and for supporting us throughout the research process.

We are especially grateful to Ms Sucheta Dalal, Founder-Trustee of Moneylife Foundation and Mr Akshay Naik, Project Director of the Foundation, who guided and supported us at every stage of this project. They helped conceive and structure the study, define its key parameters and develop the framework and checklists that guided our research.

Ms Sucheta Dalal leveraged her extensive network and experience to connect us with experts and transport activists whose perspectives significantly strengthened the study. Mr Akshay Naik coordinated the project, provided constant support throughout the study and assisted with its implementation. From organising meetings and facilitating communication to assisting with the logistical aspects of the study, his support enabled the project to proceed smoothly.

We would like to express our sincere gratitude to the following individuals for their invaluable contributions to this study:

- **Mr Sudhir Badami**, transportation engineer and urban transport expert, for generously sharing his decades of experience in mobility planning, traffic engineering, and public transport policy, and for helping us develop a deeper understanding of urban transport and accessibility issues.
- **Mr Hussain Indorewala**, Assistant Professor at Kamla Raheja Vidyanidhi Institute for Architecture and Environmental Studies (KRVA), for his guidance in preparing visual maps and spatial representations, which significantly strengthened our analysis and presentation of findings.
- **Mr AV Shenoy**, civic and transportation activist associated with Moneylife Foundation and the Mumbai Mobility Forum, for the considerable time he spent discussing the study with us and for his insightful observations and practical suggestions, which meaningfully shaped our analysis.
- **Dr Ketna L Mehta**, educationist, author, and Founder Trustee of the Nina Foundation, for generously sharing her valuable insights and perspectives during our discussions with her.

- **Mr Rajiv Waghmare**, disability rights advocate and accessibility consultant, for his contributions, which added depth and nuance to our understanding of accessibility and inclusive mobility.

We are also deeply grateful to the 300+ survey participants whose responses formed the backbone of our understanding of commuter experiences, and to everyone at Moneylife Foundation whose support was instrumental to the successful completion of this project.

## 2. Executive Summary

Mumbai's Metro Line 3 (Aqua Line) is the city's first fully underground corridor and one of its most significant transit investments. Yet daily ridership in mid-2026 stood at 1.5-2 lakh passengers — well short of the 13.87 lakh projected for 2025<sup>1</sup>. While fares, awareness, and competing modes of transport play a role, this study focuses on the accessibility barriers at station entries / exits and weak last-mile connectivity. These heavily deter senior citizens, persons with disabilities, luggage-carrying travellers, and families with young children from travelling by Metro line 3.

The Aqua Line represents a major engineering achievement and has been welcomed by most Mumbai commuters as a much needed addition to public transport. However, the commuter experience remains constrained by accessibility and last-mile shortcomings. Closing that final-mile gap through better signage, balanced vertical mobility and genuine integration with surface transport is the only solution to achieve the ridership it was built to carry.

The findings draw on two sources: A station-wise audit of all 27 stations and 144 exits, recording escalator direction, lift availability, stair counts, and signage; and an online survey of over 300 commuters (Section 6), capturing daily riders, senior citizens, students, and airport travellers.

### Key Findings

- **Platform access is excellent, exit access is not.** Every station offers step-free movement between platform and concourse (ticketing area) via lifts, bi-directional escalators, or staircases. This consistency is absent between the concourse and street level. (Section 5.1–5.2).
- **Escalators are present at exits but mostly run only one way (upward-only).** Of 137 functional exits, 71% have an escalator, but 51% of the exits have upward-only escalators. and just 19% bi-directional, with a single downward-only escalator (At Mahalaxmi) on the entire 27-station network (Section 5.2, 7.1).

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<sup>1</sup> <https://corporate-old.mmrcil.com/sites/default/files/dpr-metro-line-III.pdf> (Table 0.2)

- **Step-free access is scarce.** Only 39% of exits are accessible without having to climb any stairs, 51% offer partial access, and 10% rely on stairs alone — meaning over 60% of exits present accessibility barriers to passengers who cannot use stairs (*Section 5.2*).
- **Stair burden is substantial where it exists.** The average stair-only or partial stair-only exit requires climbing 83 steps; 52% of measured exits exceed 80 steps — roughly four to five storeys, which is not easy for commuters (*Section 5.3, 7.2*).
- **Equipment that exists is reliable; the gap is provision, not upkeep.** 92% of escalators and 90% of lifts were operational at the time of audit, indicating that the main issue is the missing infrastructure rather than maintenance failure (*Section 5.2*).
- **Wayfinding / Navigation fails commuters before they even enter.** Signage identifies which landmark an exit serves but rarely indicates direction, distance, or which exit has a lift; outside the station, signage is effectively absent. Exit-level accessibility maps like the ones at Cuffe Parade and Vidhan Bhavan are a rare but should be replicated (*Section 5.5, 7.3, 7.5*).
- **Last-mile connectivity is the single most-cited commuter complaint.** Over 75% of survey respondents rated it Average, Poor, or Very Poor; field visits confirm minimal Metro–BEST integration, frequently empty auto stands, and near-zero signage to onward transport (*Section 6.8, 7.4*).
- **Airport stations compound every gap at once.** Chhatrapati Shivaji Maharaj International Airport (CSMIA) T1 and T2 pair long walking distances with limited trolley availability and inadequate terminal wayfinding, disproportionately affecting luggage-carrying and time-pressed travellers (*Section 7.6*).

## Key Recommendations

- **Standardise and correct accessibility signage** against the true on-site status of every lift and escalator (*Section 8.1–8.2*).
- **Provide exit-level accessibility maps** at every exit, extending the Cuffe Parade / Vidhan Bhavan model to show lifts, escalator direction, transport links and landmarks within walking distances outside each exit and at the concourse level (*Section 8.3–8.5*).

- **Commission a dedicated last-mile connectivity audit** and strengthen Metro–BEST coordination, including feeder and ring routes at poorly served stations (*Section 8.6–8.7*).
- **Prioritise bi-directional and downward escalators** at the busiest, highest-stair-count, and interchange/airport exits, backed by a peak-load resilience assessment (*Section 8.8, 8.10–8.11*).
- **Build a dedicated, luggage-friendly accessible route at CSMIA T1/T2** from platform to terminal check-in (*Section 8.12*).
- **Physically connect metro and suburban rail interchanges** via subways or skywalks to remove unprotected street-level transfers (*Section 8.13*).

### 3. Introduction and Objectives

Mumbai Metro Line 3 (Aqua Line) is one of the city's most significant public transport projects and Mumbai's first fully underground metro corridor. Designed to improve connectivity across major residential, commercial and transport hubs, the line incorporates modern infrastructure including lifts, escalators, multiple exits at stations and airport connectivity.

Despite its impressive engineering, this metro line has seen daily ridership of approximately 1.5-2 lakh passengers as of mid-2026, which is substantially lower than the projected 13.87 lakh for 2025. While fare levels, awareness and competing transport modes all contribute to this gap, poor last mile connectivity and accessibility barriers such as station exits without lift facility are also a major deterrent for commuters, especially for vulnerable groups such as senior citizens, persons with disabilities, passengers carrying luggage and families travelling with young children.

This study undertakes a station-level assessment of the Mumbai Metro Aqua Line to evaluate its accessibility and user-friendliness from the perspective of everyday commuters. It examines the adequacy of signage and wayfinding systems, the availability and effectiveness of vertical mobility infrastructure, and the ease of accessing last-mile transport outside stations. Particular attention is given to the limited provision of downward escalators at many station exits, which has increased reliance on lifts. **Queues at lifts have already been observed at some stations during peak periods. As ridership grows, greater dependence on lifts at exits with limited escalator provision may increase waiting times and reduce convenience, particularly for commuters with mobility constraints.** The study evaluates how these factors collectively influence the convenience, accessibility and overall commuter experience on the Aqua Line Metro.

Through field observations and station audits, the study aims to identify accessibility challenges and opportunities for improvement, with the objective of enhancing convenience, inclusiveness and ease of use across the Metro Line 3 network.

#### Why Accessibility Matters

Public transport is judged not only by the speed or comfort of the train journey but by the ease of the entire journey from origin to destination. Every additional staircase, unnecessary transfer, long walk or uncertain interchange increases the effort required to complete that

journey. Transport planners often describe these as ‘transaction costs’ or ‘generalised travel costs’ — the non-fare costs of using public transport, including physical effort, inconvenience, waiting time and uncertainty.

International research consistently shows that commuters value reliability, convenience and seamless transfers almost as much as travel time itself. A metro system may therefore be technically accessible, with lifts, escalators and modern stations, yet still discourage use if passengers face avoidable barriers while entering stations, changing modes or completing the final leg of their journey.

This is particularly true for senior citizens, persons with disabilities, parents travelling with young children and passengers carrying luggage. For these users, the presence or absence of a downward escalator, clearly marked lift or convenient bus connection can determine whether the metro is a practical transport option at all.

This study therefore examines accessibility as a complete door-to-door journey rather than merely the availability of infrastructure within stations. The findings are intended to support practical improvements that can enhance commuter convenience, encourage greater use of public transport and help maximise the public value of Mumbai Metro Aqua Line (Line 3).

**The main objectives of the study are:**

1. Assess the vertical mobility infrastructure at every exit of every station on the Aqua Line and identify the gap between official accessibility claims as in the Metro 3 guidebook<sup>2</sup> and ground reality.
2. Evaluate the experience of Metro 3 from the perspective of the common commuter.
3. Assess the adequacy of wayfinding, signage and maps at metro stations.
4. Review the readiness of airport stations for travellers with luggage.
5. Examine the availability of last-mile connectivity.
6. Deliver practical recommendations for Mumbai Metro Rail Corporation (MMRC), Mumbai Metropolitan Region Development Authority (MMRDA), Brihanmumbai Electric Supply and

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<sup>2</sup> <https://mmrcl-development.s3.amazonaws.com/media/documents/BOOKLET.pdf>

Transport (BEST) and Mumbai's rail authorities – Maha Mumbai Metro Operation Corporation Limited (MMMOCL) and Metro One Operation Pvt. Ltd. (MMOPL).

Fig 3.1: Map of Mumbai's Metro Network at maturity<sup>3</sup>



<sup>3</sup> <https://www.nobroker.in/blog/mumbai-metro/>

## **4. Methodology**

### **4.1 Study Design**

This study uses the station-level field observations along with commuter feedback to assess the accessibility and user-friendliness of the Mumbai Metro Aqua Line (Line 3). The assessment focused on three key aspects:

- (i) Vertical mobility infrastructure
- (ii) Signage and wayfinding systems
- (iii) Last-mile connectivity at station exits.

### **4.2 Field Assessment**

Each of the 27 Aqua Line stations were visited by two interns, who recorded observations using a structured digital checklist (Annexure A) at each exit and also measured the stair count where necessary.

For each exit, the following information was documented:

- Number and direction of escalators between street and ticketing area.
- Operational status of escalators at the time of the visit.
- Number and operational status of lifts and whether the lifts had restrictions (meant for usage of senior / disabled citizens / pregnant women).
- Number of staircases and approximate stair count for exits where only uni-directional (upward moving) escalators were present.
- Availability and condition of signage and wayfinding information.
- Presence and accessibility of last-mile transport options, including bus stops, auto-rickshaw stands, taxi pickup points and pedestrian access routes.
- Nearby landmarks and destinations located at each exit.

Photographic documentation was also undertaken at each station and exit to supplement field observations and enable subsequent verification of findings.

*Note: It was observed that there were multiple sets of bi-directional escalators and lifts between the ticketing area and platform at each of the 27 stations and therefore the presence of those escalators and lifts were not assessed in this study.*

### **4.3 Signage and Wayfinding Assessment**

Signage was assessed based on its visibility, completeness, consistency and usefulness for commuters navigating the station environment. Particular attention was paid to:

- Availability of station maps and area maps
- Correctness and clarity of directional signage
- Identification of exits and destinations
- Guidance towards lifts, escalators and transport interchanges

### **4.4 Last-Mile Connectivity Assessment**

The study examined the ease with which commuters could access onward transport upon exiting stations. The availability, proximity and visibility of bus stops, auto-rickshaw stands and taxi stands was documented. Observations were also made regarding the ease of movement between the Aqua Line and suburban railway stations (Churchgate, Chhatrapati Shivaji Maharaj Terminus (CSMT), Mumbai Central, Mahalaxmi, Santacruz and Grant Road) as well as other connecting metro lines (Aqua line's Marol Naka station connects to line 1).

### **4.5 Commuter Survey**

To complement the field assessment, an online survey was conducted using Google Forms. The survey gathered feedback from Aqua Line users regarding the ease of station access, experiences with lifts and escalators, effectiveness of signage, last-mile connectivity and suggestions for improvement.

Over 300 responses were received from a diverse group of users, including daily commuters, senior citizens, students, women travelling with children, and passengers carrying luggage to and from airport stations.

### **4.6 Data Analysis**

Data collected from all station exits was consolidated and analysed. Quantitative observations relating to lifts, escalators, stair counts, signage and last-mile connectivity were aggregated and compared across stations. Survey responses were analysed to understand commuter perceptions and to validate issues observed during field visits.

The findings from both the field assessment and commuter survey were used to identify areas requiring improvement and to formulate recommendations aimed at enhancing accessibility and user experience on the Aqua Line.

#### **4.7 Limitations**

This study has several limitations:

- The operational status of lifts and escalators reflects conditions only at the time of the site visit and may vary over time.
- Survey responses were collected through voluntary participation and may not fully represent all categories of Aqua Line users.
- Of the 144 designated exits, some were temporarily closed during the assessment period and could not be evaluated in the same manner as operational exits. Therefore, the accessibility analysis is based on the 137 exits that were functional at the time of the assessment. All percentages and charts in this report refer to these 137 functional exits.
- The study only reflects data from the time it was collected (first 2 weeks of June 2026). The status of presence of maps and signage may have changed since then.

## **5. Station Assessment Findings**

### **5.1 Overview**

Mumbai's Aqua Line Metro generally offers a pleasant commuter experience, with spacious circulation areas and modern passenger amenities. Stations are generally clean, well-maintained, and easy to navigate. The stations are equipped with clean drinking water and hygienic washrooms for the most part. Online ticketing and digital payment facilities are available across the Metro network. The recent provision of mobile network and internet connectivity has made these services more accessible and convenient by allowing commuters to complete transactions using their own mobile data, without needing to connect to station Wi-Fi. Additionally, commuters can obtain a metro card (at no additional cost) at any station. The card is valid across all Mumbai Metro lines, offering a more seamless and convenient travel experience.

When it comes to accessibility, a notable strength of the Aqua Line is that every station platform provides step-free access to the concourse level through a combination of lifts, bi-directional escalators, and staircases. This ensures that passengers can move between platforms and the concourse without any accessibility concerns.

However, the assessment found that the accessibility experience changes considerably between the concourse and street level. While internal station movement has largely been designed with accessibility in mind, access from the concourse to individual exits is often inconsistent. Several exits rely primarily on staircases, some provide only upward-moving escalators, and lift availability is limited to selected exits. As a result, passengers with reduced mobility frequently encounter barriers during the final segment of their journey.

The assessment also indicates that accessibility challenges extend beyond physical infrastructure. Poor wayfinding, exit signage, and last-mile connectivity were observed across stations and these aspects are discussed in greater detail in later sections of the report.

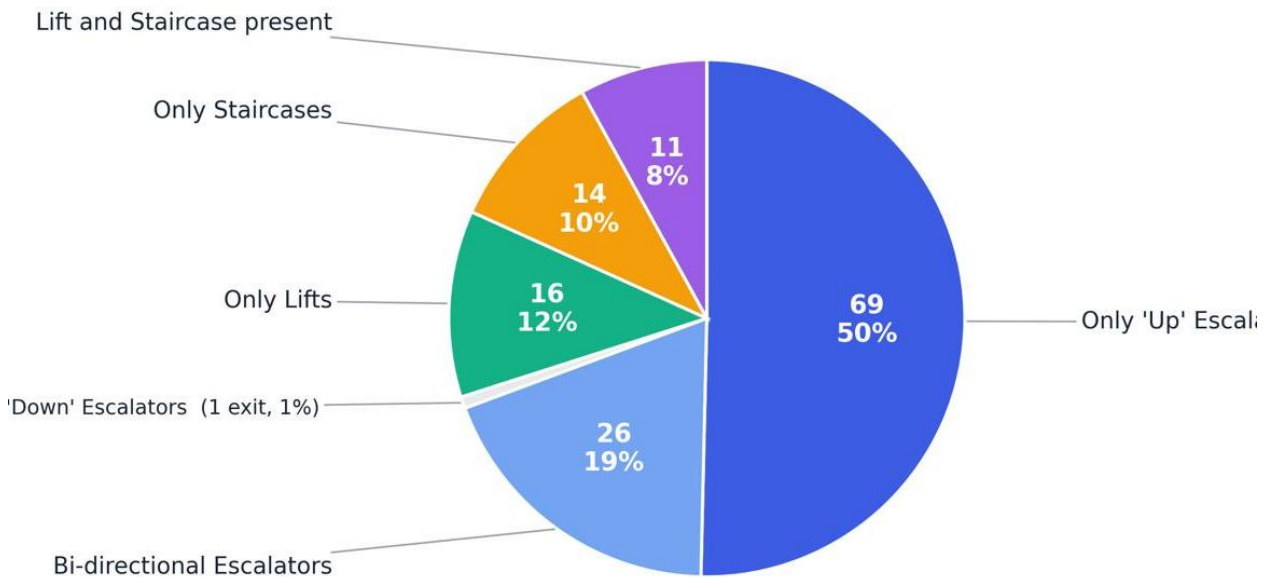
### **5.2 Accessibility Infrastructure at Station Exits**

Unlike platform-to-concourse mobility, accessibility facilities are not uniformly distributed across station exits. Many stations provide excellent accessibility through one or two exits, while adjacent exits remain dependent solely on staircases.

This uneven distribution means that commuters often need to choose between the exit closest to their destination, or the exit that provides lift or escalator access.

This issue particularly affects senior citizens, persons with disabilities, passengers carrying luggage, individuals with temporary mobility impairments, and working-age daily commuters experiencing knee pain or other mobility-related difficulties.

### Exit Types Across the Aqualine Metro



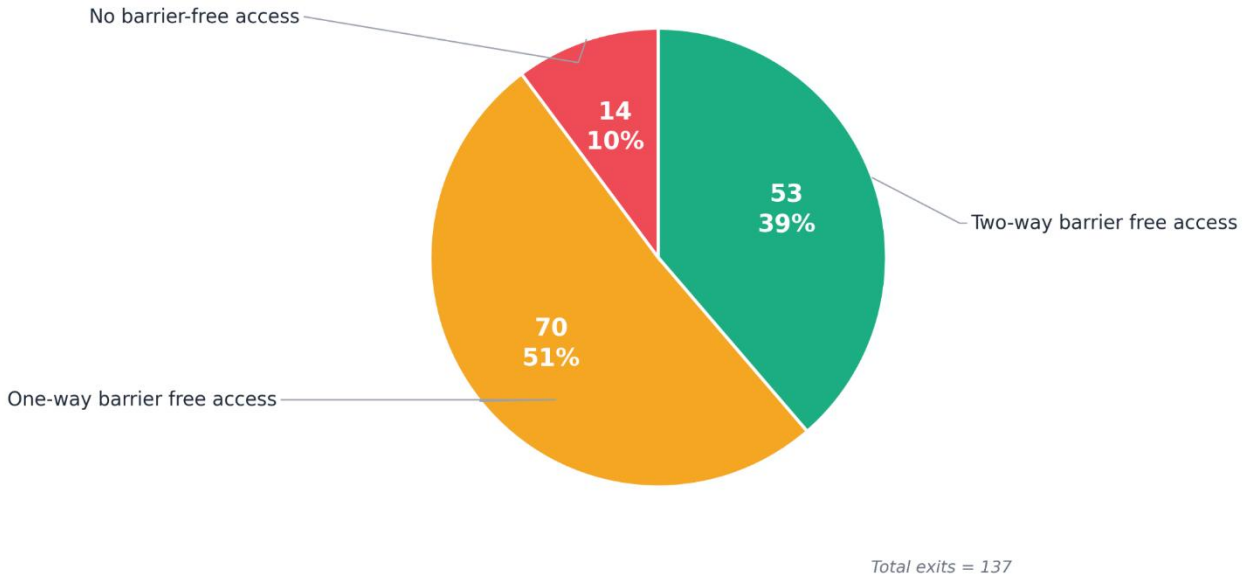
Total functional exits = 137

**Fig 5.1: Entry-Exit Accessibility on the Aqua Line**

The data suggest that escalator provision is wide but one-directional: 96 exits (71%) have an escalator, but 69 (51%) run upward-only, with just 26 (19%) bi-directional and one downward-only. For most exits an escalator therefore helps in only one direction, leaving stairs or a lift for the other.

Only 69 exits (51%) have a lift, so 49% offer no step-free access — a significant barrier for wheelchair users and passengers with prams or luggage. Lastly, 14 exits (10%) have only staircases, averaging around 100 steps which is quite significant for vulnerable groups.

Where equipment exists it is mostly working (92% of escalators, 90% of lifts), and the few that weren't reflect temporary faults rather than a structural shortcoming, so this is a minor concern. The main limitation is the absence of step-free access at half of all exits, not its upkeep.



**Fig 5.2: Exit Accessibility Across the Aqua Line Metro**

This pie chart classifies the 137 exits of the Aqua Line metro into three tiers of step-free accessibility. An exit is counted as *two-way barrier-free access* if a passenger can reach the station without using any steps — this covers exits with a lift and exits with bi-directional escalators. It is counted as *one-way barrier-free access* if it has a one-directional escalator, since this assists movement in only one direction and forces passengers travelling the other way onto the stairs. It is counted as having *no barrier-free access* where a staircase is the only means of entry or exit.

The distribution shows that only 53 exits (39%) are step-free, while the largest group — 70 exits, or 51% — offers just partial access, reflecting the network's heavy reliance on one-directional (mostly upward) escalators. A further 14 exits (10%) provide no step-free access at all. Taken together, more than 60% of Aqua Line Metro exits present some barrier to passengers who cannot use stairs.

### 5.3 Staircase Dependence

Despite the presence of lifts and escalators at several exits, staircases remain a dominant component of passenger movement between the concourse and ground level.

Field observations identified numerous exits where:

- staircases formed the primary means of access,
- escalators covered only part of the vertical journey,
- multiple flights of stairs remained unavoidable even when escalators were provided.

For vulnerable user groups, this significantly increases physical effort and reduces the practical accessibility of the station. It is also unreasonable to have a staircase connecting two escalators because someone with mobility issues won't be able to anticipate it before taking this particular exit.

There were 137 functional exits of which 39 exits (28%) had 0 escalators and 0 lifts meaning that these exits were completely reliant on staircases. The average number of stairs at these exits is 83.

#### **5.4 Station-Wise Accessibility Features**

The Chart represents the accessibility each station along the Aqua Line Metro from Aarey JVLR to Cuffe Parade. Each bar represents 100% of that station's functional exits, split by the kind of access they offer. Stations dominated by green (Full Escalator Access or Full Access with Escalator + Lift) offer the smoothest experience, letting commuters move freely without relying on stairs. Orange and purple segments (Partial Escalator Access and Lift Dependent) point to stations where accessibility is only partial — commuters may need to wait for a single lift or walk against escalator flow. Teal (Lift + Staircase) and red (Stairs Only) segments flag the least accessible stations, where commuters with luggage, disabilities, or mobility issues have limited or no assisted options. Read left to right, the chart gives a quick visual sense of which stations need infrastructure upgrades most urgently.

Accessibility Features at Each Station

A. Commuter Access Type

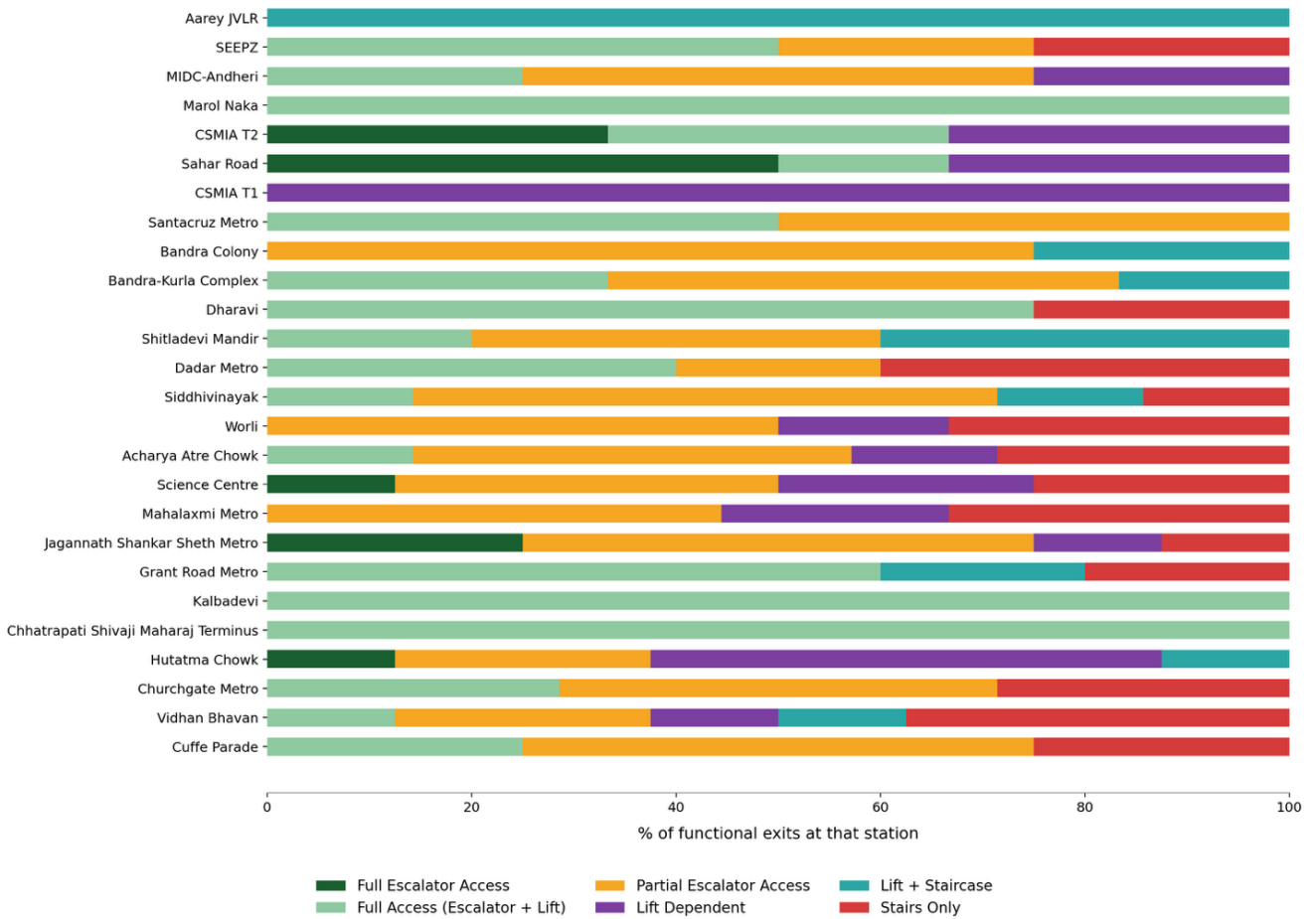


Fig. 5.4- Commuter access experience by station (Aarey JVLR → Cuffe Parade)

5.5 Emerging Observations

Although Mumbai Aqua Line Metro performs well in terms of modern station design and platform accessibility, the assessment demonstrates that the **last segment of the commuter journey—from the concourse to street level remains the weakest link in the accessibility chain**. Accessibility provision varies considerably between exits, with frequent reliance on staircases, limited lift availability, and a predominance of unidirectional escalators.

In addition, field observations highlighted recurring issues related to **wayfinding and last-mile integration**. Passengers often struggled to identify which exits offered lifts or escalators, and several stations lacked convenient connections to buses, auto-rickshaws, or nearby

destinations. Although these observations are discussed in greater detail in later sections, they underscore the importance of evaluating accessibility as a complete end-to-end journey rather than simply the presence of physical infrastructure.

## 6. Survey Findings

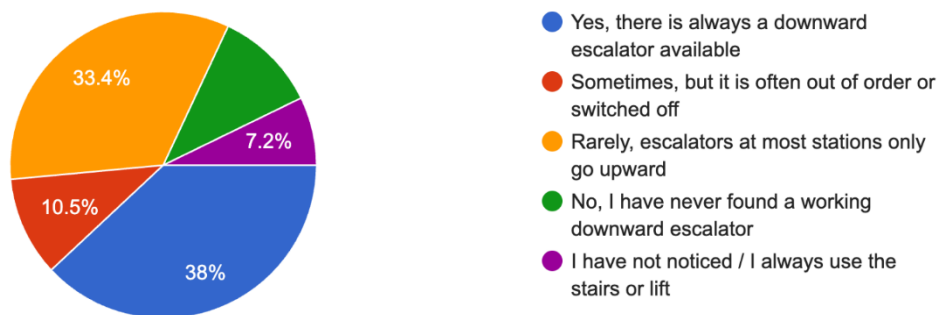
### 6.1 Overview of Respondents

Over 300 responses were received from Metro 3 users, including regular commuters, transport activists, senior citizens and students. The survey sought to understand user experiences relating to station accessibility, vertical mobility infrastructure, signage and last-mile connectivity.

### 6.2 Availability of Downward Escalators

When entering a Metro 3 station, can you find a working downward escalator? This applies when you are going down to the platform level to board a train.

305 responses



Survey responses indicate that over 50% commuters experience difficulty finding downward escalators when entering Aqua Line metro stations. This is consistent with observations made during field visits, where only 20% exits were seen to have downward escalators. The results suggest that commuters are often required to rely on lifts or staircases, increasing the physical burden of entering and exiting stations.

### 6.3 Accessibility for Users with Mobility Constraints

How likely are you to recommend Metro 3 to someone who has difficulty with stairs – such as a senior citizen, a person with a disability, or a parent...are for someone who cannot easily use staircases.

305 responses



A significant proportion of respondents expressed reservations about recommending the system to such users due to the dependence on lifts and staircases. Only a minority felt that the existing infrastructure was consistently adequate for passengers with mobility constraints.

### 6.4 User Experiences with Lifts

When you have used or tried to use a lift at a Metro 3 station, what was your experience? Select the option that best describes your most recent experience.

305 responses



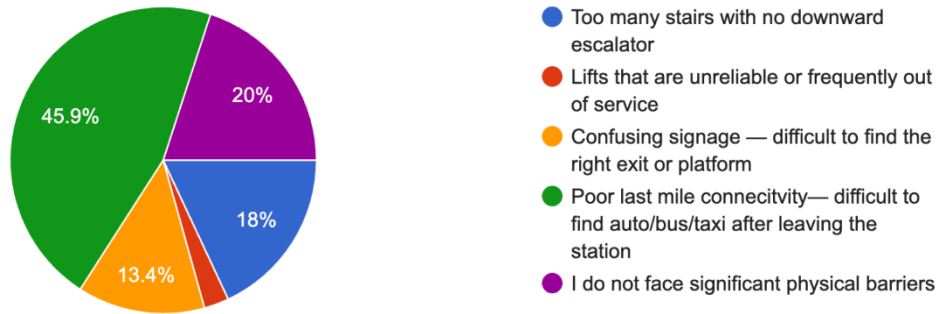
While many respondents reported that lifts were operational when required, a majority indicated that they were difficult to locate due to inadequate signage, while others reported encountering lifts that were out of service. This issue is particularly significant for first-time or infrequent users, as information regarding lift availability is generally provided only within station premises. Consequently, commuters approaching a station from the street are often unable to determine which exit is equipped with a lift. However, it was observed during the field assessment that some stations, including Cuffe Parade, Vidhan Bhavan and Bandra Kurla Complex, have recently installed external signboards indicating the availability of lifts

and other accessibility features at specific exits. Expanding such signage across the network could significantly improve wayfinding and accessibility for commuters who rely on lifts.

### 6.5 Key Physical Barriers Faced by Commuters

What is the single biggest physical barrier that affects your experience at Metro 3 stations? Choose the factor that has the most impact on your day-to-day use of the metro.

305 responses

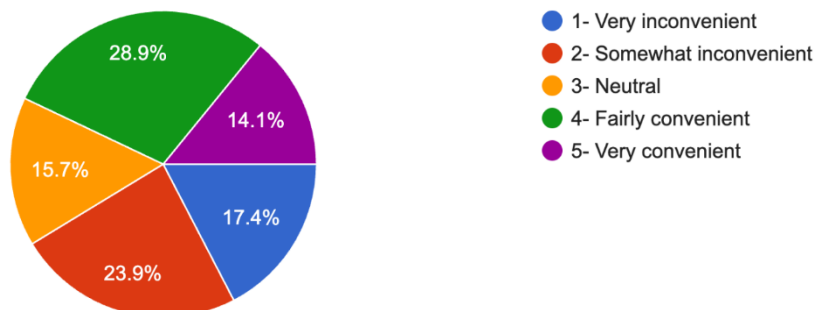


This indicates that last-mile connectivity remains a significant challenge for Metro 3 users. The improvements to bus, auto-rickshaw and taxi connectivity, as well as better integration with surrounding transport networks, are essential to enhancing the effectiveness and usability of the Aqua Line. Without the integration of other transport networks with the metro line, the metro ceases to function as a seamless transport solution and instead becomes only one segment of a fragmented journey.

### 6.6 Overall Convenience of Entering and Exiting Stations

How would you rate the overall convenience of entering and exiting Metro 3 stations? Consider ease of finding exits, availability of escalators and lifts, step burden, and signage.

305 responses



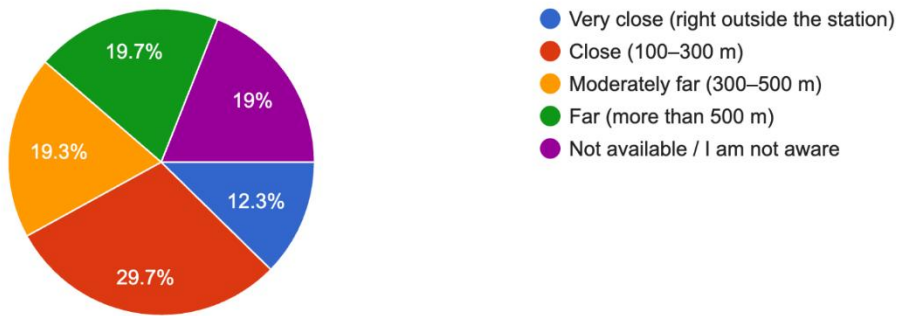
While many users rated the experience as convenient, a notable proportion expressed neutral or negative views. The mixed responses suggest that although Metro 3 stations are generally

modern and well-maintained, there remain areas where accessibility and user convenience could be improved.

### 6.7 Proximity of Last-Mile Transport Options

How close are bus stops or auto-rickshaw stands to your preferred Metro station exit?

300 responses

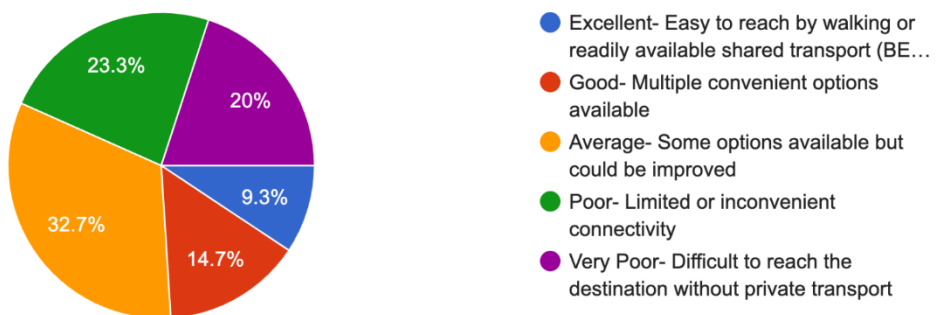


Responses indicate that the availability of last-mile transport varies considerably between stations. While some commuters reported having bus stops or auto-rickshaw facilities immediately outside station exits, others indicated that these facilities were located at considerable walking distances.

### 6.8 Quality of Last-Mile Connectivity

How would you rate the last-mile connectivity from your Metro station to important destinations (such as offices, residential areas, railway stations, hospitals or commercial areas)?

300 responses



Over 75% of respondents rated last-mile connectivity as Average, Poor, or Very Poor. Field observations support this: BEST bus routes are poorly integrated with the metro, auto stands — though marked — frequently sit empty, and signage directing commuters to onward transport is largely absent. Even switching between local trains and the metro require long

walks, often on the main road with moving vehicles. This appears to be a significant contributor to the low ridership numbers on the Metro 3. These findings underline the need to integrate metro infrastructure with surrounding transport networks to deliver a seamless end-to-end journey.

## 7. Key Issues Identified

The survey findings broadly support the observations made during field visits. Three themes emerged consistently:

1. **Limited availability of downward escalators** increases dependence on lifts and staircases.
2. **Last-mile connectivity/ integration with other modes of transport** is extremely poor.
3. **Signage and wayfinding** is lacking majorly outside the stations.

### 7.1 Dominance of Single Direction Upward-Only Escalators

One of the trends noted in this study is an imbalance in the direction of the escalators. Out of 96 exits that have escalators, 69 (51%) operate in an upward direction only. Bidirectional availability is offered in 26 (19%) stations, while there is only one station in the whole network that has a downward-only escalator. Due to this trend, two in every three escalator-enabled gates do not offer any help to passengers trying to enter the station. Therefore, such gates can be regarded as offering "one-way barrier-free" access because the facilities only assist the existing passengers.

### 7.2 Significant Stair Burden

The dependence on stairs poses a significant barrier on most exit routes. In the case of 117 exits for which the number of stairs was known, the median stairway climbed is 83 stairs, out of which 61 exits (52%) are above 80 stairs – which amounts to the height of five or six floors. Some of the important examples in this case are SEEPZ (Exit B1), 98 stairs; Bandra Kurla Complex (Exits A5 & B1), 85 and 80 stairs; and Girgaon (Exit A2), 80 stairs. Stairs being a normal infrastructure facility, the height of the climb ensures that 'Stairs Only' and 'Partial' exits constitute a real physical obstacle for commuters, especially senior citizens and other vulnerable groups.

### 7.3 Inadequate or Misleading Signage

Inadequate signage at concourse and platform level often led to commuters not knowing which exit to use for lift or escalator access. Specific issues were documented at Hutatma Chowk

(Exits A1 and A4), Churchgate (Exit A5), and Vidhan Bhavan (Exit B1), where external signage was either absent or incorrect. In these instances, even if lifts are functional, the lack of clear direction prevents commuters from locating them. This issue compounds accessibility barriers, as passengers may default to using strenuous staircases simply because they are unaware of better options available elsewhere within the same station.

#### **7.4 Challenges in Last-Mile Connectivity and integration with other modes**

Of every issue raised during fieldwork, last-mile connectivity was the one, commuters themselves raised most consistently and most urgently.

The issues are threefold:

- **Auto / Taxi:** Auto-rickshaws and taxis outside station gates are inconsistently available. Auto stands are available at only a few stations like Dharavi.
- **Bus:** Integration with BEST bus services is minimal to non-existent at most stations. Bus stops are not co-located with metro exits and there is no coordinated signage linking the two networks. There is also no visible effort to align feeder bus routes or timings with metro arrivals.
- **Railway:** Integration with Mumbai's suburban railway network is also weak, despite the Aqua Line's role as a connector between the railway corridors, the western suburbs, and the airport.

This matters more than any single in-station accessibility metric, because it determines whether the metro delivers a complete door-to-door journey or only its middle segment. A commuter who successfully reaches the platform via a working lift or escalator, but then cannot find an auto-rickshaw, a connecting bus, or a clear path to the railway station at the other end, has not had an accessible journey. For a commuter with luggage, a mobility constraint, or simply a connecting train to catch, that final stretch can matter as much as anything documented elsewhere in this report.

#### **7.5 Wayfinding systems**

Wayfinding at most stations is limited to identifying which landmark each exit corresponds to, with no indication of how to actually get there. Commuters are told that a particular exit serves a given destination, but not the direction to walk, the approximate distance, or whether the destination is reasonably walkable at all. Simple additions — such as '2 mins walk' markers or short directional cues — would make a significant difference, particularly at exits that connect to onward public transport like bus stops, auto stands, or railway stations for easy

transfers. Without this, the signage tells passengers where an exit leads in name only, leaving them to work out the route themselves once they reach street level.

## **7.6 Constraints at Airport Terminal Connections**

Although the airport stations (CSMIA T1 and T2) provide relatively good internal accessibility infrastructure, they present unique challenges for travellers with luggage and those on time-sensitive journeys. These passengers are particularly vulnerable to the infrastructure gaps identified across the corridor:

- Long walking distances (over 500 steps) between metro exits and terminals at both airports.
- Difficulty scanning heavy luggage before entering the metro trains as there is no help available.
- Limited trolley availability outside immediate terminal areas. Trolleys were only available 200 steps away from the metro station, inconveniencing travellers with luggage.
- Complete lack of signage to the departure and arrival areas at T2. Reaching departure requires taking a lift to P10, but not all lifts in the building go there, and there is no signage indicating which ones do. Commuters are left guessing or asking staff, causing avoidable delays and confusion.

Together, these findings indicate that improvements in accessibility infrastructure, signage and last-mile connectivity could substantially enhance the commuter experience.

## 8. Recommendations

The findings point to a corridor where physical accessibility infrastructure exists but is undermined by inconsistent wayfinding, one-directional escalator provision, and weak integration with surrounding transport. The recommendations below are grouped by effort and cost, from changes deployable within weeks to longer-term capital works.

**8.1 Standardise accessibility wayfinding signage across the corridor.** Audit every station's main wayfinding board against the actual on-site location and working status of each lift and escalator, and correct the mismatches. Most importantly, the signage should be such that first-time commuters understand it — plain language, clear icons, and a simple and comprehensible layout maps and diagrams.

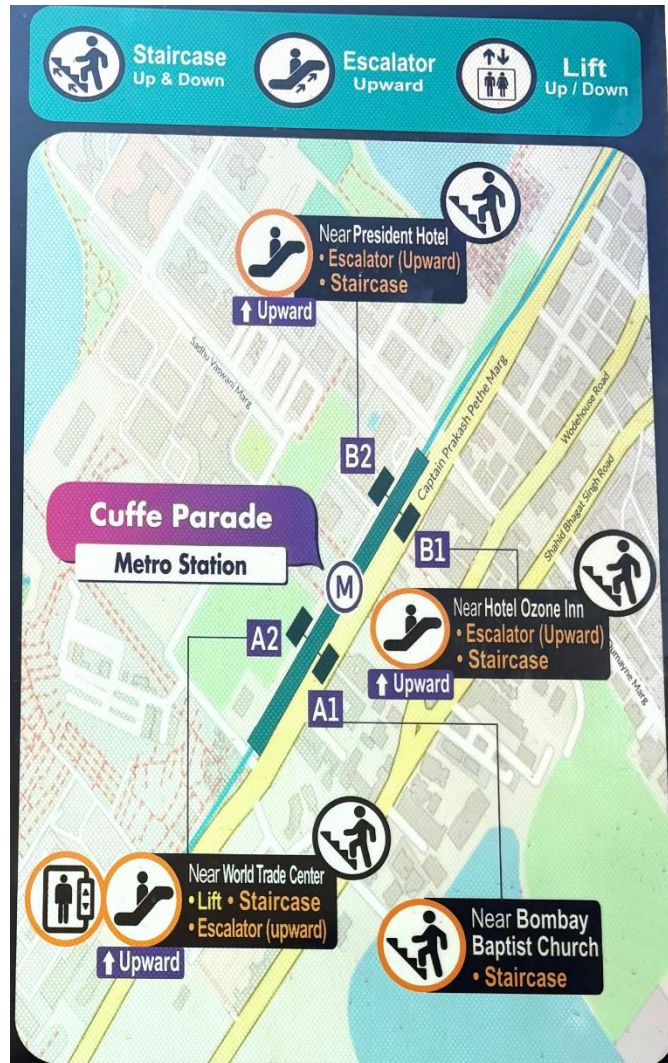
**8.2 Fix directional signage at every one-directional escalator gate.** Arriving commuters should be told *before* reaching a gate which exit (if any) at that station offers a working downward route, instead of discovering the absence only on arrival.

**8.3 Provide exit-level area maps at every exit, following the good practice already seen at Cuffe Parade and Vidhan Bhavan.** These maps let passengers locate lifts and step-free routes from outside the station before entering. Each map should include:

- a detailed, legible area map of the immediate surroundings;
- clear directions to key nearby destinations (for example, at Siddhivinayak: Prabhadevi Station, Century Bazaar, Shivaji Park via Cadell Road, and Siddhivinayak Temple);
- BEST bus stop locations, with route numbers and destinations served;
- shared auto-rickshaw and taxi stand locations;
- a list of important nearby places with walking distances in metres/kilometres;
- the mobility infrastructure at each exit clearly flagged (which exit has a lift, escalator, or step-free access).

**8.4 Detailed maps of the mobility infrastructure available at each exit should be provided,** allowing commuters to choose which exit to enter the station from based on their accessibility needs.

**8.5 Signage, as in the image attached below, should be adopted across the network for easy visual communication.** At a glance, it shows commuters exactly what each exit offers — escalator, staircase, or lift — letting them pick the right exit while still on the concourse instead of finding out at the gate. Rolling this out at every station, and outside each exit too, would make a real difference for anyone who relies on step-free access.



**Fig 8.1: Detailed sign at entry and exit indicating presence of lifts, escalator and key landmarks.**

**8.6 Commission a dedicated, properly sampled last-mile connectivity audit across all 27 stations** — covering auto-rickshaw and taxi availability at different times of day, BEST bus stop co-location and inter-network signage, suburban railway interchange wayfinding, and pedestrian path quality.

**8.7 Strengthen Metro–BEST coordination to develop dedicated feeder services** for stations with poor last-mile connectivity, including ring routes that link stations to surrounding areas (for example, ring services around Bandra-Kurla Complex).

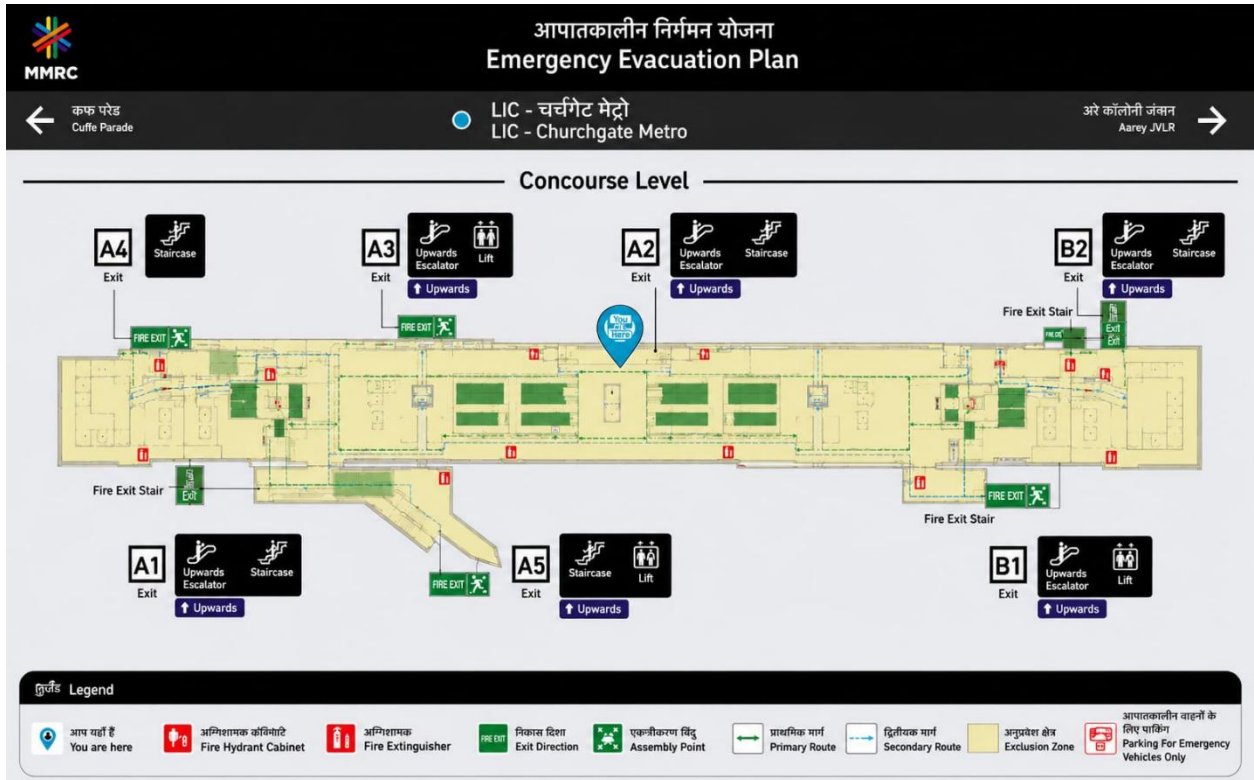


Fig 8.2: Proposed signage at platforms

**8.8 Publish accessibility maps on station websites and mobile apps**, and conduct periodic accessibility audits using user-based performance indicators (can a commuter actually find and use a step-free route?) rather than infrastructure counts alone.

**8.9 Install additional downward-running escalators at all upward-only gates**, prioritising exits at stations with the highest footfall as well as exits with high step count for staircases.

**8.10 Prioritise bi-directional escalators at interchange, commercial, and airport stations** such as Bandra-Kurla Complex, Jagannath Shankar Sheth, and CSMIA T1 and T2, Dadar Metro ensuring at least one step-free route to every major destination around each station.

**8.11 Provide a dedicated, step-free, luggage-friendly route at the airport terminals (CSMIA T1 and T2)**. Evaluate a continuous lift or ramp path from platform to terminal check-in, improve trolley access, and upgrade terminal wayfinding — this corridor disproportionately serves passengers travelling with luggage, often elderly or with reduced mobility, and on time-sensitive journeys. Evaluate the feasibility of travellers on corridors on airport stations that require long walks.

**8.12 Improve Metro–Suburban Railway integration by physically connecting nearby stations** through subways or skywalks — for example, Girgaon Metro to Charni Road Station, Santacruz metro and Santacruz station and Mumbai Central Metro to Mumbai Central

Terminus — so that interchanges do not force commuters onto unprotected, poorly-signed street-level routes.

**8.13 Use these recommendations for the planning of upcoming metro lines in Mumbai.**

The MMRCL, which is building the line 11 metro (which is fully underground) should use these recommendations in their planning.

**Expert Recommendations**

**8.14 Assess escalator and lift resilience at peak load.** Confirm that emergency/backup power supply is in place for escalators and lifts, and model whether the remaining escalators at a gate can absorb peak-time demand if one unit fails- particularly at high-footfall, upward-only exits where a single failure leaves no mechanical option.

**8.15 Remove/Relocate decorative plants placed directly along railings** at Aarey Metro Station since they make the railings unusable for commuters who need the support.

## Annexure A

A standardised checklist used throughout data collection to record exit type and accessibility features at each station on the Aqua Line Metro.

S.No	Station Name	Entry / Exit Code (e.g. A1)	Exit Location / Destination	Escalator Count	Escalator Direction	Lift Count	Lift Restrictions (Seniors / Disabled)	Lift Easy to Locate (Y/N)	Lift Working (Y/N)	Stair Count
1	Aarey JVLR	A1/B1	BEST Bus Stop, JVLR	0	NA	0	NA	NA	NA	5
2	SEEPZ	A1	Shared rickshaw stand	1	Up	1	Y	Y	Y	90
	SEEPZ	A2	Auto stand	2	Both	1	Y	Y	Y	NA
	SEEPZ	B1	Auto stand	0	NA	0	NA	NA	NA	100
	SEEPZ	B2	Auto stand	2	Up	0	NA	NA	NA	NA
3	MIDC-Andheri	A1	Auto Stand	1	Up	0	NA	NA	NA	70
	MIDC-Andheri	A2	CLOSED							
	MIDC-Andheri	B1	Shared Auto Stand	1	Up	1	Y	Y	Y	80
	MIDC-Andheri	B2	Auto Stand	1	Up	0	NA	NA	NA	70
	MIDC-Andheri	B3	Auto Stand	0	NA	1	Y	Y	Y	0
4	Marol Naka	A1	Andheri- Kurla Road	1	Up	1	Y	Y	Y	60
	Marol Naka	A2	Andheri- Kurla Road	2	Up	1	Y	Y	Y	60
	Marol Naka	B1	Marol Fire Brigade	2	Up	1	Y	Y	Y	60
	Marol Naka	B2	Marol Maroshi Road	1	Both	1	Y	Y	Y	

<b>5</b>	CSMIA T2	A1	Entry to Airport	0	NA	1	Y	Y	Y	NA
	CSMIA T2	A2	Entry to Airport	1	Both	0	NA	NA	NA	NA
	CSMIA T2	B1	CLOSED	-	-	-	-	-	-	-
<b>6</b>	Sahar Road	A1	Western Express Way	0	NA	1	Y	Y	Y	NA
	Sahar Road	A2	Sahar Village	2	Both	0	NA	NA	NA	NA
	Sahar Road	A3	Sahar Village	2	Both	1	Y	Y	Y	NA
	Sahar Road	A4	Chakala	2	Both	0	NA	NA	NA	NA
	Sahar Road	A5	Chakala	2	Both	0	NA	NA	NA	NA
	Sahar Road	B1	Sahar Cargo	3	Both	1	Y	Y	Y	NA
<b>7</b>	CSMIA T1	A1	Airport T1 terminal	3	Both	1	Y	Y	Y	NA
	CSMIA T1	B1	Vile Parle Railway Station	2	Both	1	Y	Y	Y	NA
<b>8</b>	Santacruz Metro	A1	Vakula Police Station Bus Stop	1	Up	1	Y	Y	Y	70
	Santacruz Metro	A2	BEST Bus Stop	2	Up	0	NA	NA	NA	60
	Santacruz Metro	B1	Vakula Police Station Bus Stop	2	Up	1	Y	Y	Y	70
	Santacruz Metro	B2	Bridge for Santacruz Railway Station	1	Up	0	NA	NA	NA	50
<b>9</b>	Bandra Colony	A1	University of Mumbai (Kalina Campus)	0	NA	1	1	Y	Y	80
	Bandra Colony	A2	Government Colony Bandra	1	Up	0	NA	NA	NA	90
	Bandra Colony	B1	Rustek Cafe	2	Up	0	NA	NA	NA	80
	Bandra Colony	B2	Sethia Grandeur	2	Up	0	NA	NA	NA	80

<b>10</b>	Bandra-Kurla Complex	A1	Auto Stand + CITYFLO SHUTTLE	1	Up	0	NA	NA	NA	95
	Bandra-Kurla Complex	A2	Income Tax Office	1	Up	0	NA	NA	NA	
	Bandra-Kurla Complex	A3	Income Tax Office	0	NA	1	Y	Y	Y	88
	Bandra-Kurla Complex	A4	RBI	2	Both	1	Y	Y	Y	NA
	Bandra-Kurla Complex	A5	Bandra Kurla Complex 'E' Block	2	Up	0	NA	NA	NA	85
	Bandra-Kurla Complex	B1	Auto Stand	2	Up	1	Y	Y	Y	80
<b>11</b>	Dharavi	A1	Banwari Compound	2	Up	1	Y	Y	Y	80
	Dharavi	A2	Bus Stop	0	NA	0	NA	NA	NA	80
	Dharavi	B1	Dharavi Flyover Bus Stop	2	Both	1	Y	Y	Y	NA
	Dharavi	B2	Dharavi Flyover Bus Stop	2	Up	1	Y	Y	Y	90
<b>12</b>	Shitladevi Mandir	A1	Shitaladevi Temple	4	Both	1	Y	Y	Y	NA
	Shitladevi Mandir	A2	Paradise Cinema Bus Stop	3	Up	0	NA	NA	NA	80
	Shitladevi Mandir	B1	Wanjwadi	0	NA	1	Y	Y	Y	80
	Shitladevi Mandir	B2	Mahim Bus Stop	2	Up	0	NA	NA	NA	80
	Shitladevi Mandir	B3	Mahim Railway Station	0	NA	1	Y	Y	Y	80
<b>13</b>	Dadar Metro	A1	CLOSED	-	-	-	-	-	-	-

	Dadar Metro	A2	Ranade Road Junction BEST Bus Stop	1	Up	1	Y	Y	Y	90
	Dadar Metro	A3	Shushrusha	0	NA	0	NA	NA	NA	90
	Dadar Metro	A4	Ranade Road Junction BEST bus stop	2	2 Up 1 Down	0	NA	NA	NA	70
	Dadar Metro	B1	Plaza Cinema	2	Up	1	Y	Y	Y	50
	Dadar Metro	B2	CLOSED							
	Dadar Metro	B3	Chhatrapati Shivaji Maharaj Park	1	Up	0	NA	NA	NA	60
<b>14</b>	Siddhivinayak	A1	Shri Prabhadevi Temple	1	Up	0	NA	NA	NA	125
	Siddhivinayak	A2	Siddhi Vinayak Temple	1	Up	0	NA	NA	NA	150
	Siddhivinayak	A3	Sane guruji udyan	1	Up	0	NA	NA	NA	115
	Siddhivinayak	A4	Sane guruji udyan	2	Up	2	Y	Y	Y	110
	Siddhivinayak	A5	Convent Girls Highschool	1	Up	0	NA	NA	NA	125
	Siddhivinayak	B1	Convent Girls Highschool	2	Up	2	Y	Y	Y	110
	Siddhivinayak	B2	Siddhi Vinayak Temple	0	NA	0	NA	NA	NA	120
<b>15</b>	Worli	A1	Worli Police Station	2	Up	0	NA	NA	NA	100
	Worli	A2	Kamala Mills Compound	0	NA	1	Y	Y	N	100
	Worli	B1	Glaxo Smith Kline	1	Up	1	NA	NA	NA	100
	Worli	B2	Lion Garden	0	NA	1	Y	Y	Y	NA
	Worli	B3	Sasmira Road	1	Y	0	NA	NA	NA	90

	Worli	B4	Mahindra Tower	1	Y	0	NA	NA	NA	90
<b>16</b>	Acharya Atre Chowk	A1	Municipal Office	0	NA	1	Y	Y	N	100
	Acharya Atre Chowk	A2	Municipal Office	2	Up	0	NA	NA	NA	135
	Acharya Atre Chowk	A3	Mahanagar Pallika Bus Stop	1	Up	1	Y	Y	Y	0
	Acharya Atre Chowk	A4	Mahanagar Pallika Bus Stop	0	NA	0	NA	NA	NA	100
	Acharya Atre Chowk	B1	Konark Empress	0	NA	1	Y	Y	Y	NA
	Acharya Atre Chowk	B2	Acharya Atrey Chowk	2	Up	0	NA	NA	NA	100
	Acharya Atre Chowk	B5	Acharya Atrey Chowk	1	Up	0	NA	NA	NA	95
<b>17</b>	Science Centre	A1	Mahalaxmi Racecourse	0	NA	0	NA	NA	NA	120
	Science Centre	A2	Mahalaxmi Racecourse	0	NA	1	Y	Y	Y	0
	Science Centre	A3	Namaste Tower	2	Up	0	NA	NA	NA	115
	Science Centre	A4	Mahalaxmi Sports Stadium	2	Up	0	NA	NA	NA	110
	Science Centre	A5	CLOSED							
	Science Centre	A6	Mahalaxmi Railway Station	0	NA	0	NA	NA	NA	120
	Science Centre	B1	Mahalaxmi Racecourse	0	NA	1	Y	Y	Y	NA
	Science Centre	B2	Nehru Science Centre	2	Both	0	NA	NA	NA	NA
	Science Centre	B3	Four Seasons Hotel	2	Up	0	NA	NA	NA	110

18	Mahalaxmi Metro	A1	RTO Colony	2	Up	0	NA	NA	NA	80
	Mahalaxmi Metro	A2	Agripada Police Station	2	Up	0	NA	NA	NA	NA
	Mahalaxmi Metro	A3	Agripada Police Station	0	NA	1	Y	Y	N	NA
	Mahalaxmi Metro	A4	One Mahalaxmi	0	NA	0	NA	NA	NA	80
	Mahalaxmi Metro	B1	Dhobi Ghat	0	NA	1	Y	Y	Y	0
	Mahalaxmi Metro	B2	Mahalaxmi Railway Station	2	Up	0	NA	NA	NA	85
	Mahalaxmi Metro	B3	Sant Gadge Maharaj Chowk	0	NA	0	NA	NA	NA	85
	Mahalaxmi Metro	B4	Sant Gadge Maharaj Chowk	0	NA	1	Y	Y	Y	NA
	Mahalaxmi Metro	B5	RTO Colony	2	Down	0	NA	NA	NA	NA
19	Jagannath Shankar Sheth Metro	A1	Nathani Heights	1	Up	0	NA	NA	NA	100
	Jagannath Shankar Sheth Metro	A2	Mumbai Central Station	2	Up	0	NA	NA	NA	100
	Jagannath Shankar Sheth Metro	A4	Mumbai Central Station	2	Both	0	NA	NA	NA	NA
	Jagannath Shankar Sheth Metro	A5	Intercity Bus Stop	2	Both	0	NA	NA	NA	NA

	Jagannath Shankar Sheth Metro	B1	Nair Hospital Dental College	0	NA	1	Y	Y	Y	NA
	Jagannath Shankar Sheth Metro	B2	Nair Hospital Dental College	0	NA	0	NA	NA	NA	100
	Jagannath Shankar Sheth Metro	B3	Nair Hospital Dental College	2	Up	0	NA	NA	NA	NA
	Jagannath Shankar Sheth Metro	B4	Maratha Mandir	2	Up	0	NA	NA	NA	100
	Jagannath Shankar Sheth Metro	B5	CLOSED							
<b>20</b>	Grant Road Metro	A1	Rusi Mehta Chowk	0	NA	0	NA	NA	NA	90
	Grant Road Metro	A2	Rusi Mehta Chowk	2	Both	1	Y	Y	Y	NA
	Grant Road Metro	B1	Rusi Mehta Chowk	2	Both	1	Y	Y	Y	NA
<b>21</b>	Girgaon	A1	CLOSED							
	Girgaon	A2	Fire station	0	NA	1	Y	Y	Y	80
	Girgaon	B1	Girgaon Chowpatty	2	Both	1	Y	Y	Y	NA
<b>22</b>	Kalbadevi	A1	Wadia Parsi Agyari	4	Both	1	Y	Y	Y	NA
	Kalbadevi	B1	Zaveri Bazar	4	Both	1	Y	Y	Y	NA
	Kalbadevi	B2	S.K Patil Garden	4	Both	1	Y	Y	Y	NA

<b>23</b>	Chhatrapati Shivaji Maharaj Terminus	A1	BMC Headquarters	5	Both, Up	1	Y	Y	Y	55
	Chhatrapati Shivaji Maharaj Terminus	A2	Chhatrapati Shivaji Maharaj Terminus	4	Both	1	Y	Y	Y	NA
	Chhatrapati Shivaji Maharaj Terminus	A3	Ballard Estate, Fort	6	Both	1	Y	Y	Y	NA
	Chhatrapati Shivaji Maharaj Terminus	A4	Mumbai Press Club	4	Both	1	Y	Y	Y	NA
	Chhatrapati Shivaji Maharaj Terminus	B1	Metro INOX Cinema	2	Up	1	Y	Y	Y	65
	Chhatrapati Shivaji Maharaj Terminus	B2	Cama and Albless Hospital	2	Up	1	Y	Y	Y	85
<b>24</b>	Hutatma Chowk	A1	Bombay High Court	0	NA	1	Y	Y	Y	NA
	Hutatma Chowk	A2	Fountain Telecom Bldg	1	Up	0	NA	NA	NA	75
	Hutatma Chowk	A3	J.B Petit High School	0	NA	1	Y	Y	Y	NA
	Hutatma Chowk	A4	RBI Monetary Museum	0	NA	1	Y	Y	Y	NA
	Hutatma Chowk	B1	RBI Monetary Museum	0	NA	1	Y	Y	Y	NA
	Hutatma Chowk	B2	Jeevan Udyog Building	0	NA	1	Y	Y	Y	70
	Hutatma Chowk	B3	Navsari Building	1	Up	0	NA	NA	NA	80
	Hutatma Chowk	B4	Chhatrapati Shivaji Maharaj Terminus	2	Both	0	NA	NA	NA	NA

25	Churchgate Metro	A1	Petroleum House	2	Up	0	NA	NA	NA	75
	Churchgate Metro	A2	LIC	2	Up	0	NA	NA	NA	105
	Churchgate Metro	A3	Air India Bldg	2	Up	1	Y	Y	Y	105
	Churchgate Metro	A4	Yashodhan	0	NA	0	NA	NA	NA	110
	Churchgate Metro	A5	KC College	0	NA	1	Y	Y	N	100
	Churchgate Metro	B1	Eros Cinema	2	Up	1	Y	Y	Y	95
	Churchgate Metro	B2	Wankhede Stadium	2	Up	0	NA	NA	NA	105
26	Vidhan Bhavan	A1	Veej Bhavan	2	Up	0	NA	NA	NA	90
	Vidhan Bhavan	A2	Nariman Point Fire station	2	Up	1	Y	Y	Y	90
	Vidhan Bhavan	A3	Nariman Point Fire station	0	NA	1	Y	Y	Y	NA
	Vidhan Bhavan	B1	SBI bank bhavan + yashwantrao chavan prathisthan BEST bus stop	0	NA	1	Y	Y	N	85
	Vidhan Bhavan	B2	yashwantrao chavan prathisthan BEST bus stop	2	Up	1	Y	Y	Y	85
	Vidhan Bhavan	B3	Mantralaya	2	Up	0	NA	NA	NA	90
	Vidhan Bhavan	B4	BEST Bus Stop	0	NA	0	NA	NA	NA	90
	Vidhan Bhavan	B5	Air India Bldg	2	Up	0	NA	NA	NA	90

27	Cuffe Parade	A1	Backbay Bus Depot	0	NA	0	NA	NA	NA	105
	Cuffe Parade	A2	World Trade Center	2	Up	1	Y	Y	Y	100
	Cuffe Parade	B1	Wodehouse Road	2	Up	1	Y	Y	N	100
	Cuffe Parade	B2	President Hotel	2	Up	0	NA	NA	NA	100