

# Insights into Passenger Transport Choices: A Mumbai Case Study

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**Abstract:** *Understanding and studying passenger preferences in passenger transportation systems is important to optimise transportation infrastructure and increase passenger satisfaction. This paper presents a comprehensive case study conducted in Mumbai, India, which aims to understand the diverse preferences of commuters using different modes of transport within the city.*

*Adopting a mixed-methods approach, data were accumulated by means of surveys, interviews, and observational studies conducted across different demographic sectors and geographical locations of Mumbai. The study analysed factors influencing commuters' mode choice, including cost, comfort, convenience, travel time, safety, and environmental concerns.*

*The findings revealed significant differences in the preferences of commuters, impacted by factors like socioeconomic status, occupation, travel distance, and access to infrastructure. While public transportation emerged as the dominant mode for daily commuting, preferences were nuanced, some demographics prefer private modes like cars and motorcycles.*

*Additionally, the study identifies areas of improvement in the existing transport infrastructure and suggests measures to enhance the reliability, frequency, safety, and connectivity of public transport services.*

*The knowledge gleaned from this research provides valuable guidance for policymakers, urban planners, and transportation authorities in Mumbai, offering opportunities to tailor transportation solutions that align with commuters' preferences, thereby promoting sustainable and efficient passenger transport systems in the city.*

**Keywords:** Commuters, Preferences, Passenger Transport, Mumbai, Urban Transportation, Survey, Mixed-Methods, Policy Recommendations

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