

Safety for women at train stations

Public realm

TAD4523 - Design
research methods and
seminar - S2 2024

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Introduction

Safety in Public Realm

“The public realm is a space of interaction with others – a space of publicity.”

(Dovey 2016,9).

As I stated in my last two assignments, I am focusing on perception of safety for women at train stations.

Train stations are one the main elements of public realm , which being used by many people for commuting every day.

For my field research, I am going to investigate on providing safety for women in train stations.

The purpose of my field response is finding solution in regard to safety for women in public realm.

This research will identify and analyze what kind of factors need to be addressed in regard to perception of safety for women at train stations , and then provide solution for them. Additionally, I have applied different research methods in order to gain a better understanding of this situation and develop my field response.

Research Background

Background

“How can urban designers increase safety measures for women in train stations?”

As I mentioned earlier, addressing the perceived fear of crime among passengers, especially women, at train stations demands a comprehensive strategy. Urban designers should consider both actual and perceived safety measures to enhance the overall sense of security. This involves implementing physical safety features like surveillance cameras and sufficient lighting, besides creating a more inviting atmosphere through renovations, landscaping, and accessibility improvements. Moreover, understanding the gender-specific concerns and societal norms that contribute to the fear of crime is vital for creating safer public spaces. By balancing safety measures with public entertainment and activities, designers can improve the sensory experience and optimal use of train stations for all users.

Research Background

Why it is important to provide safety for women at train stations ?

- Enhance community well-being, and public enjoyment and activities.
(Well 2006,20)
- Perception of safety is different in women and men, and women feel more unsafe rather than men which is linked to their higher physical and social vulnerability. (Skogan and Maxfield 1981)
- If train stations be more safe spaces, more people will use them because they feel convenience.
- Because the mental and physical health of women depend on increasing safety at train stations.

Problem Statement

Problem Statement

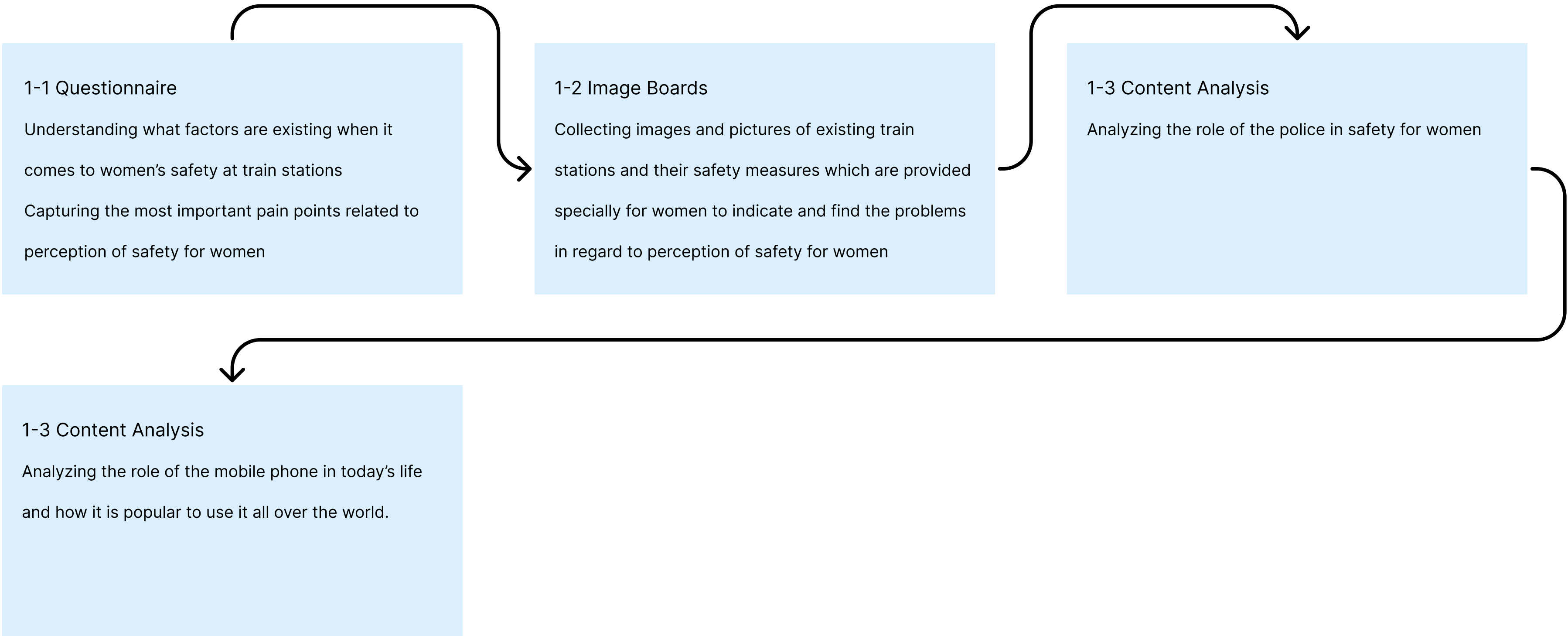
Recently I have to get train at “North Richmond Station” to come to Monash and I have found some issues while I am at station. Many addicted people use that particular station, while there is not enough CCTV cameras everywhere, not enough lighting and there is no security staff at station. Additionally it is not crowded, so each time I have to get train, especially when I am alone at station, I feel really scary and uncomfortable.

Hence, as a designer, I have begun to be more specific in safety for women at train stations. When I have started my research, I understand that it is not only my problem, but also so many women have got feeling of fear at some stations.

Now, I think it is my responsibility to take action and do something to addressing fear of crime and increase safety for women at train stations.

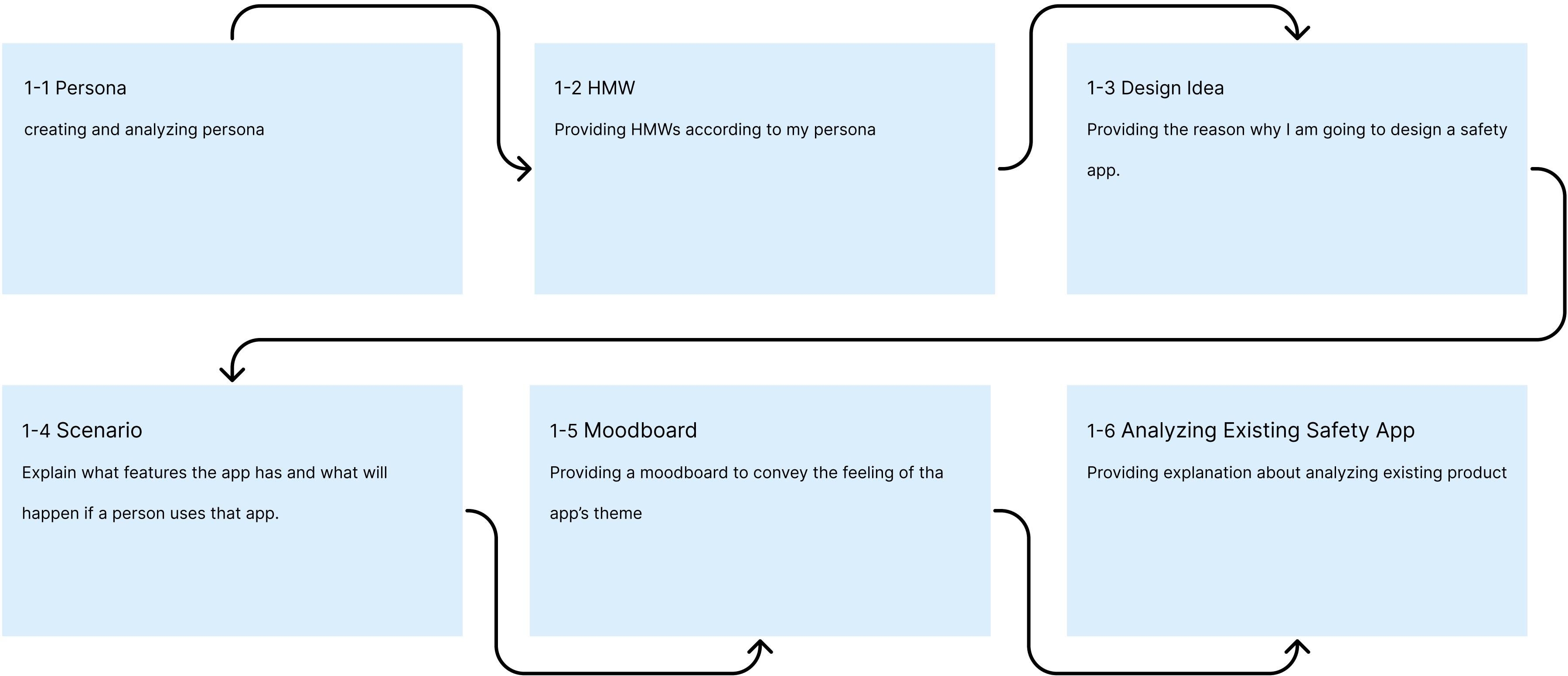
Research Process

Data collection



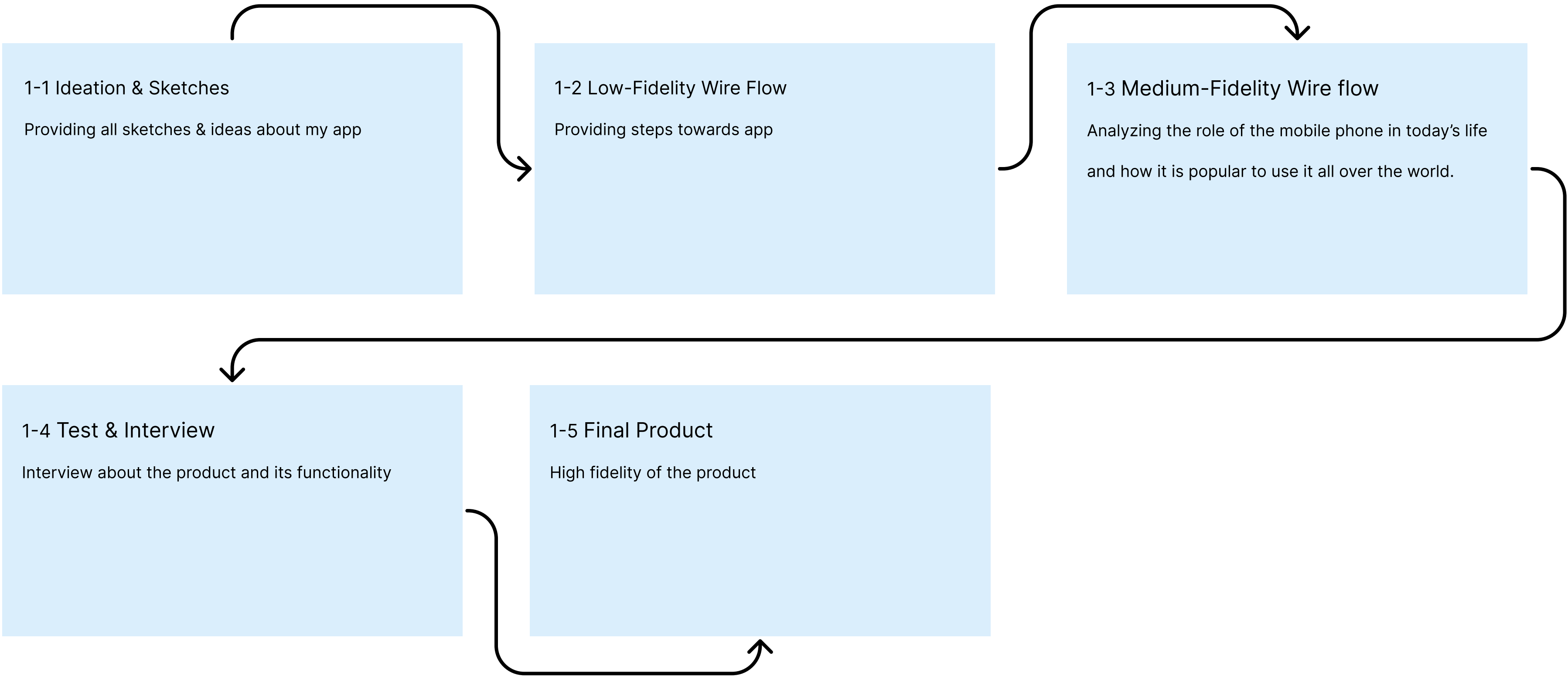
Research Process

Formalization



Research Process

Creative development



DATA COLLECTION

Step 1: Data collection

Questionnaire

At first, I decided to do interview, but after observing people’s behavior at stations, I found out that they are always in rush. So it is better to do just a quick survey and asked them to answer question which lead me better understanding of situation .

According to my previous research,on the on hand, I have found out there are some main problems which cause fear of crime and affect on safety perception. On the other hand people would not spend to much time answering my questions because they are in hurry, so I decided to choose most important ones. I also provided some preview answers for participants rather than let them write their own idea.

Questions :

1-How much time typically do you spend on train stations weekly?

Never Sometimes Often Always (everyday)

2-How often do you feel uncomfortable and unsafe while you are waiting for train, at train stations?

Never Sometimes Often Always (everyday)

Step 1: Data collection

Questionnaire

3-What kind of factors make you feel unsafe at train stations?

Being alone at station

Inadequate lighting

Station without CCTV

Men's presence

Station without security staff

4- What is the biggest pain point related to feeling unsafe?

Sexual harassment

Situation that you cannot control

Vulnerability against abusing

Being defenseless

Robbery

Step 1: Data collection

Questionnaire

5-What kind of factors are important for you when it comes to safety measures?

Security technology (CCTV)

Presence of police and security staff

Alert systems

Crisis management

Adequate lighting

Presence of other people

6-Imagine that you have an app that could help you feel safer while you are waiting for train. What features do you prefer an app has?

Be connected to police station

Send alarm in case of danger to police

Deter offender to commit a crime by a very loud alarm

Show you more safer stations regarding having safety measures

Showing stations which are not crowd and has got more risk for crime

Step 1: Data collection

Questionnaire

How doing survey was helpful for me :

1- The survey revealed useful information in regard to safety perception of women at train stations.

2- It also helped me understand better what I did as research before. For example , I have read in some books and papers that what are key factors for safety measures or main things which affect perception of safety at train stations.
(Yavuz, W. Welch 2008-2009,2491-2515)

3- It Helped me to have clear information and way about my idea for safety at train stations.

Step 1: Data collection

Questionnaire

The primary conclusion derived from questionnaire :

- 1- The survey revealed that all women feel unsafe at train stations.
- 2- All participants need extra care and support in regard to safety at train stations(Rather than CCTV camera, or other safety measures)
- 3- All participant were agree to have safety app on their mobile phone.
- 4- Most of participants fear of sexual harassment.
- 5- All of them prefer that the app connect to police directly.

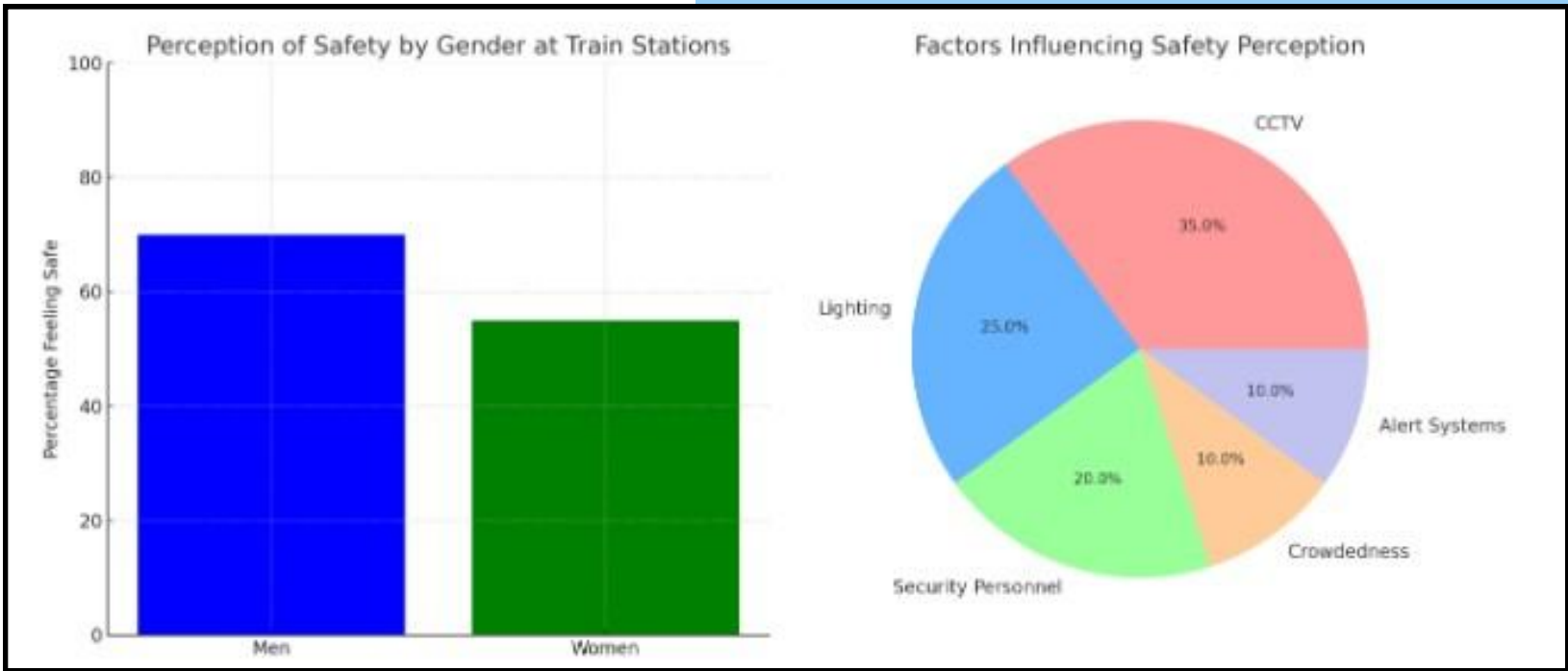
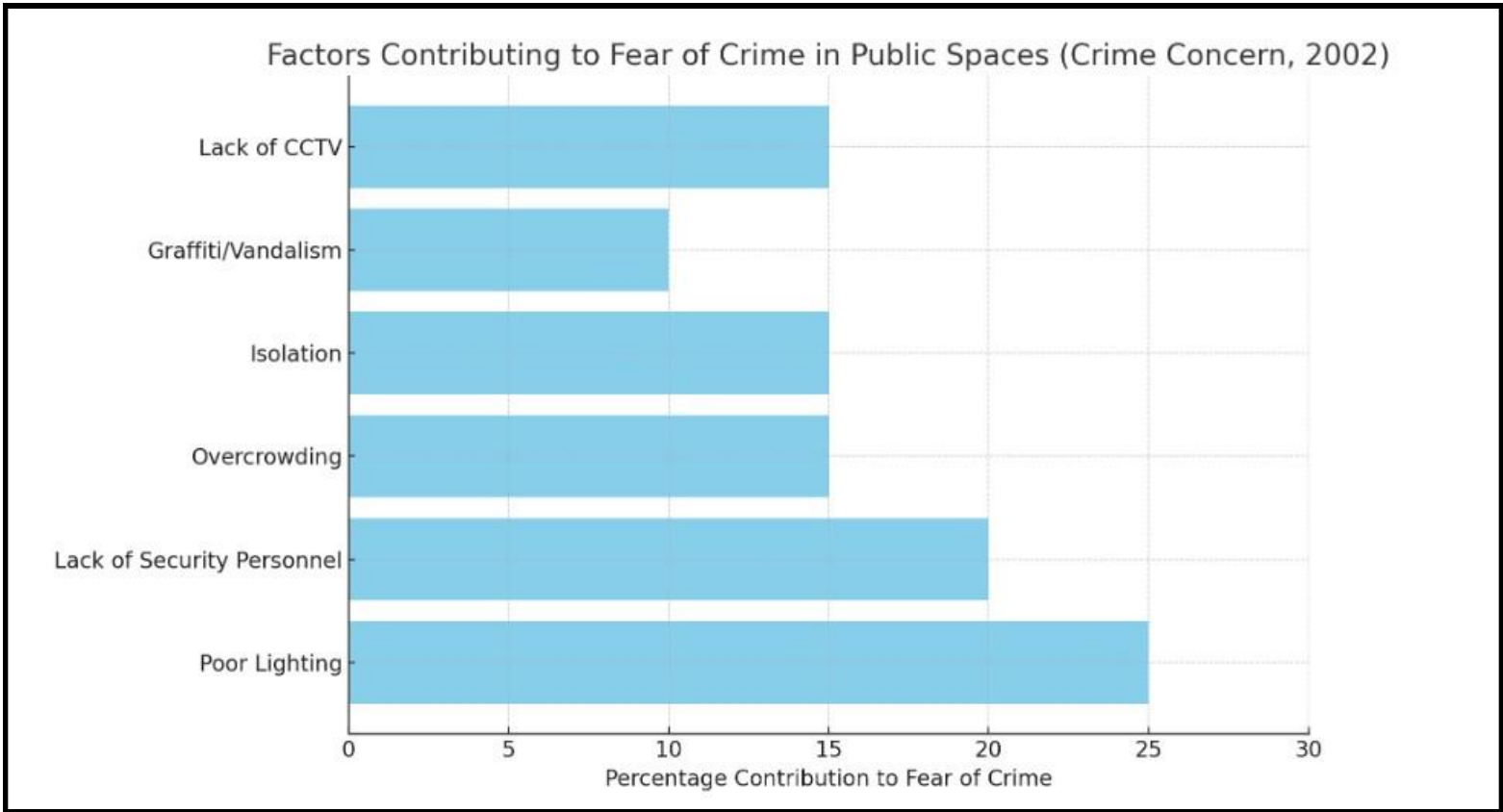
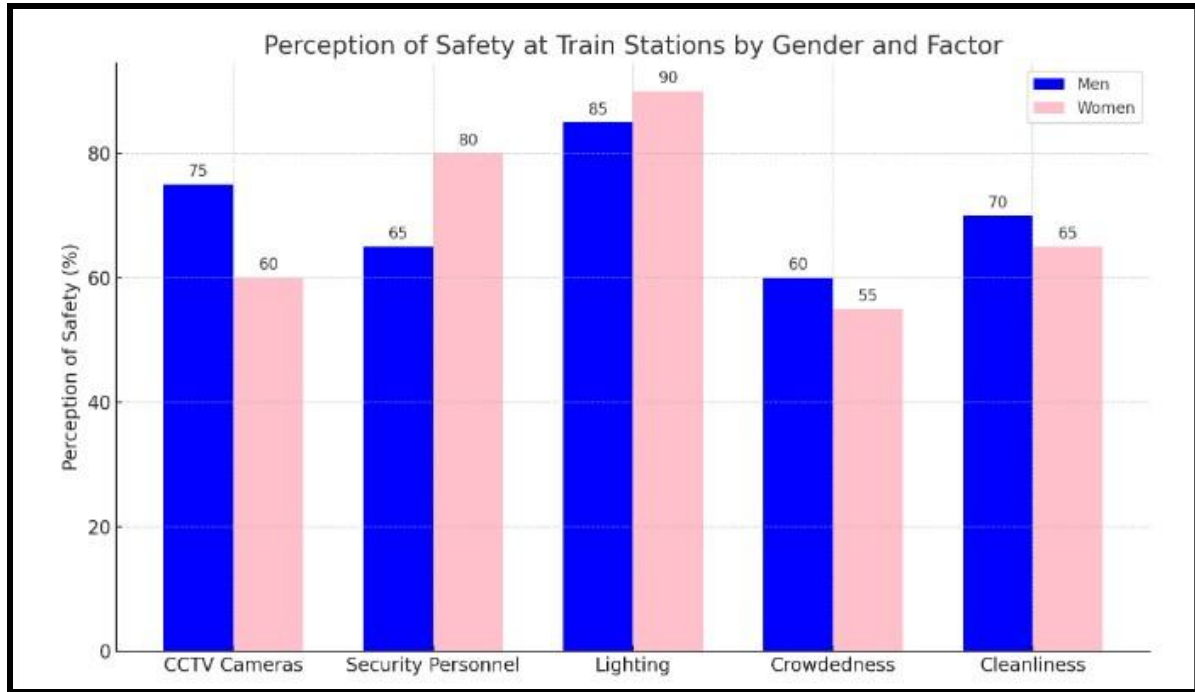
Step 1: Data collection

Questionnaire

The primary conclusion derived from questionnaire :

6- Women’s perception of safety is lower than men at train stations, because of their vulnerability. (Pain 1995; Painter 1992; Warr 1984; Loewen et al., 1993)- (Crime Concern 2002)

7- Safety measures can affect perception of safety in women at stations and women need these improvements. (Well 2006,20)



Step 1: Data collection

Image Boards

In the next step of collecting data, I chose “Image board”, Because I think it is one the best way to convey a situation to my audiences and explain the problem better through comparing different stations.

Here I have chosen 2 stations, one of them is my case study (North Richmond), and the other one is another station(Richmond) which is at my case study’s proximity.

Why I choose “Richmond Station” for comparing to my case study(North Richmond Station)?

I just want to compare how safety measures can affect on a station situation even if these two stations are at each others proximity.

I understand that sometimes because of the size of stations we can not consider too many safety measures, but we can provide more CCTV or even presence of security staff.

Step 1: Data collection

Image Boards

I did some photography from those two stations myself to observe each station's situation, I also collect some photos from Wikipedia to create my image board. (I put my image boards on the next page)

I also provide some annotations for pictures.

How image boards were helpful for me :

1- These two boards reveal that what are safety measures and how they can affect stations.

2- How different can be stations even if they are located in the same area.

3- What is needed to be done for increasing the perception of safety. (Although here in my research, I will not add physical measures like CCTV cameras,.. I will address this problem by another way)

Step 1: Data collection

Image Boards



North Richmond Station



Step 1: Data collection

Image Boards

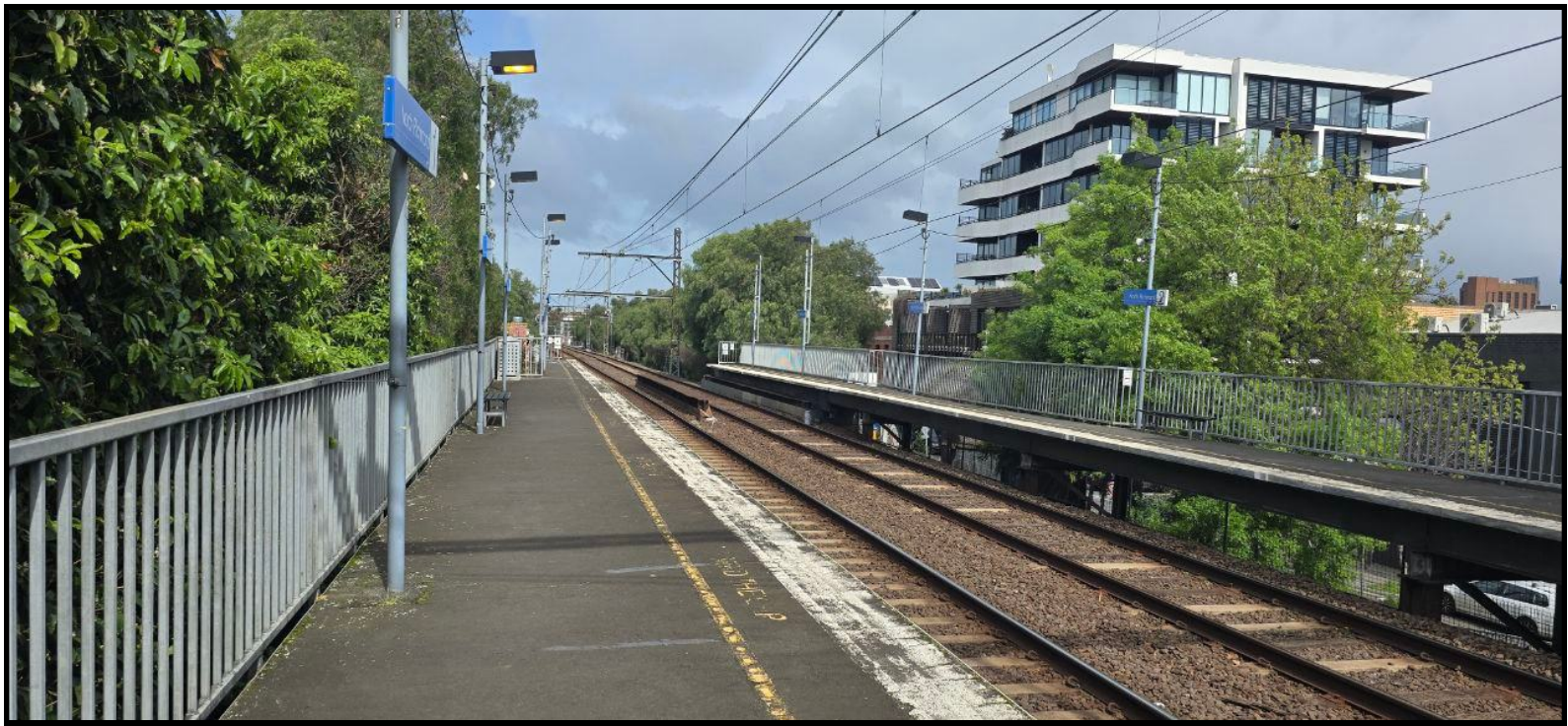


Figure 1.N Zare.North Richmond Station.2024

North Richmond Station

It's not crowded &
CCTV camera



Figure 2.N Zare.North Richmond Station.2024



Figure 3.N Zare.North Richmond Station.2024

Step 1: Data collection

Image Boards



Figure 4.N Zare.North Richmond Station.2024

North Richmond Station



Figure 5.N Zare.North Richmond Station.2024

Inadequate lighting
and CCTV camera

Step 1: Data collection

Image Boards

North Richmond Station



Figure 6.N Zare.North Richmond Station.2024



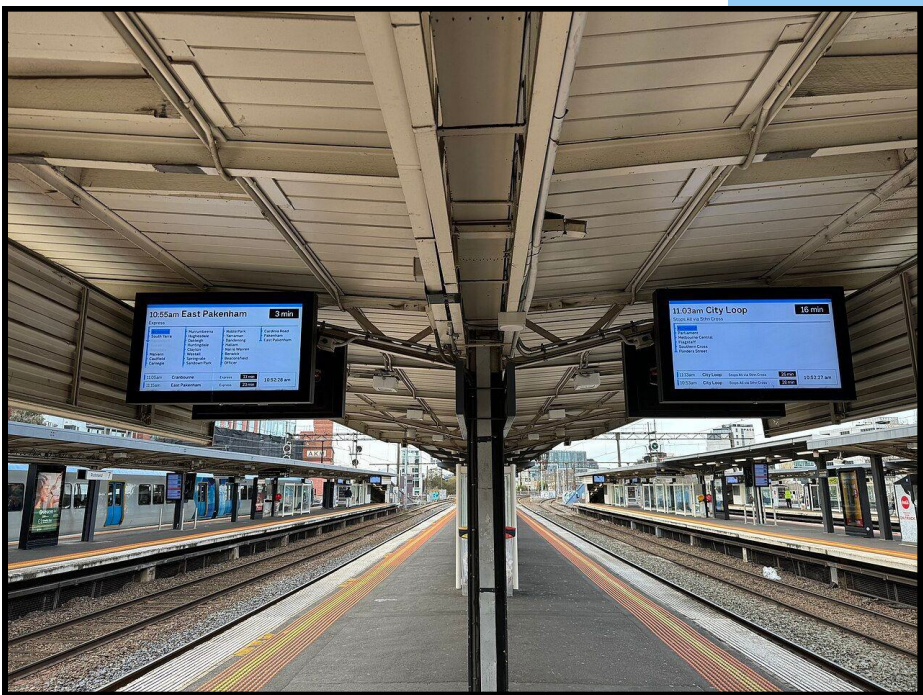
Inadequate lighting and CCTV camera, dirty place



Figure 7.N Zare.North Richmond Station.2024

Step 1: Data collection

Image Boards



Step 1: Data collection

Image Boards



Figure 8.N Zare. Richmond Station.2024



Figure 9.Nick-D. Richmond Station.2024

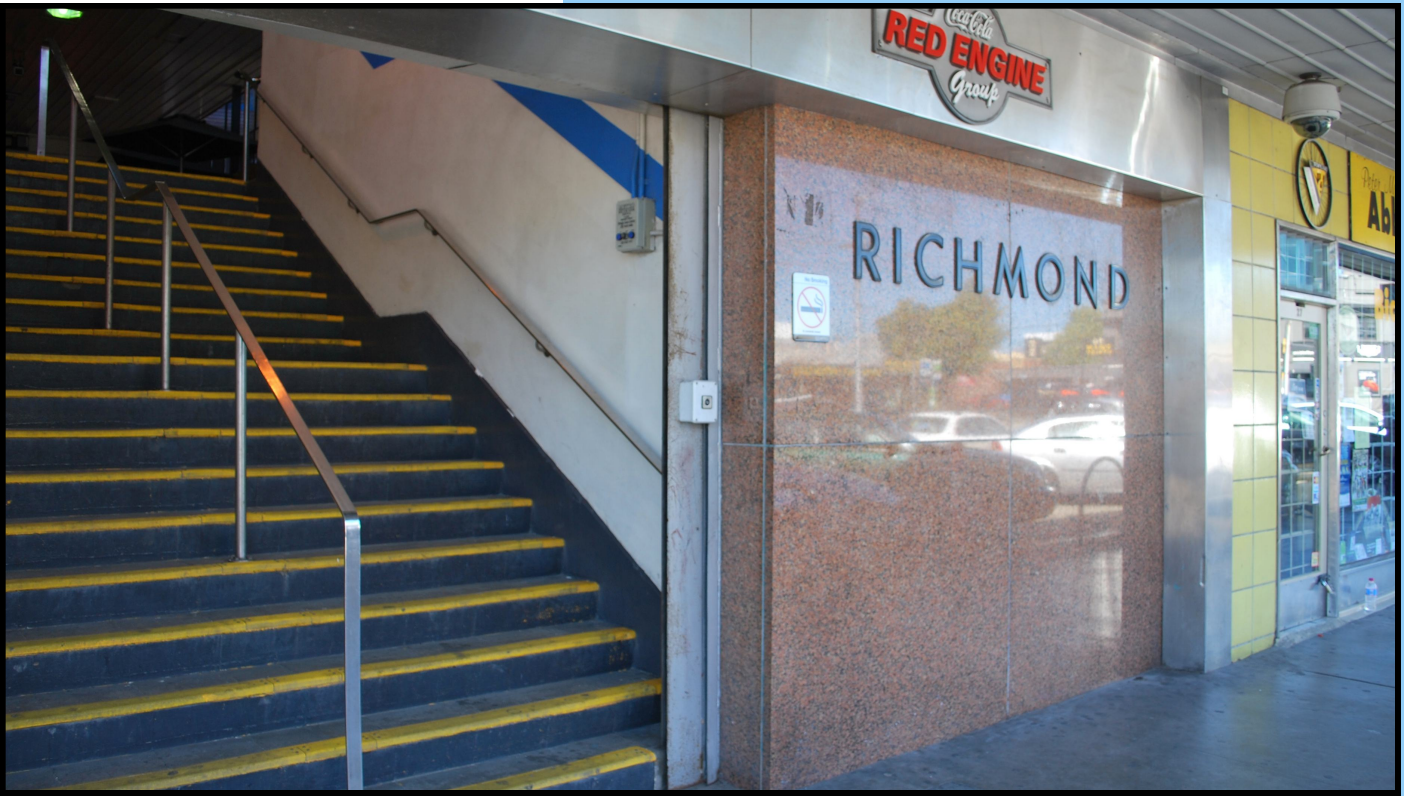
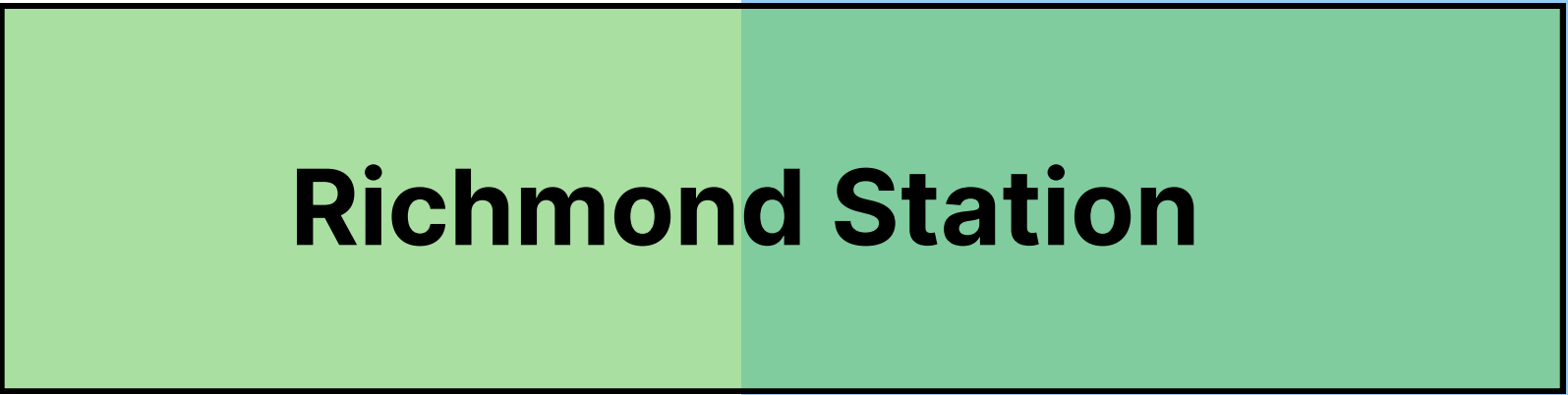


Figure 10.Marcus Wong . Richmond Station.2024

Adequate lighting and CCTV camera, even at one of entrance

Step 1: Data collection

Image Boards

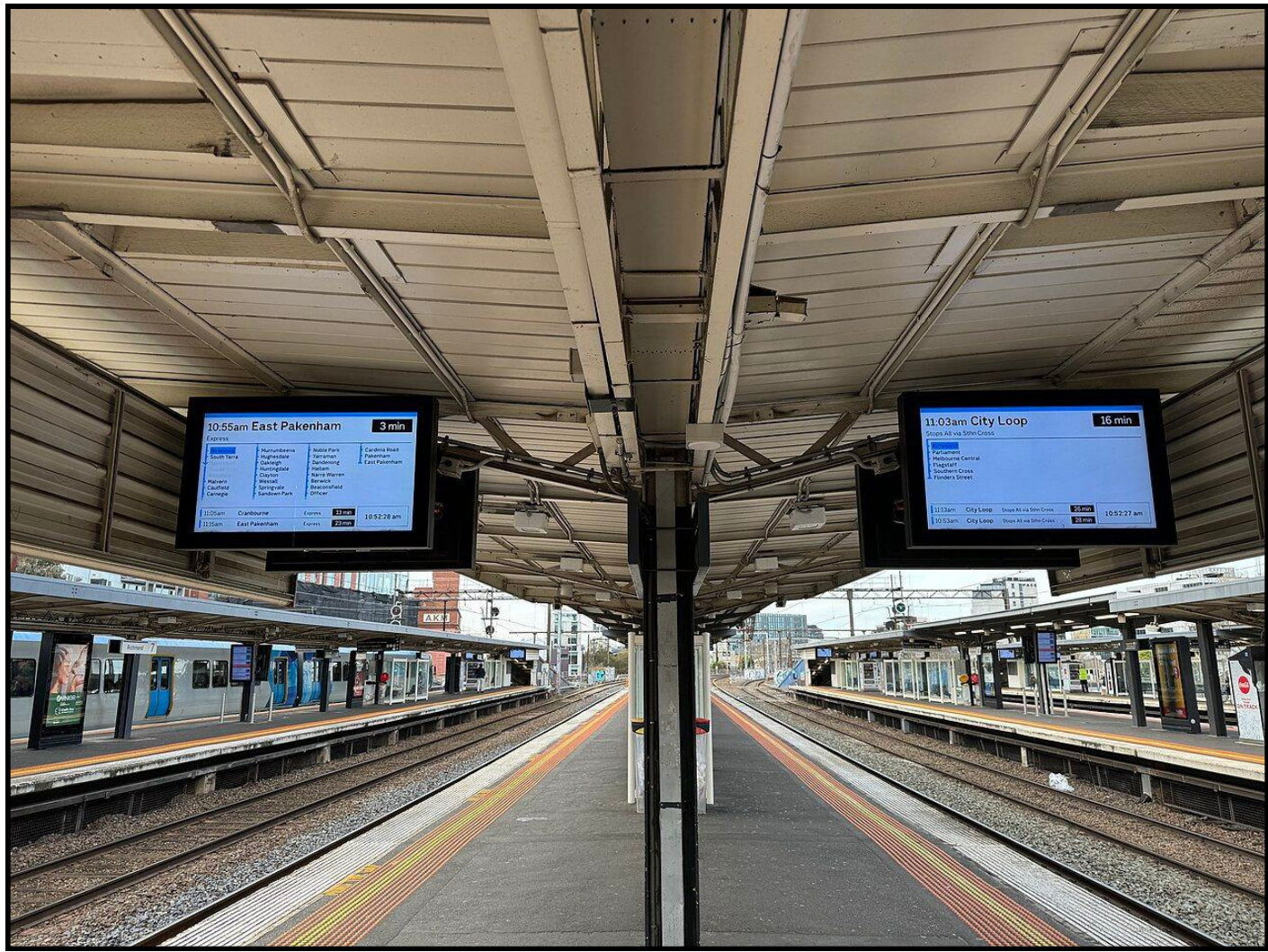


Figure 11.PEPSI697. Richmond Station.2024



Scheduled timetable



Richmond Station



Figure 12.Marcus Wong . Richmond Station.2024

Step 1: Data collection

Image boards

Conclusion derived from image boards :

- 1- Although these two stations (Richmond and North-Richmond) are located the same proximity, but they are not comparable in regard of safety measures.
- 2- North Richmond station showed potential for improvements like adding more lights, CCTV cameras,....
(Well 2006,20)
- 3- People prefer use Richmond station rather than North Richmond due to high safety measures.
- 4- Women feel more comfortable at Richmond station rather than my case study .
- 5- Stations can be different in their safety measures due to their size.

Step 1: Data collection

Content Analysis

Analyzing the role of police for safety

According to (Owens 2024,1489-1506) the special issue underscores the significant influence of police in shaping urban life and governance. It highlights the need for a deeper understanding of who police are, what they do, and why they exist in urban areas. By examining the complexities of policing, the issue aims to contribute to envisioning urban worlds with fewer or no police and greater democratic accountability.

Police are present in urban areas worldwide, performing diverse roles such as maintaining order, protecting the public, and fighting crime. So, their presence play a vital role in perception of safety for women. Police stops are frequent and serve as a primary form of direct government control.



Step 1: Data collection

Content Analysis

Much of police time is spent on managing public fears, responding to non-emergency calls, and maintaining order rather than fighting crime. The perception of safety in urban areas is significantly influenced by the presence and actions of the police. While they are seen as necessary for maintaining order and deterring crime, their role in social control and the disparate treatment of marginalized groups can lead to mixed perceptions among urban residents.

Mixed perception refers to the phenomenon where individuals or groups hold varied and often conflicting views about a particular subject, entity, or experience. This divergence in perception can be influenced by personal experiences, societal narratives, and contextual factors.

In conclusion, their presence is essential in case of danger and perception of safety especially for women.



Step 1: Data collection

Content Analysis

On the one hand , presence of police play essential role and act as deterrent for offenders, on the other hand it is not possible for police to be presence everywhere , especially in train stations which are equipped with surveillance camera. So, they will be present just when a crime happens or someone is in danger.

However, I am thinking of having police presence at train station around the clock, even if they do not have physical presence. That's why I am thinking of an app which is equipped with some features but I am not sure now about them!



Step 1: Data collection

Content Analysis

While I was analyzing different books and papers, I came across with a really important paper which is talking about police in Victoria and it gave me hope to add some feature in my app which is related to police.

According to (Victoria Police Strategy 2023-2028,1-20) outlines a comprehensive approach to maintaining safety and order in Victoria. It emphasizes the importance of visible policing, skilled personnel, strong partnerships, and a commitment to diversity and inclusion. The strategy aims to adapt to changing community needs and technological advancements while fostering trust and collaboration with the community.



Step 1: Data collection

Content Analysis

Analyzing the role of the mobile phone in today's life and how it is popular to use it all over the world.

According to (N. Hampton, Livio, & Goulet 2010, 701-722) mobile phones significantly shape both our private interactions and public experiences. They foster close-knit social networks while potentially limiting broader social engagements and transforming public spaces into less interactive environments.

Mobile phones are not just popular but essential in today's life, shaping both private interactions and public experiences. They foster close-knit social networks while potentially limiting broader social engagements and transforming public spaces into less interactive environments.



Step 1: Data collection

Content Analysis

Here are some key points highlighting mobile phones' popularity:

Ubiquity and Usage

Wireless Internet Access:

- Mobile phones often come with wireless internet capabilities, making them essential for accessing information.

Residential Wi-Fi:

- A significant percentage of home internet users have wireless networks, which often extend beyond private spaces.

Step 1: Data collection

Content Analysis

Here are some key points highlighting their popularity:

Social Impact

Closed Networks:

- Mobile phones facilitate intense participation within closed networks, often at the expense of broader social participation. This can lead to the homogenization of social networks, where the most familiar and similar individuals become the primary focus for companionship, support, and opinion formation

Public Spaces:

- In urban public spaces, mobile phones can be distractions, causing users to prioritize phone interactions over face-to-face interactions with individuals.

Social Networks:

- Mobile phones have revolutionized how people maintain their social networks by making familiar contacts always available.

Step 1: Data collection

Content Analysis

Here are some key points highlighting their popularity:

Influence on Public Realm

Interaction Density:

- The presence of mobile phone users in public spaces reduces the density of people available for interaction. This transforms urban spaces into areas with more silent spectators rather than active participants .

Behavioral Changes:

- The use of mobile phones changes the character of urban public spaces not only for the users but also for all participants in those spaces.

Step 1: Data collection

Content Analysis

With this brief of analyzing the mobile phone in today's life, we understand that cell phones usage is increasing significantly worldwide which causes more separation of individuals in public spaces from others.

Hence, on the one hand, in case of danger other people may do not interact, like call police or take any action for saving others lives.

However, on the other hand, I as a designer should take advantage of using mobile phone and provide a solution for safety for women in correlation of cell phones which are available devices all over the world.

Step 1: Data collection

Conclusion of Data Collection

in conclusion, according to my survey I understand that women do not feel safe at train stations and all of them need something which protects them from unexpected danger while they are alone at stations.

On the one hand as maintained by my other investigations, people in today's world have a great access to mobile phone and its popularity is growing considerably, and on the other hand police is the most important part of perception of safety especially for women, I am going to make an app which is directly connected to police in case of danger and women could feel more safe while they are at train.



FORMALIZATION

Step 2: Formalization

Persona

My persona is created by collecting all data from survey and field data collecting from observing people’s behavior at train stations.

hence, my design will be according to new persona and her **goals** and **painpoints** at “Train Stations” as one of the main part of “Public Realm”



Alice
Age 25
Student
Australia, Melbourne

Behavior

Alice is a strong an independent girl who commute to work or university alone.
She often feels unsafe at stations especially during night when there is not much crowed at train.

Attitudes

Interested in her job and university major

Sensitive

Independent

About

Alice is a student and she has apart time job in restaurant. So she has to commute to work and university by using public transport system, mainly trains.
She often feels unsafe at train stations cause she thinks that train stations need to be improved in regard to safety measures.

Goals

I need stations equipped with more safety measures like CCTV camera, staff member, adequate lighting

I would like to have an app in case of emergency which is directly connected to police station

I would like to feel more safe while I am alone at train station

I need an app to deter offenders to commit a crime

Pain Points

I feel unsafe when I am alone at station

It is really scary when station does not have enough safety measures(CCTV camera and staff members)

I am afraid of being with men at station when I am alone because of sexual harassment

I feel that I am defenseless and vulnerable

Step 2 : Formalization

Persona

According to my persona analyzing I understand what features are needed in my app:

1- Being connected to police station directly

2- Equipped with an alarm to act as a deterrent when an offender come close to a woman

3- Equipped with a sensor which is sensitive to some words like help, harassment, screaming,... and can be activated before entering to station

4- Has got a feature that user can check other's report

5- Equipped with some safety hints for safer trip

6- Has got "Report danger" feature, so when someone sees something dangerous, she can report it to be addressed

7- Equipped with each station's map

Step 2 : Formalization

HMWs

These HMWs help me to find my concept according to my persona analyzing

- 1- HMW help women feel more safe while their at station?**
- 2- HMW provide safety measures for women at train stations?**
- 3- HMW provide women with safety hints to be more knowledgeable ?**
- 4- HMW help women to feel less vulnerable and defenseless while they are alone at station?**
- 5- HMW assist women to feel comfortable and safe in presence of men at train stations?**

Step 2 : Formalization

HMWs

Here is my main HMW which my design based on that

HMW provide more safety for women at train stations , so that they can feel comfortable while they use stations even when they are alone?

Step 2 : Formalization

Design Idea

On the one hand, the idea of designing an app is derived from my observations while I was at train station. I saw that all women have mobile phone and they play with that in the time that they are waiting for train. On the other hand, some of stations are not equipped well with safety measures and they need to be improved in terms of safety, but this causes a heavy cost on the government for redesign stations which is not logical. because some of stations are small and it would be really difficult to redesign them, and they already have some safety measures, although it is not enough for women. Additionally, the police can not be presence all the time in a place that is equipped with CCTV camera, as the police has got too many responsibilities during the day.

So, I think that this solution is more convenient and reachable for women and government and helps us to provide more safety for women at train stations maybe all over the world.

Women can be safe with a touch of a button on their cell phone.



Step 2 : Formalization

Scenario

Alice is a twenty-five-year student who is commuting to work or university by train. Sometimes, she feels unsafe at station especially in presence of men or when she is alone. She has just downloaded “Guardianship” app and started to using it. She creates an account and enters to home page. She sees some features like “Safety hints for your trip”, “See other’s report” , “Report Danger”, and if she wants to start her journey she clicks on “start”. If she clicks on “Report Danger” she can call the police or write ta report and submit in tha app to be addressed and inform other women about particular situation. If she clicks on “start” she will come up with a page where she can see station’s map and situation and by pushing “I am starting my journey” button, she would see the page where her voice will be hear. So in case of danger, if she says “help” or just shout, a very loud alarm starts ringing and acts as deterrent and stop offender to commit a crime. Additionally, the police will be informed automatically inform, cause each time the alarm rings, the app will inform police station and send emergency help.

At the end of journey, she will click on “End” button and close the app.

Step 2 : Formalization

Moodboard

This is my moodboard which is design to convey safety feeling to my audience.

A	B	C	D	E	F	G	H	I
J	K	L	M	N	O	P	Q	R
S	T	U	V	W	X	Y	Z	
a	b	c	d	e	f	g	h	i
j	k	l	m	n	o	p	q	r
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Step 2 : Formalization

Analyzing Existing Safety Apps

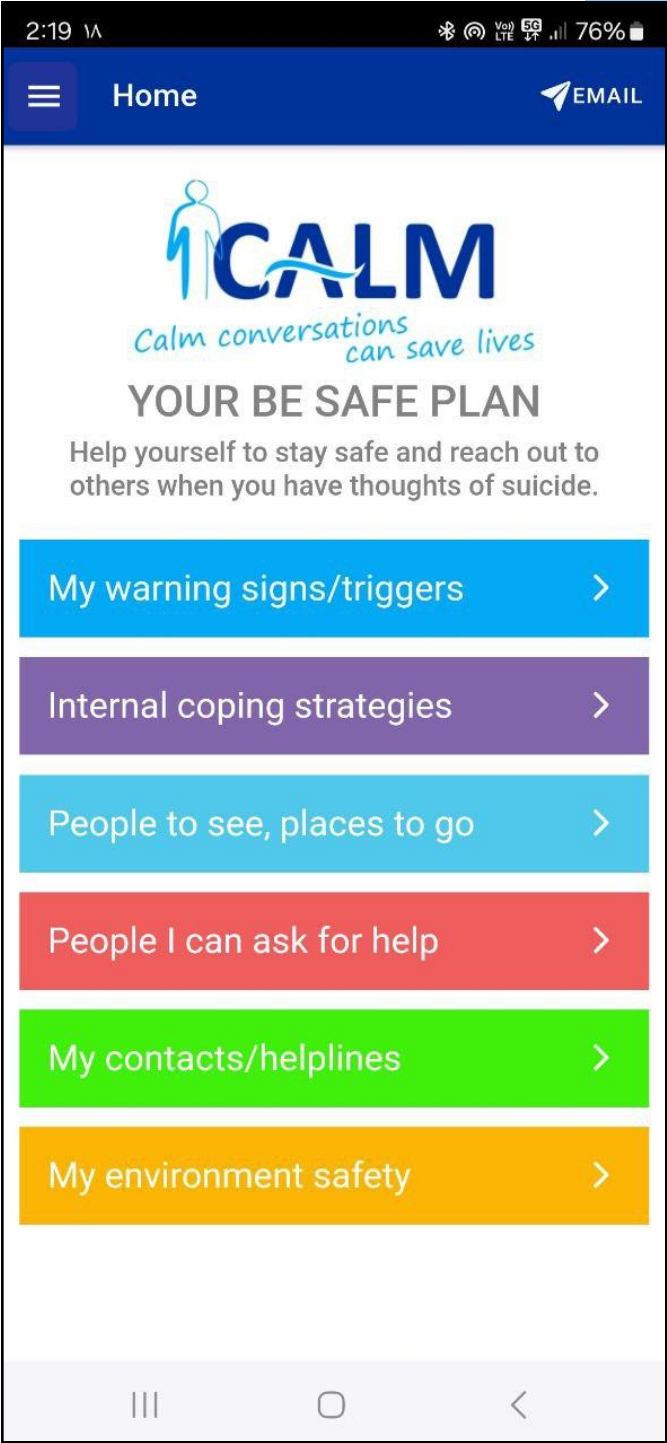
I have analyzed some existing apps in regard to safety. Here is a brief explanation of each of them and their main functionality. I also put some screen shots of each app.

1- Be Safe:

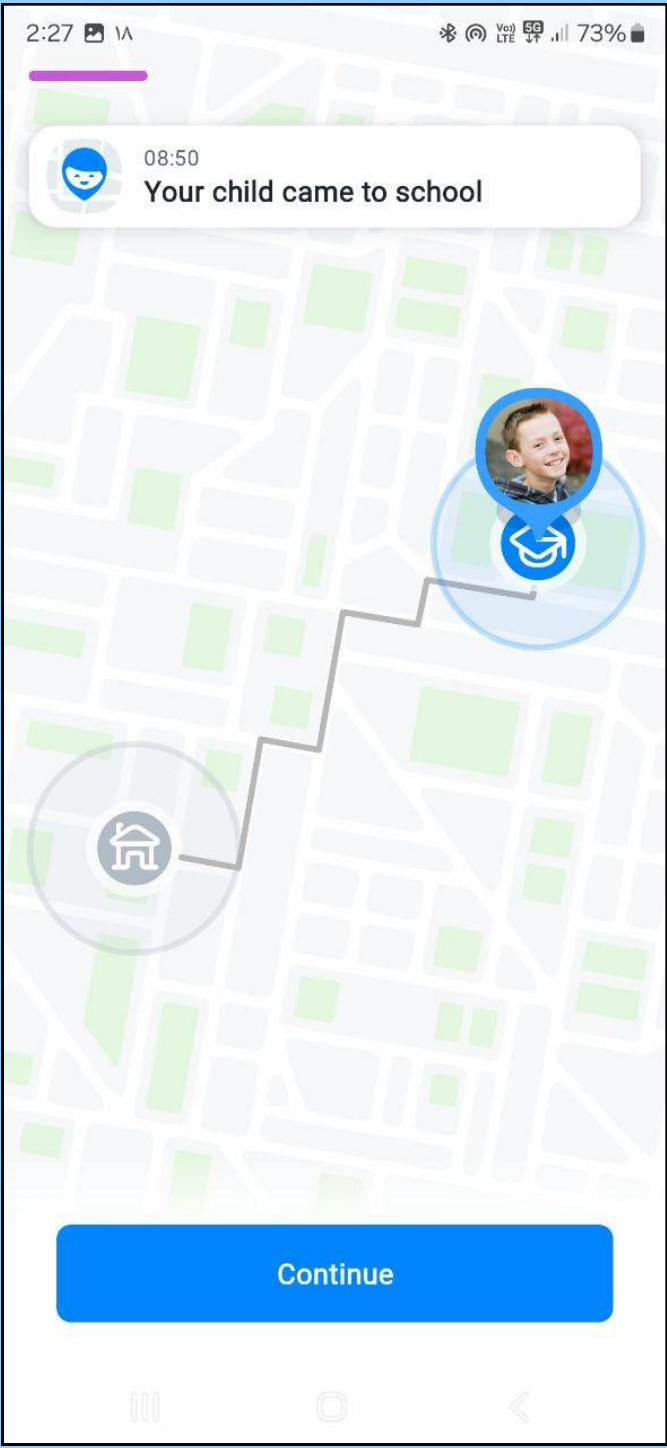
is a personal safety app designed to prevent crimes like violence and sexual assault, and to create evidence if such incidents occur. With features like voice activation, live streaming, automatic audio and video recording, fake calls, and live GPS tracking, it helps users stay safe in emergencies.

2- Family Locator-GPS Tracker:

This app lets you stay connected with your family members and share your location. so, in case of danger your family will know your exact location.



Be Safe



Family Locator-GPS Tracker

Step 2 : Formalization

Analyzing Existing Safety Apps

3- iGoSafely:

This app activates by shaking the phone and sends alert messages, street addresses, emails, and your GPS location to emergency contacts.

4-Life360:

This app lets you create a circle of trusted contacts and check their location. You can also send and receive real-time alerts.



iGoSafely



Life360

Step 2 : Formalization

Analyzing Existing Safety Apps

5- I'm Safe :

is a personal safety app designed to help individuals, especially women, stay safe in various situations.

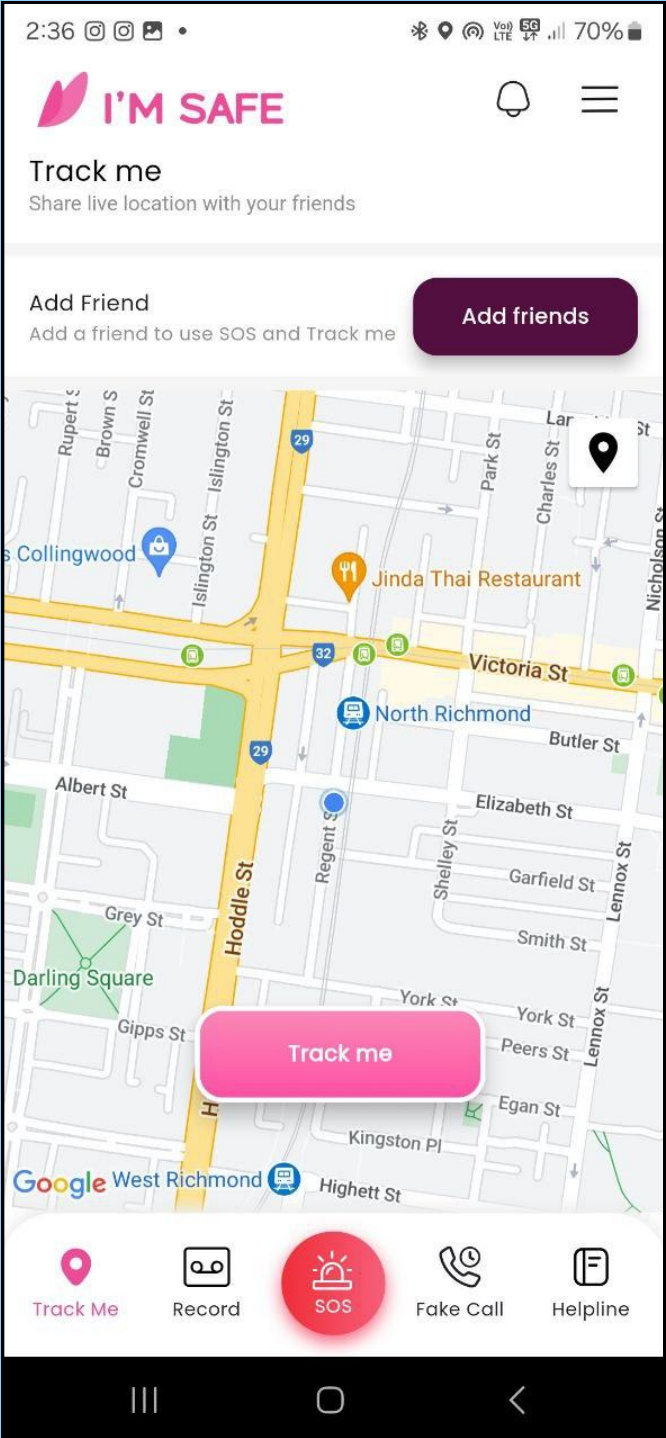
Conclusion:

These are really great apps in regard to safety. most of them have features like, SOS Alert, Anonymous recording, sharing your location with your contacts and families, and simulating fake phone call to help you get out of uncomfortable situation.

However, I am going to add more features to my app to make a significant change in these kind of apps.

Report danger: Women can report probable danger and submit it in the app.

Main Page: by clicking just one button, the voice of women can be hear and when say help, a very loud alarm will be hear and the app automatically call the police. So, I think especially this main feature would be novel and really important, cause this app acts as deterrent of the incident and does not let offenders to commit a crime rather than just be a declaration of emergency situation.

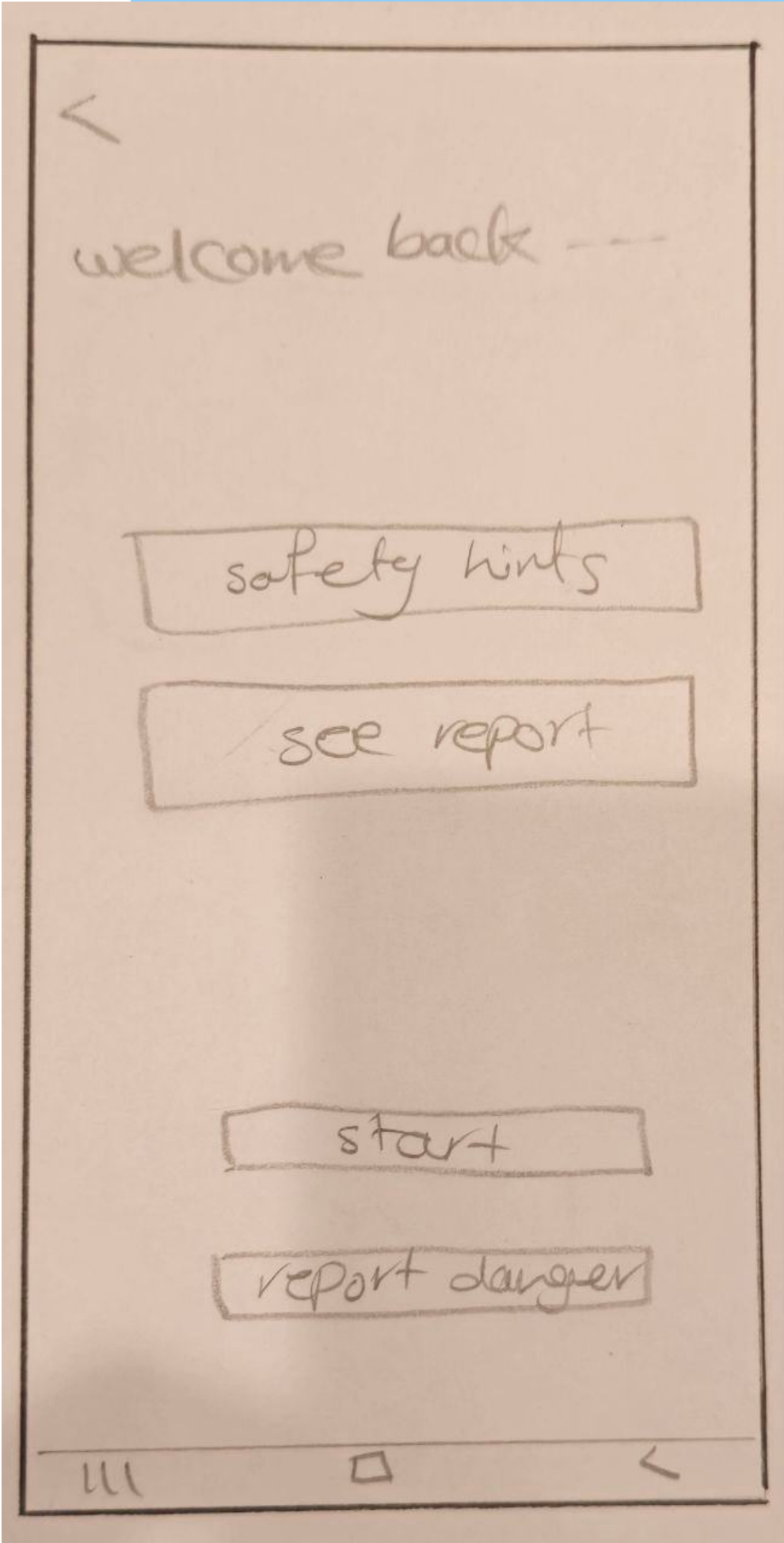
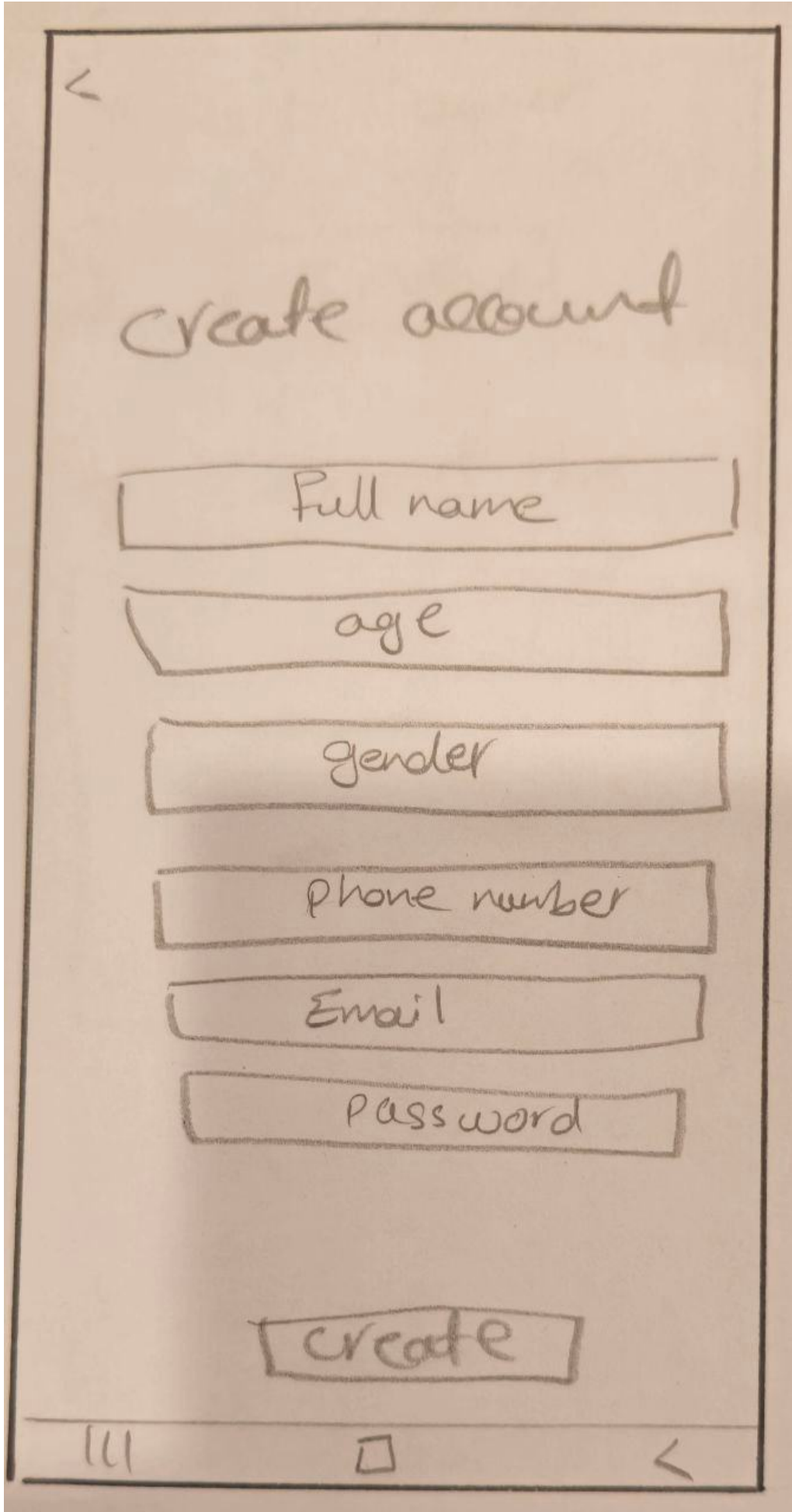
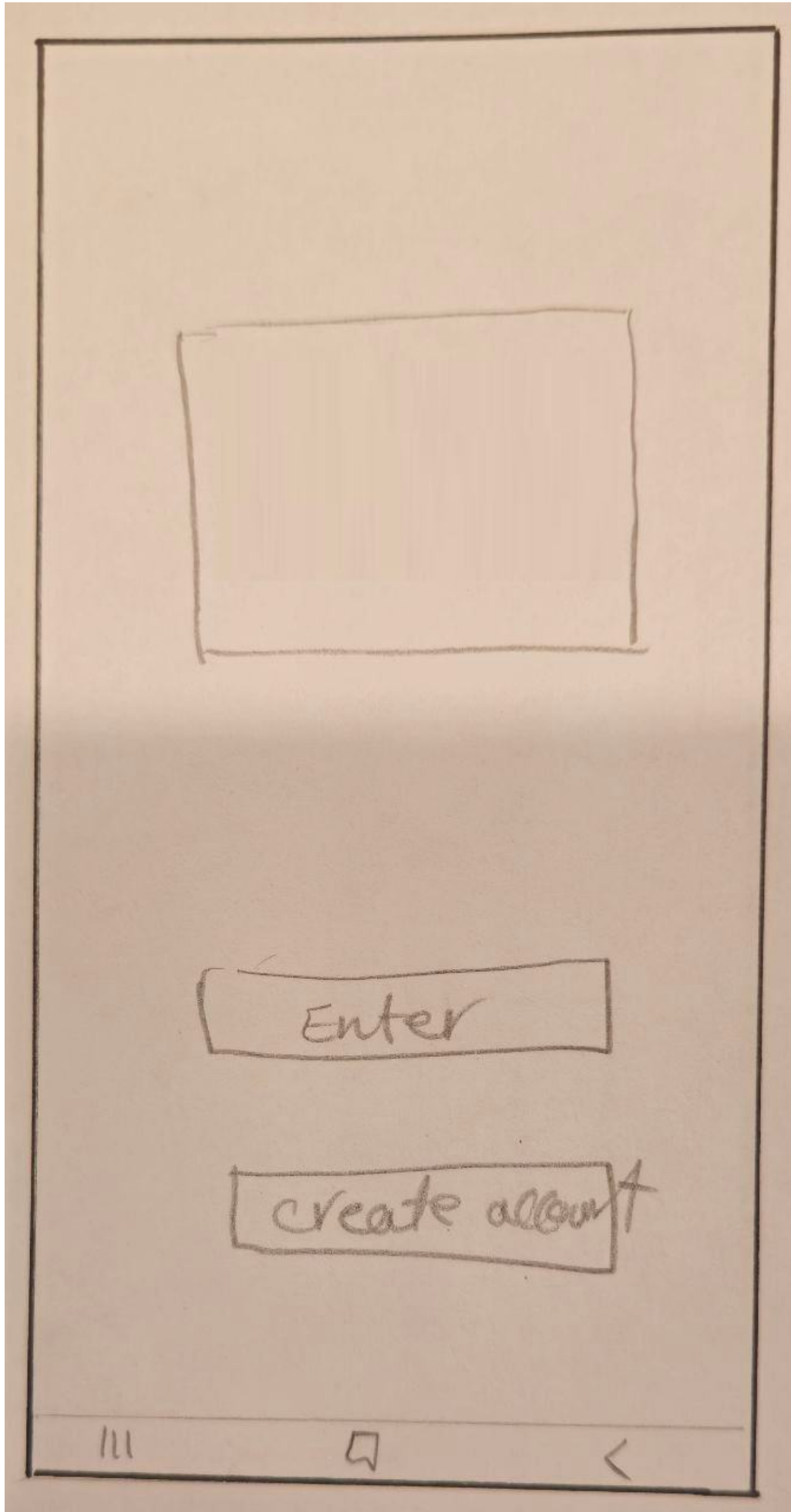


I'm Safe

CREATIVE DEVELOPMENT

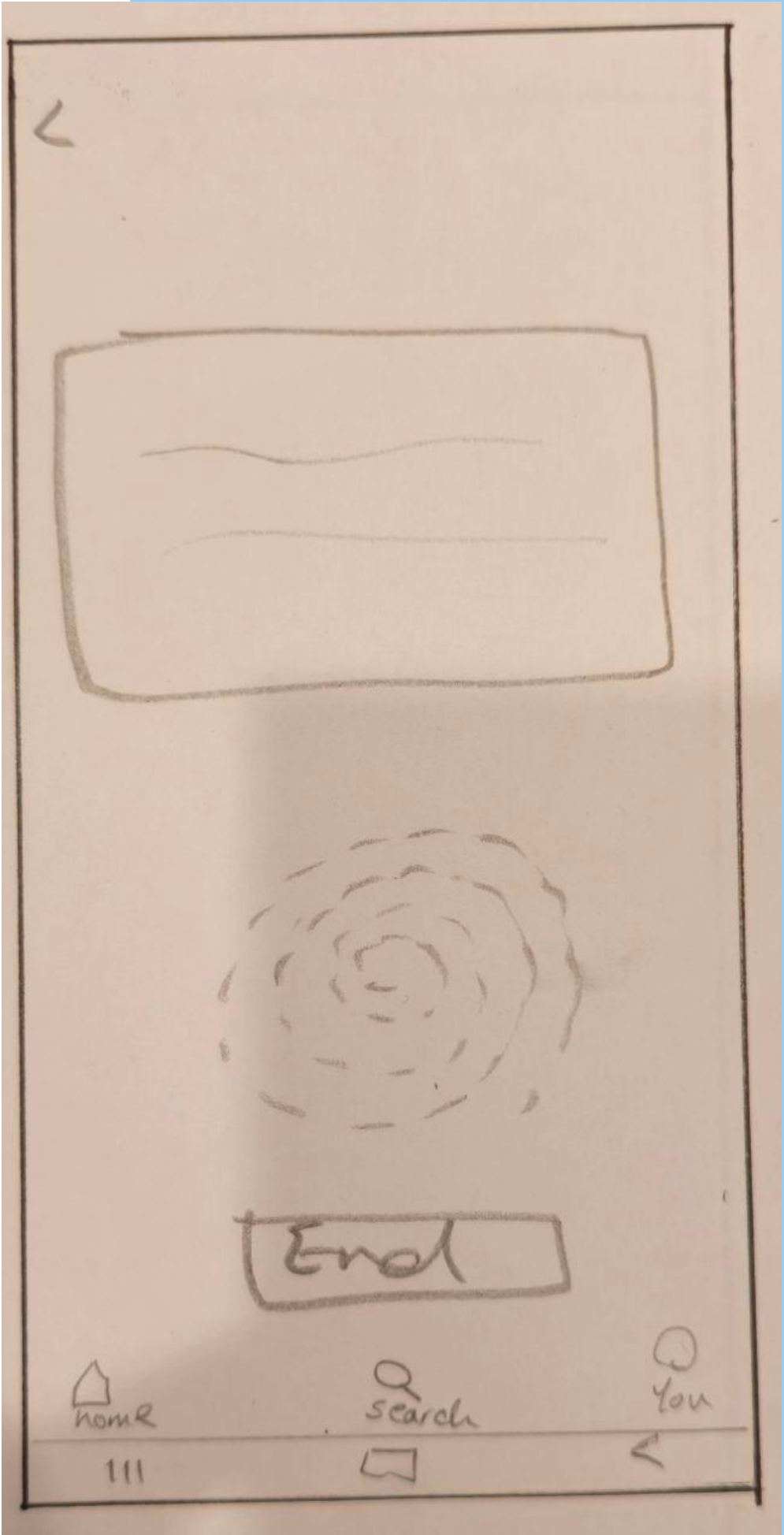
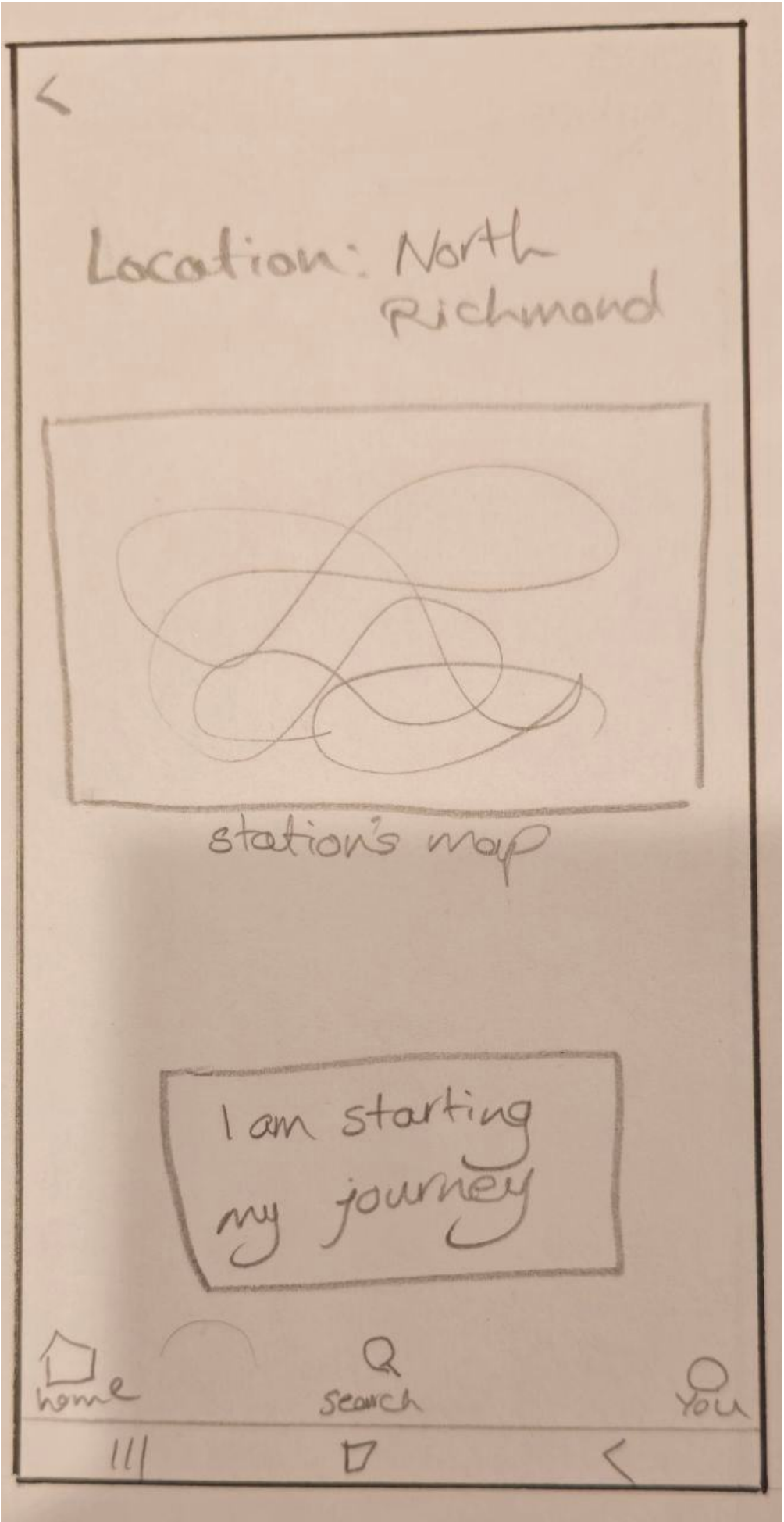
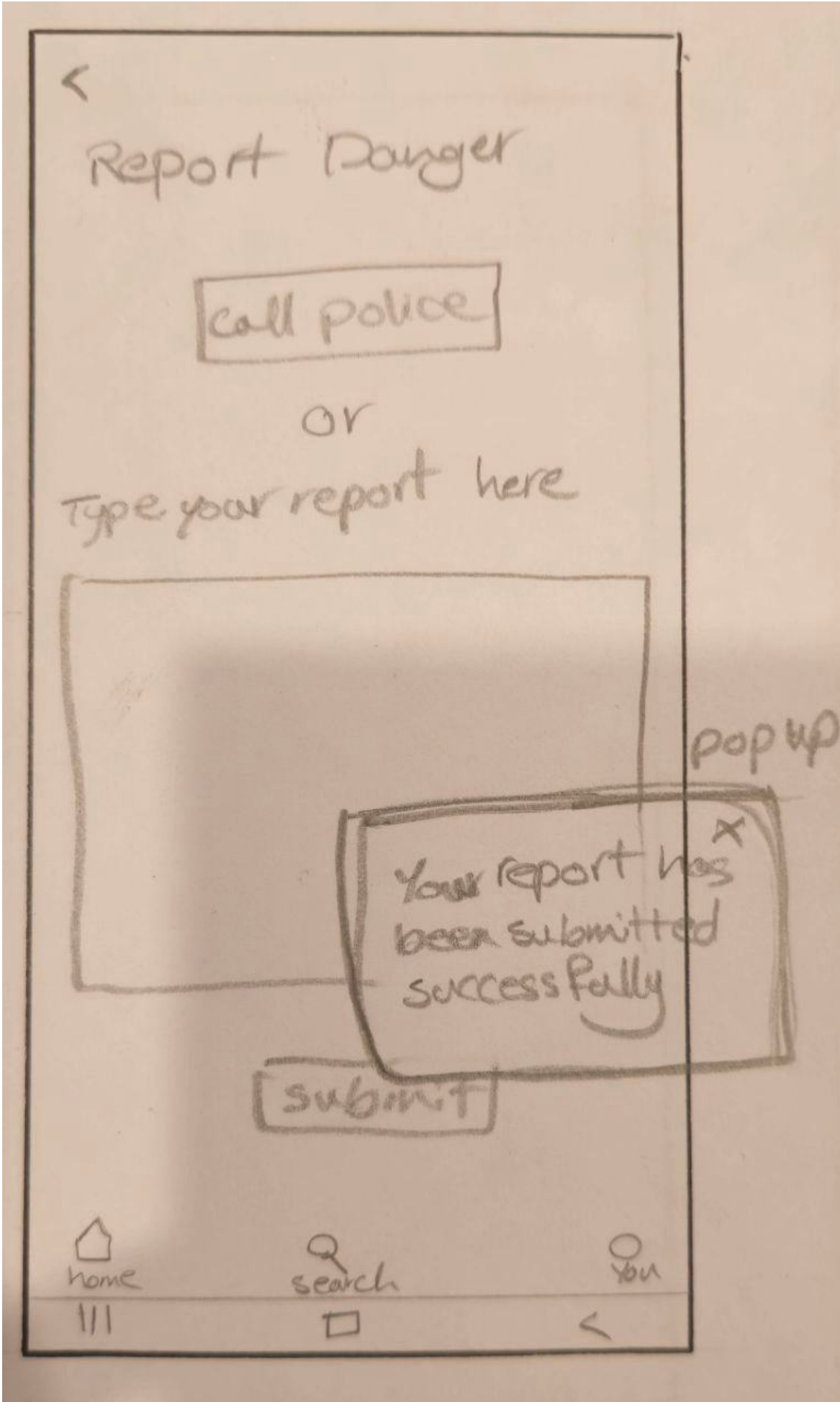
Step 3 : Creative Development

Early Ideations & Sketches



Step 3 : Creative Development

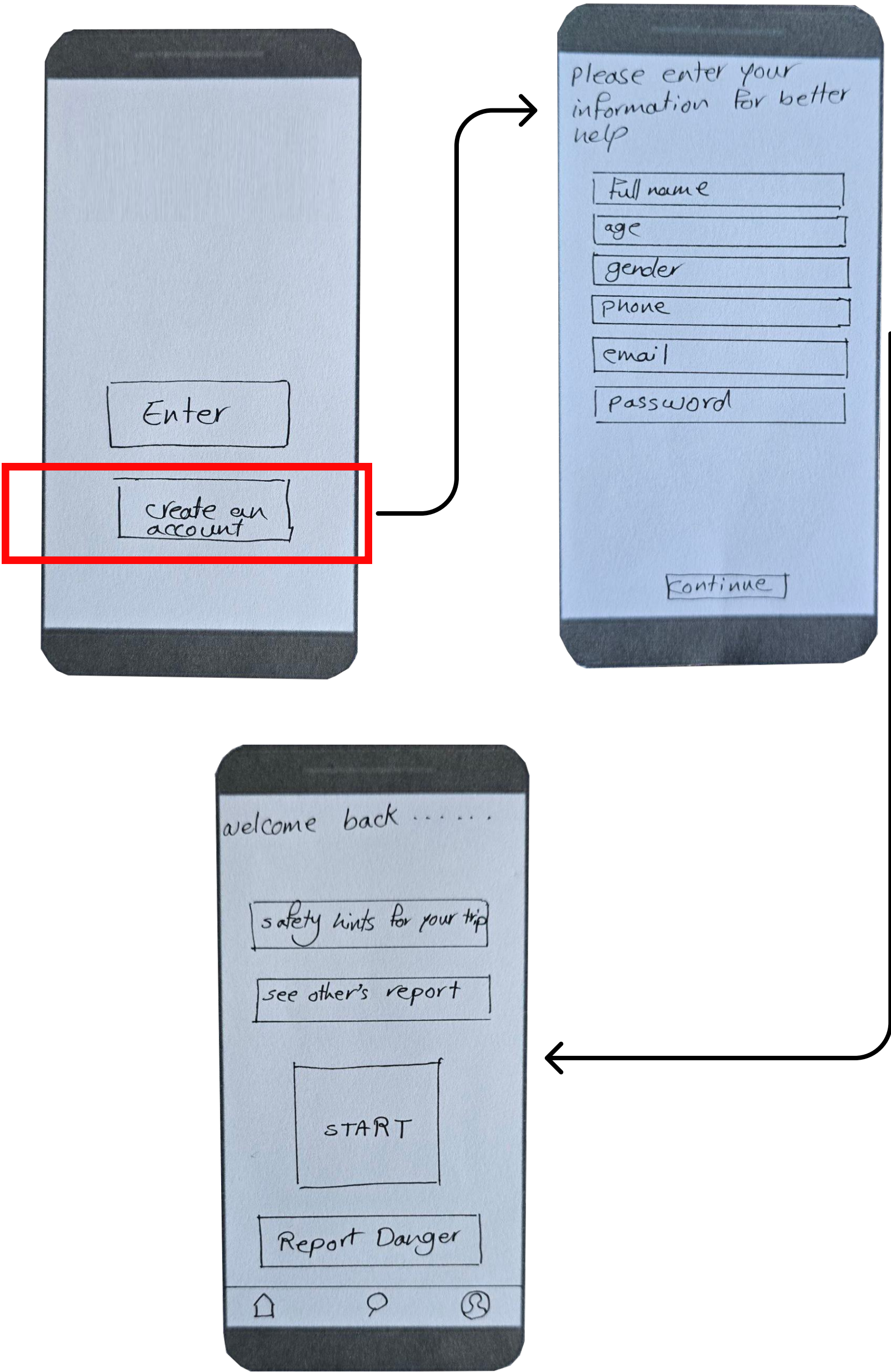
Early Ideations & Sketches



Step 3 : Creative Development

Prototyping

These are first stage of my ideation for making an app in regards to safety for women

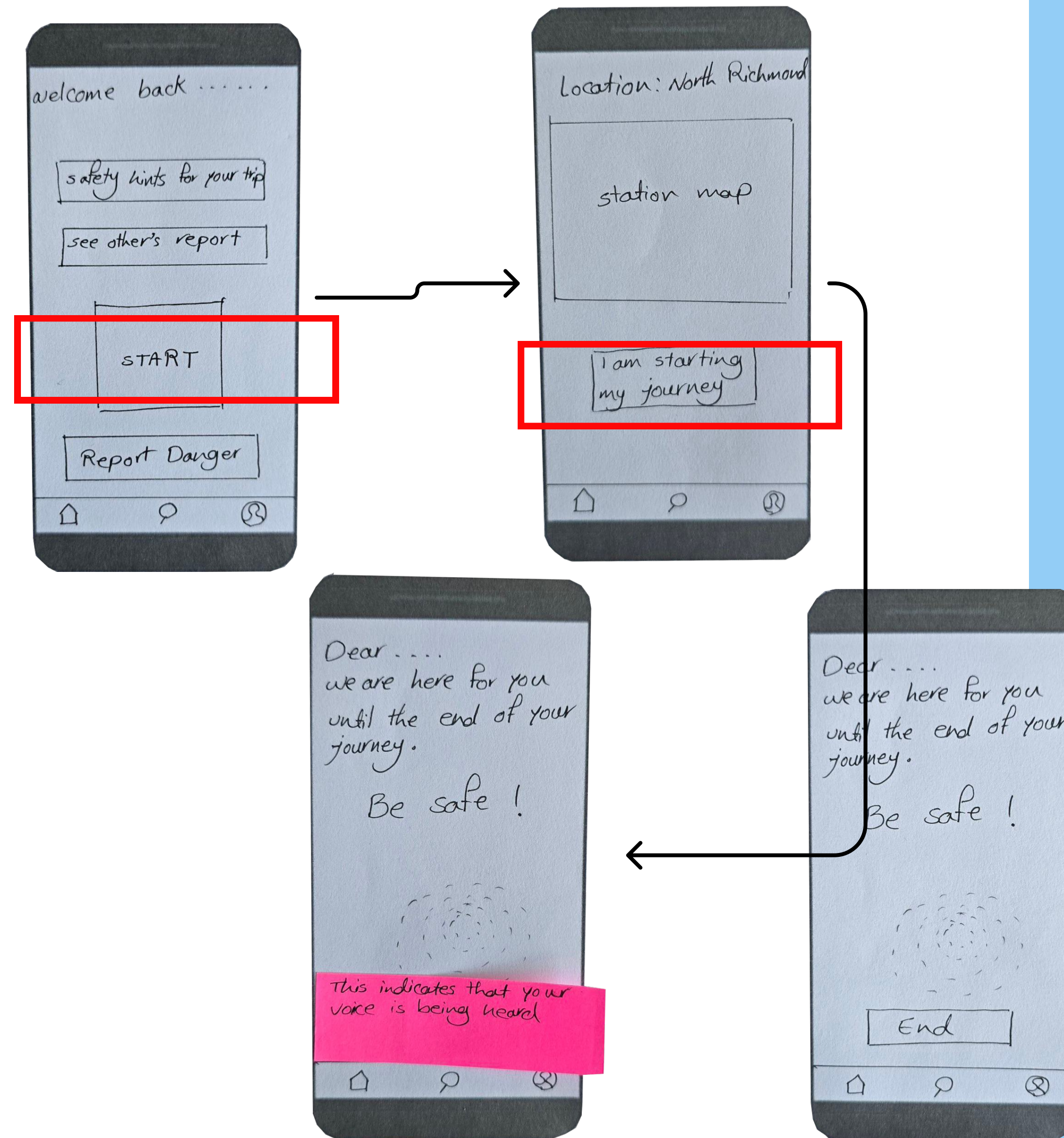


Step 3 : Creative Development

Prototyping

If they click on start button, the users will be led to a page where they can see full map of the station, and if they click on "I am starting my journey" they will be led to a very important page, where the voice of users can be heard .

So, in case of danger , very loud alarm will be ring to deter the offender to committing a crime, so there would be enough time for security guard to arrive at destination.

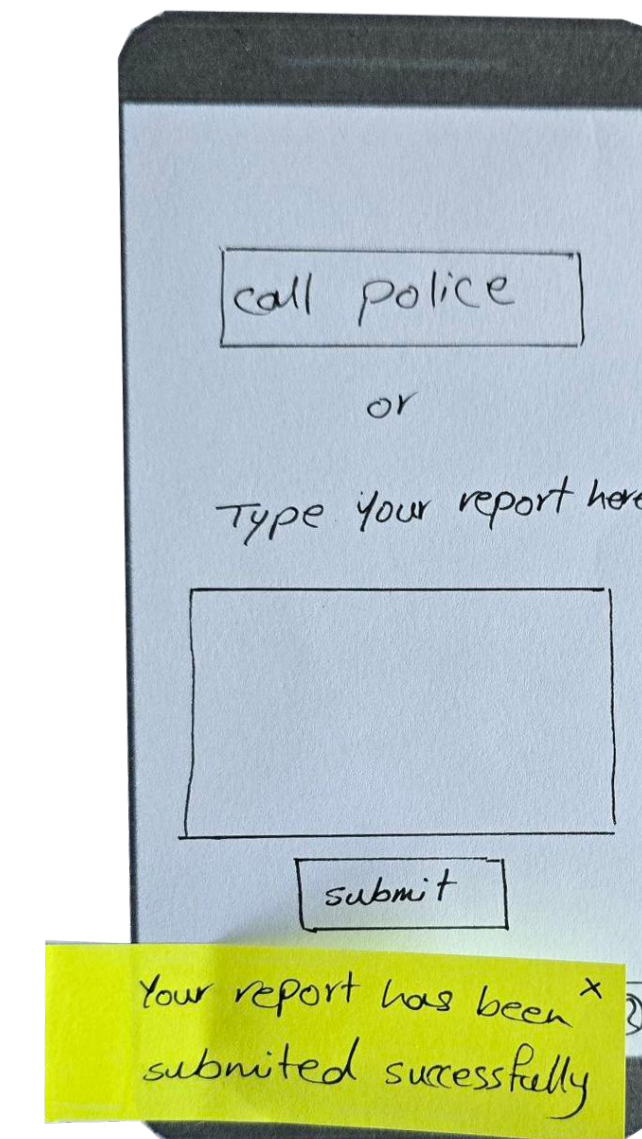
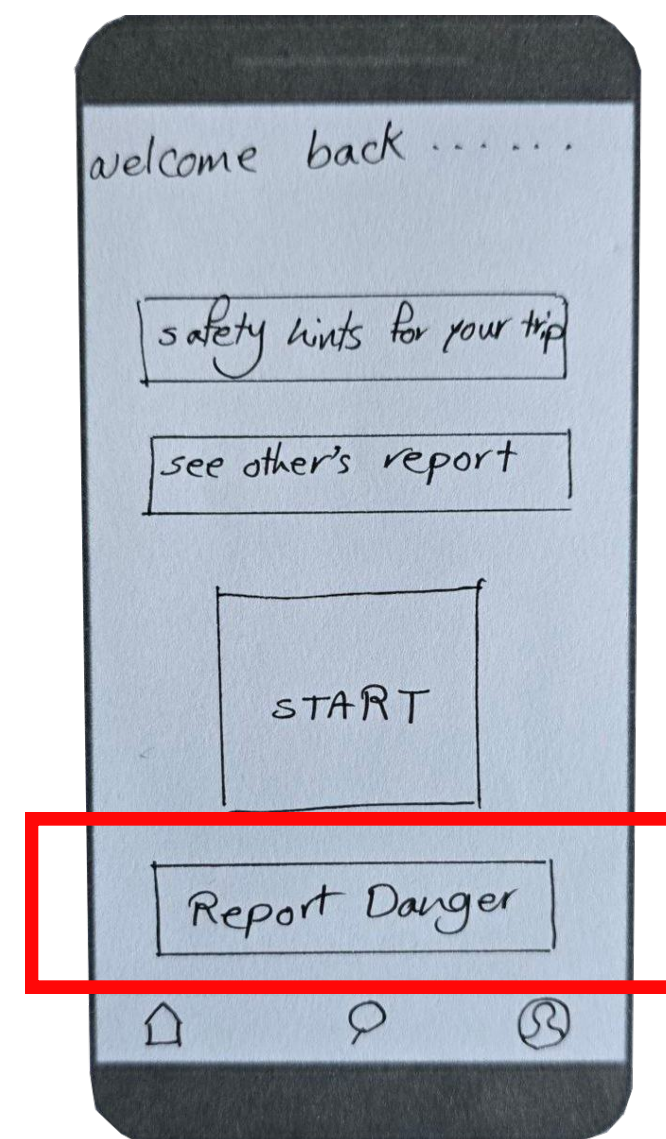


Step 3 : Creative Development

Prototyping

Additionally, on the main page, if the users click on “report danger”, this page will be appeared.

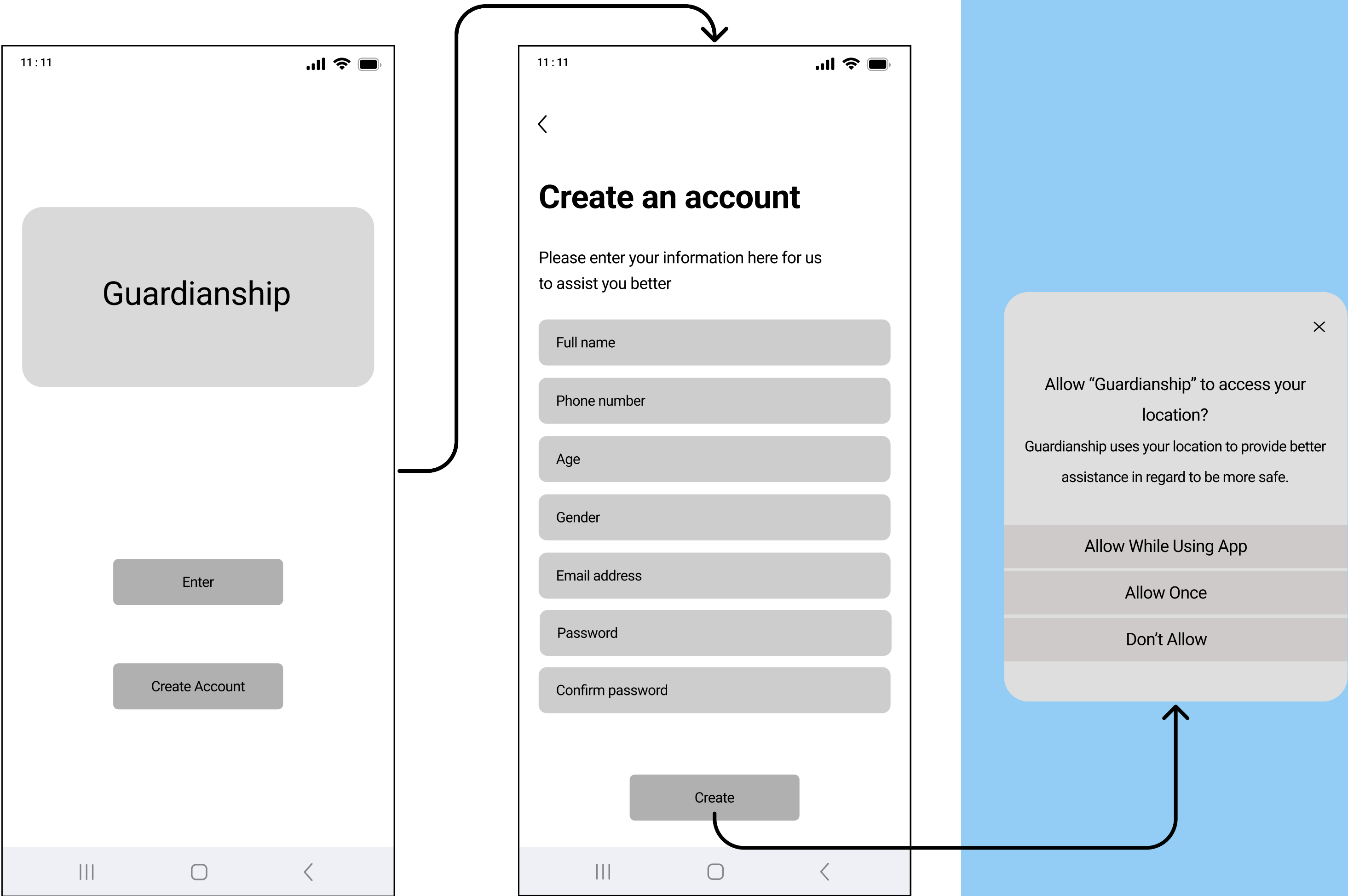
Here, they have two options:
call the police or write their report and submit it.



Step 3 : Creative Development

Prototyping

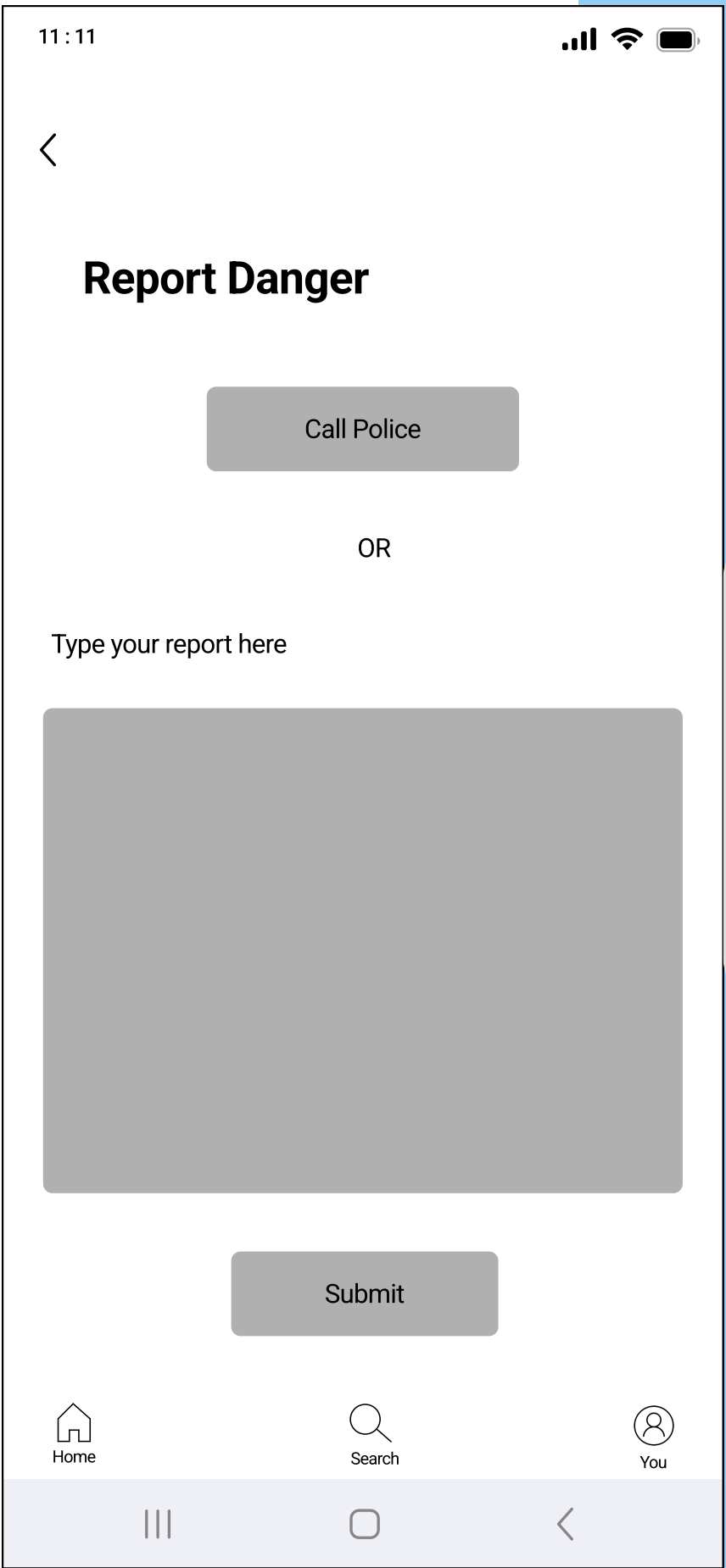
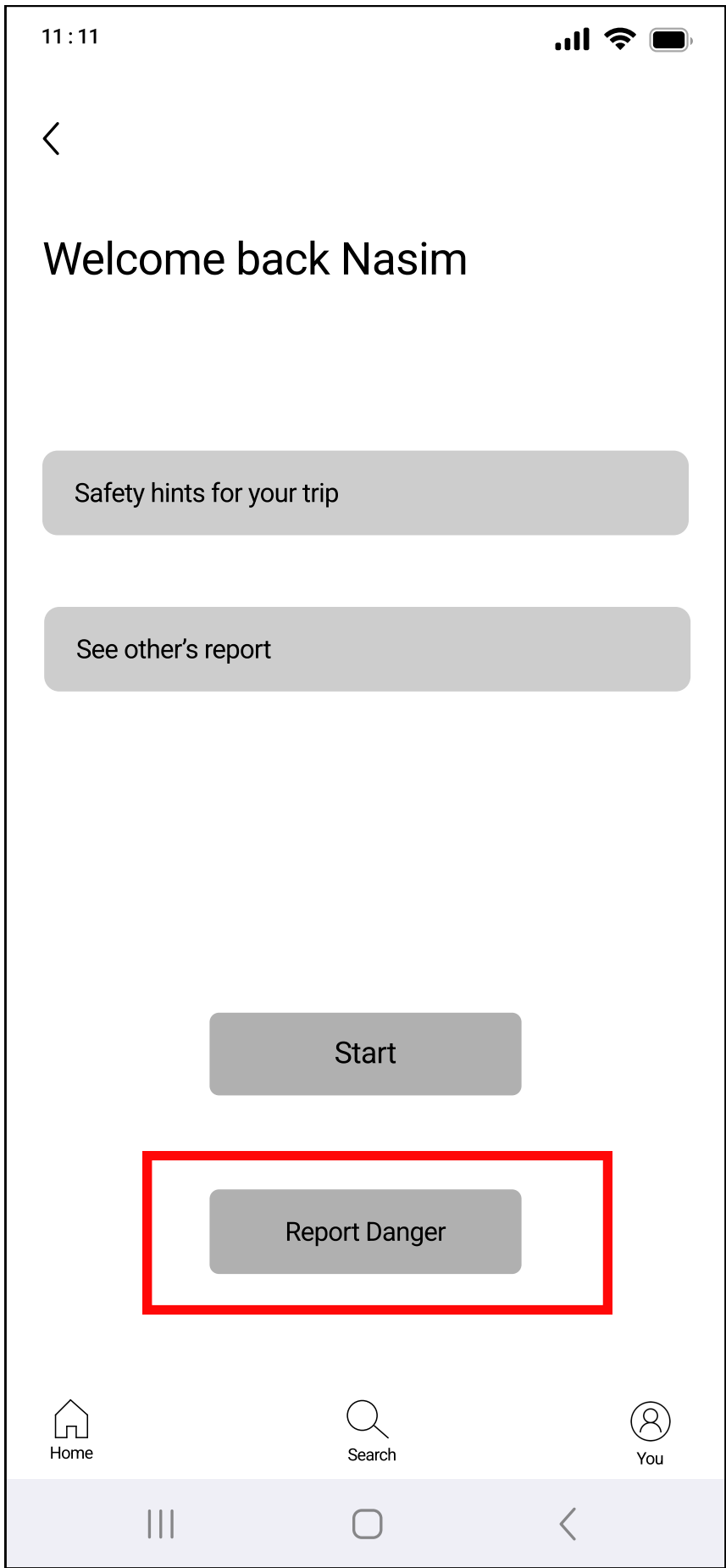
This is the main page of app for entering to the app or creating account.
Because this is specific app for each individuals, so their personal information is needed for providing better assistance.
By clicking on “create”on the second page, app asks them for accessing their location aswell.



Step 3 : Creative Development

Prototyping

Additionally, users can click on “Report Danger” and in the page , they can call police or type out dangerous situation and submit to be addressed or inform other women about the particular situation.

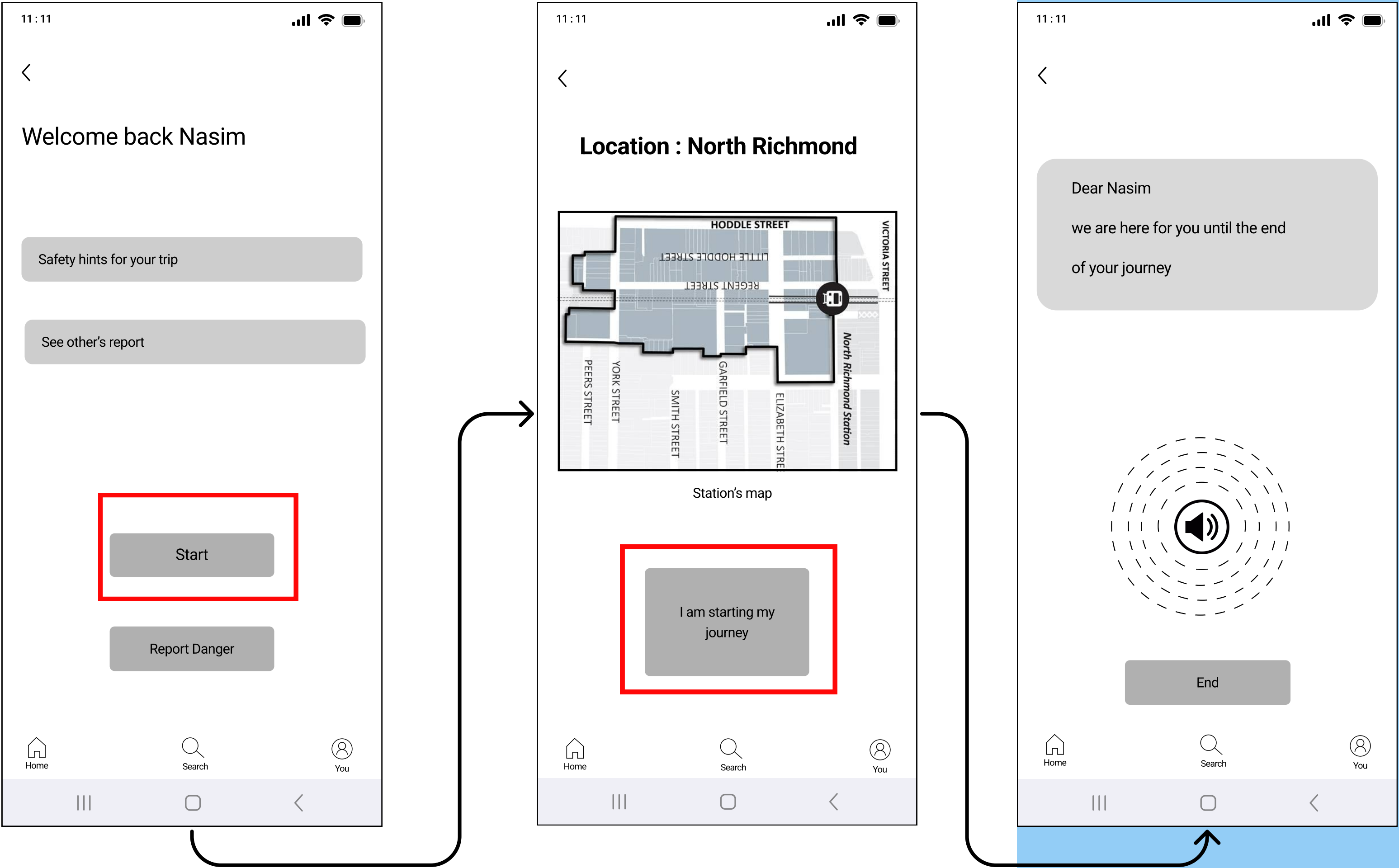


Step 3 : Creative Development

Prototyping

Here, is the main feature of the app, that the sounds of users are bring hear , so in case of emergency a very loud nose will be rung to act as deterrent.

Finally, at the end of trip, users can click “end” button to end the process and exit the application.



Step 3 : Creative Development

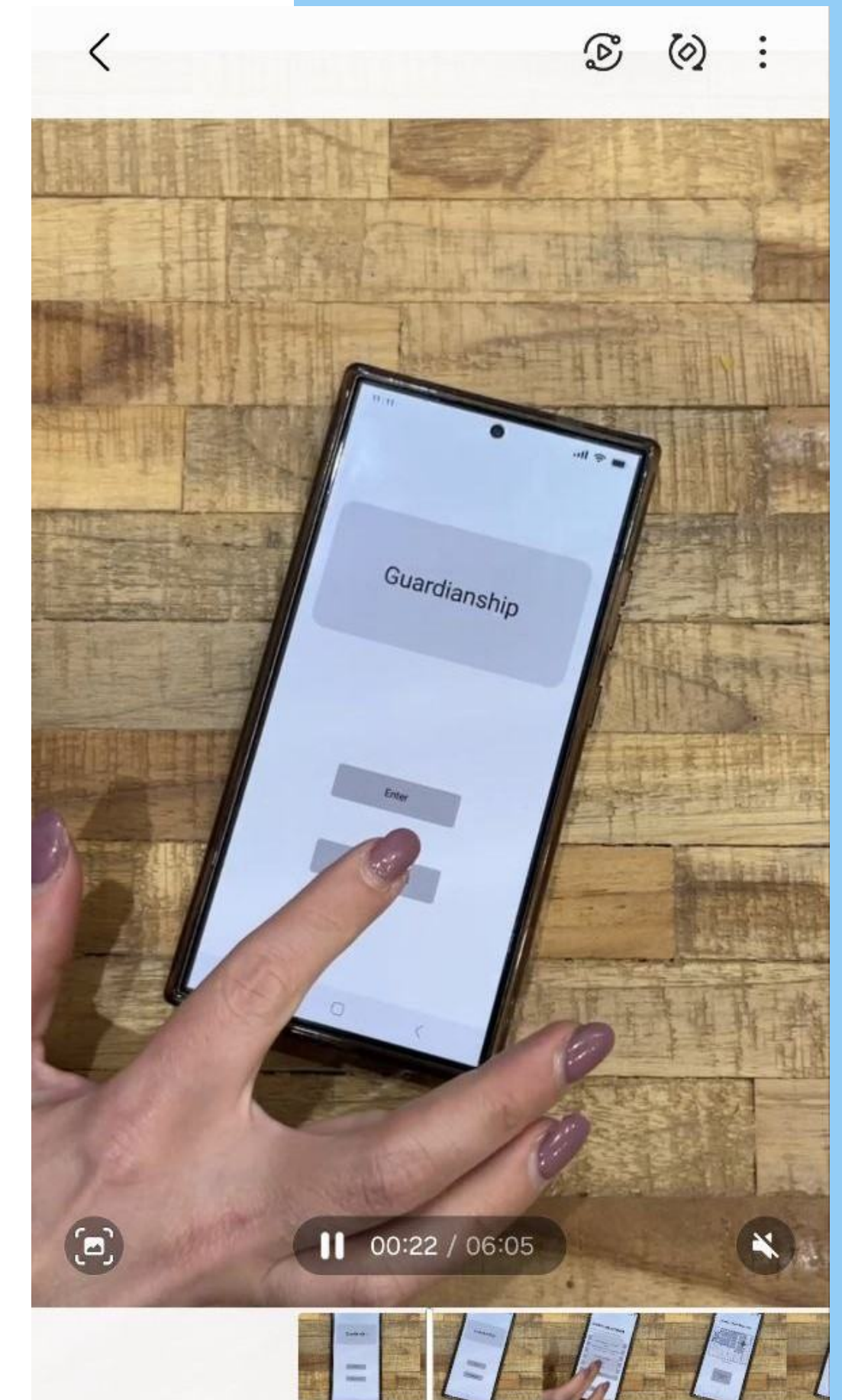
Testing Medium-fidelity

I have interviewed with a woman who commutes to work by train and I asked her to participate in testing part.

She felt so comfortable while using app because she liked app's simplicity, and the feature that the app is sensitive to user's unusual voice like says "help".

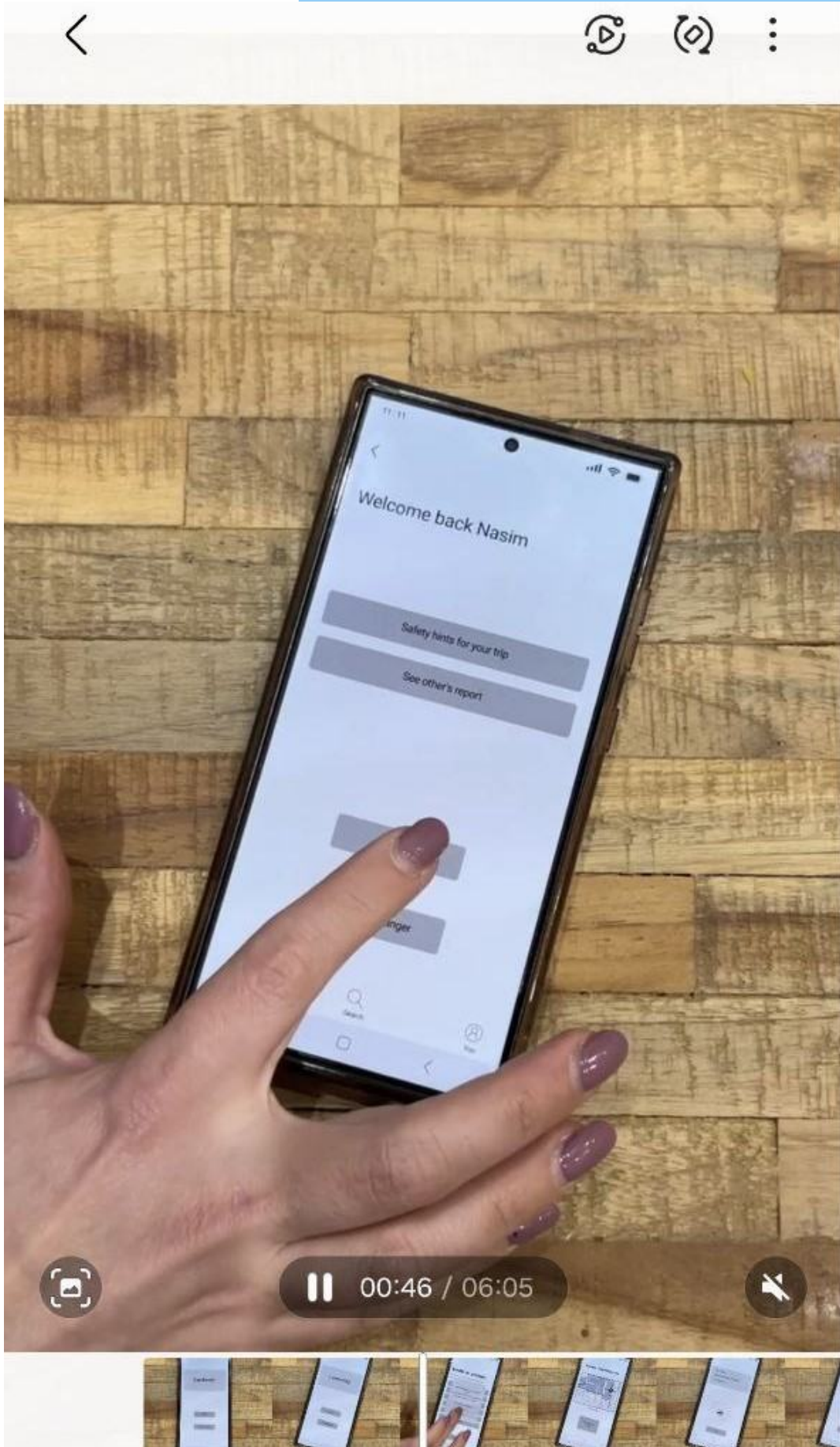
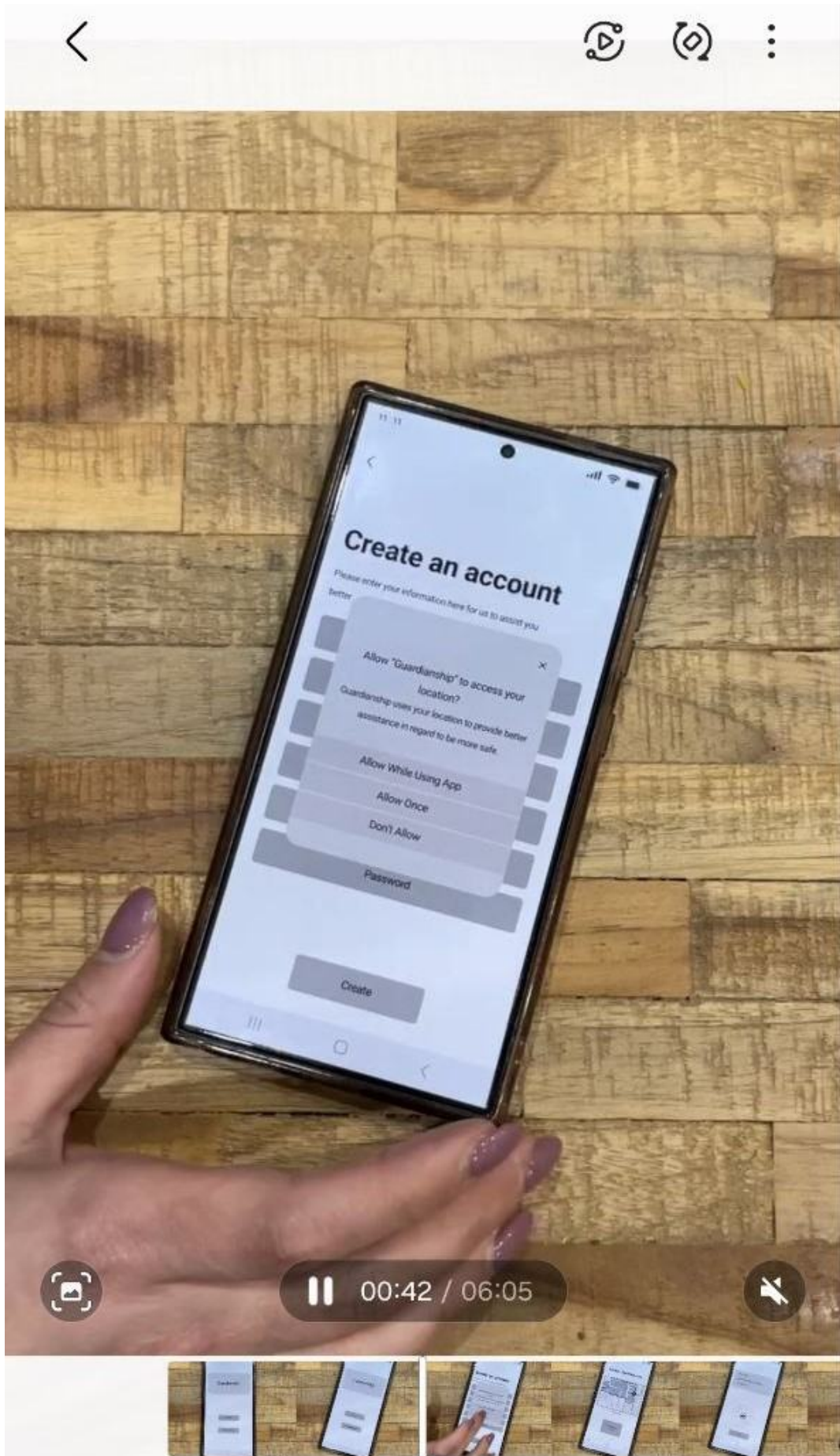
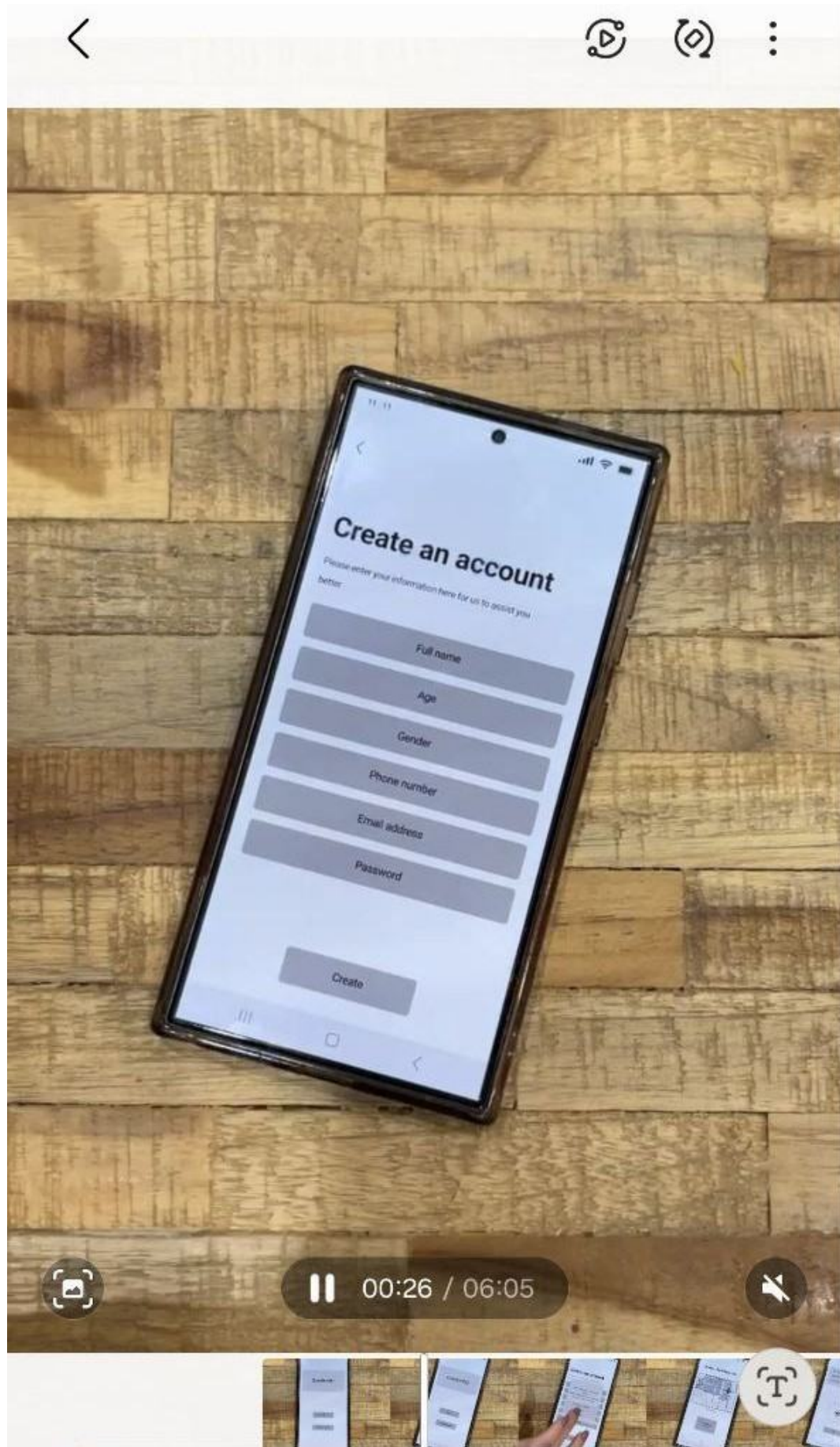
she also told me for making this feature, I can use some apps which have voice feature .She asked me if the voice is sensitive only to my voice or any other people and I answered it is sensitive to some words like "help" or "danger".

Our interview took around 6 minutes long and although she was so happy for using that, she gave me some useful feedback as well as I mentioned before.



Step 3 : Creative Development

Testing Medium-fidelity



Step 3 : Creative Development

Final Product

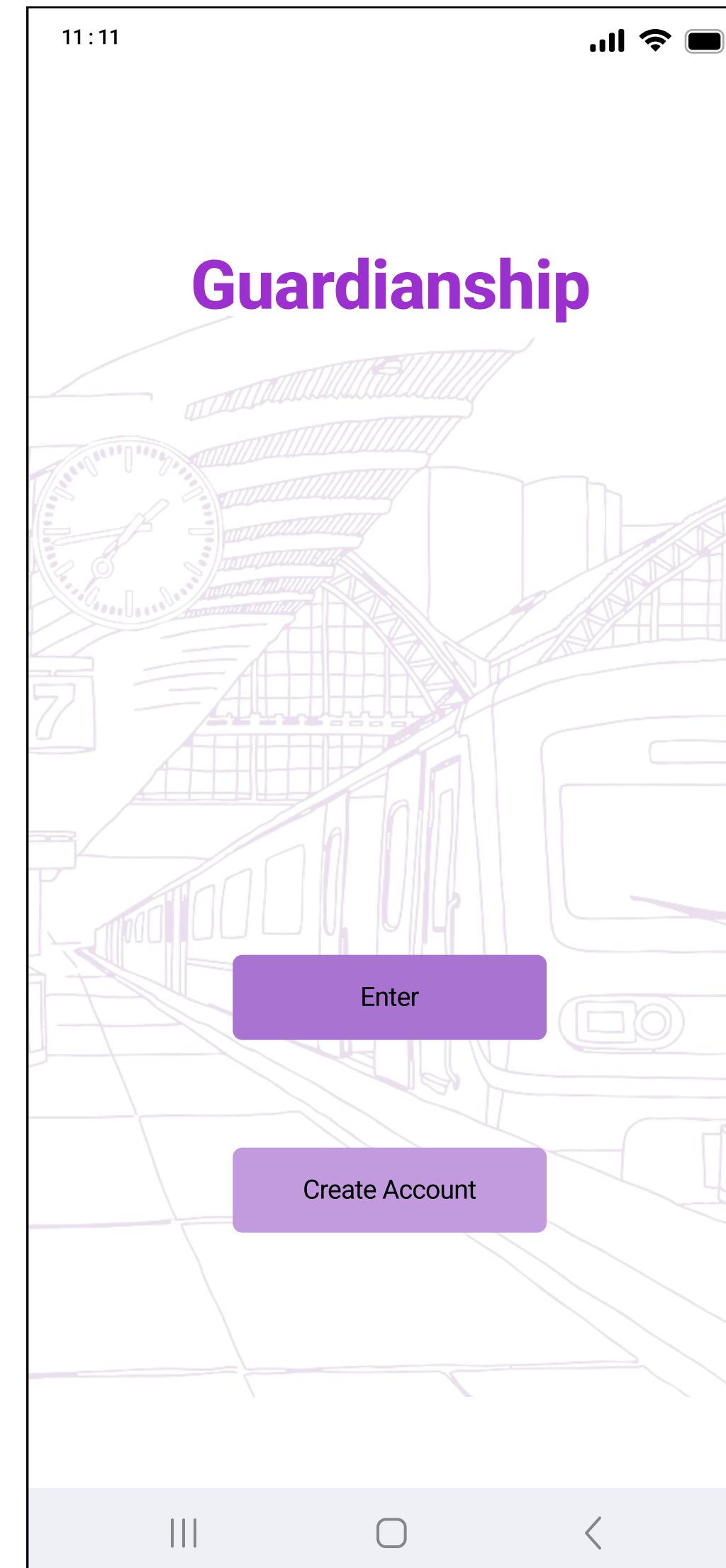
This is my final product according to some feed backs which were given to me and analyzing data and other apps .

I tried my best that this app be attractive and simple for women to get ot utilize.

My main color is purple to make it specific for women.

I also provide a link here which contains a video of how this app works and what are the main features.

Video of app and interview link



Step 3 : Creative Development

Final Product

11:11

<

Create an account

Please enter your information here for us to assist you better

Full name

Phone number

Age

Gender

Email address

Password

Confirm password

Create

×

Allow "Guardianship" to access your location?
Guardianship uses your location to provide better assistance in regard to be more safe.

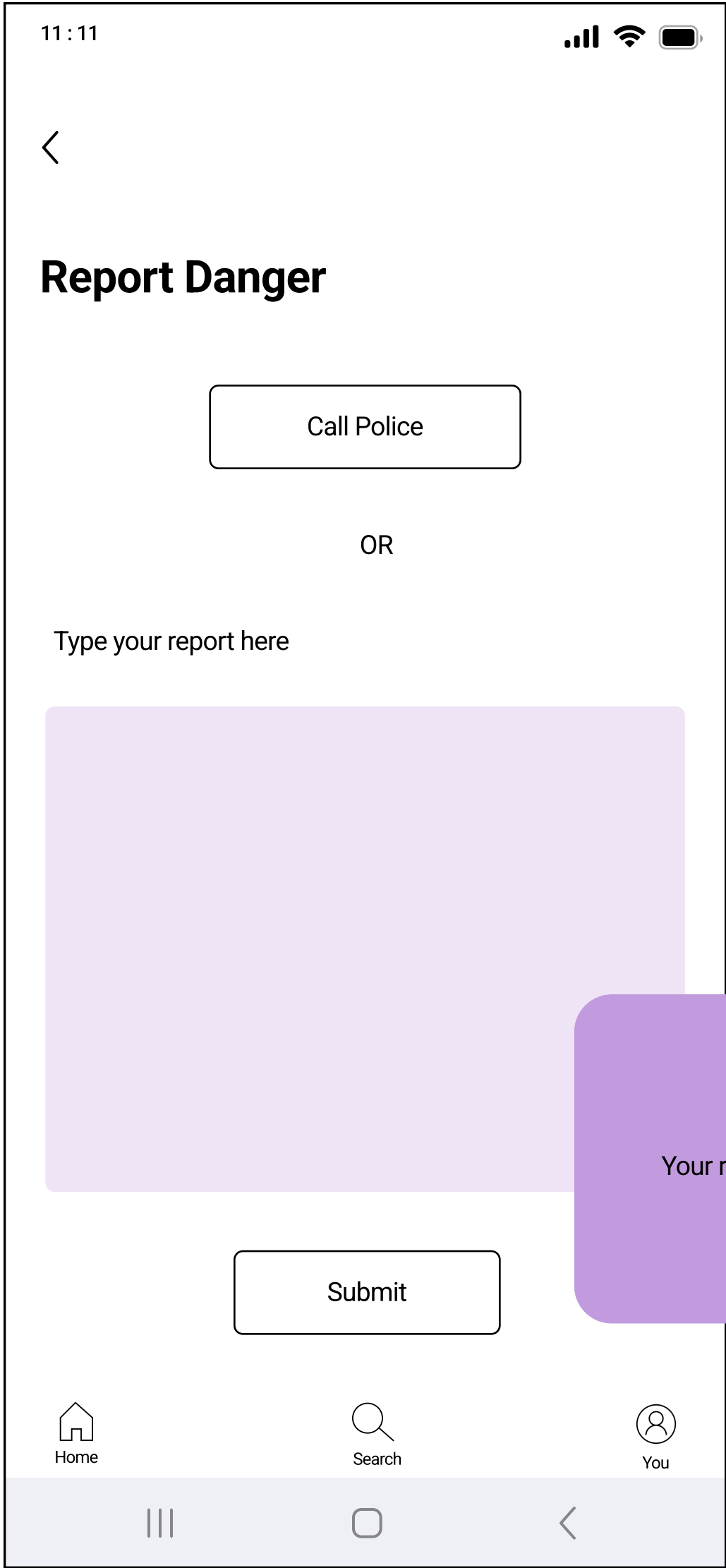
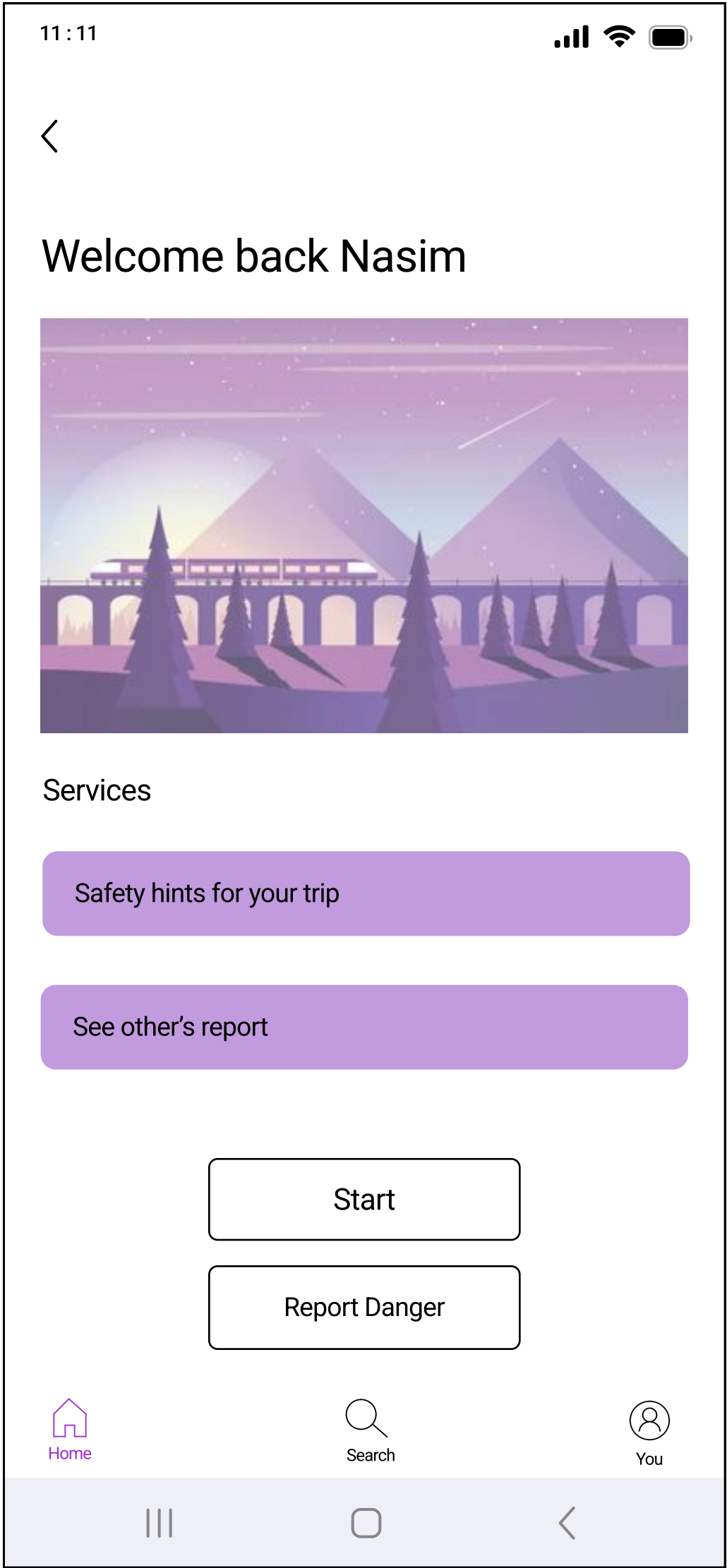
Allow While Using App

Allow Once

Don't Allow

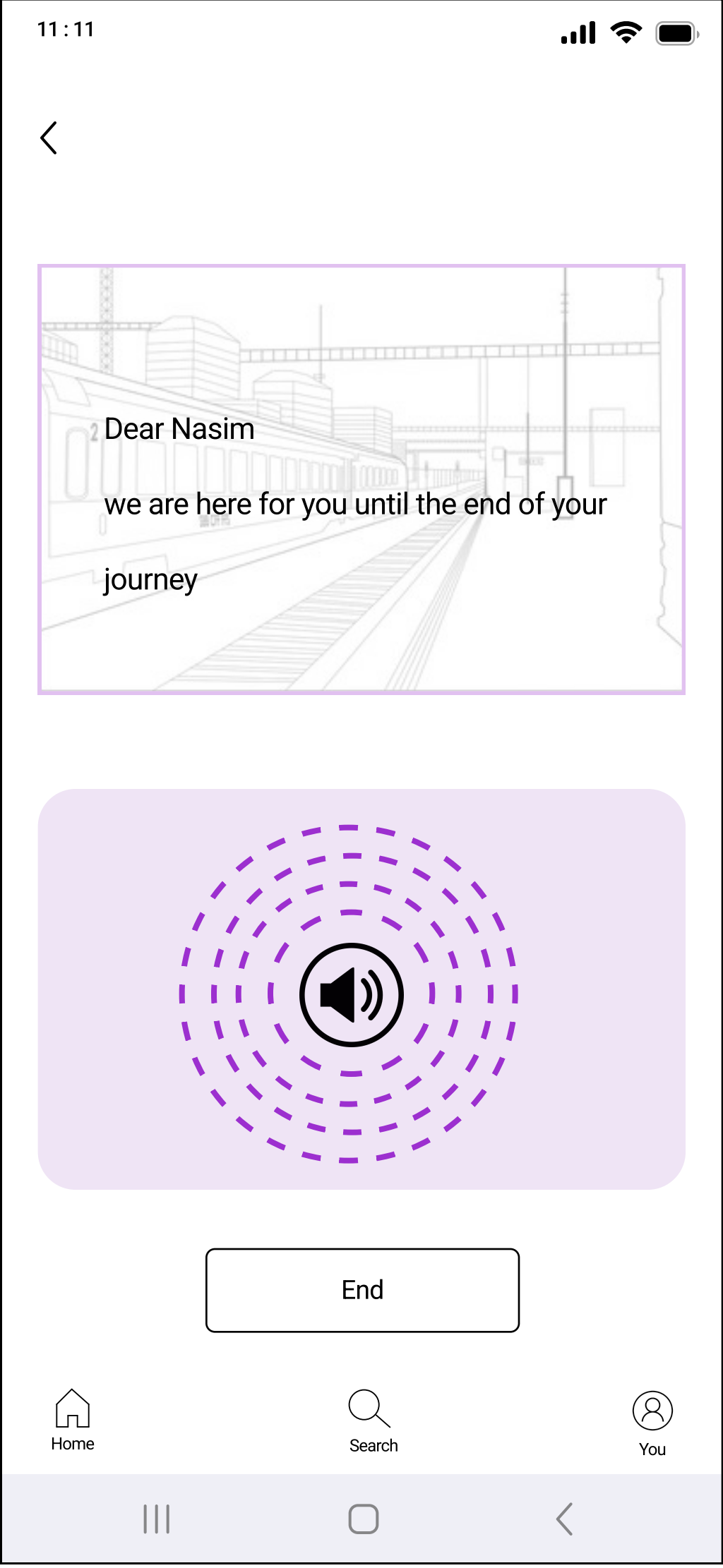
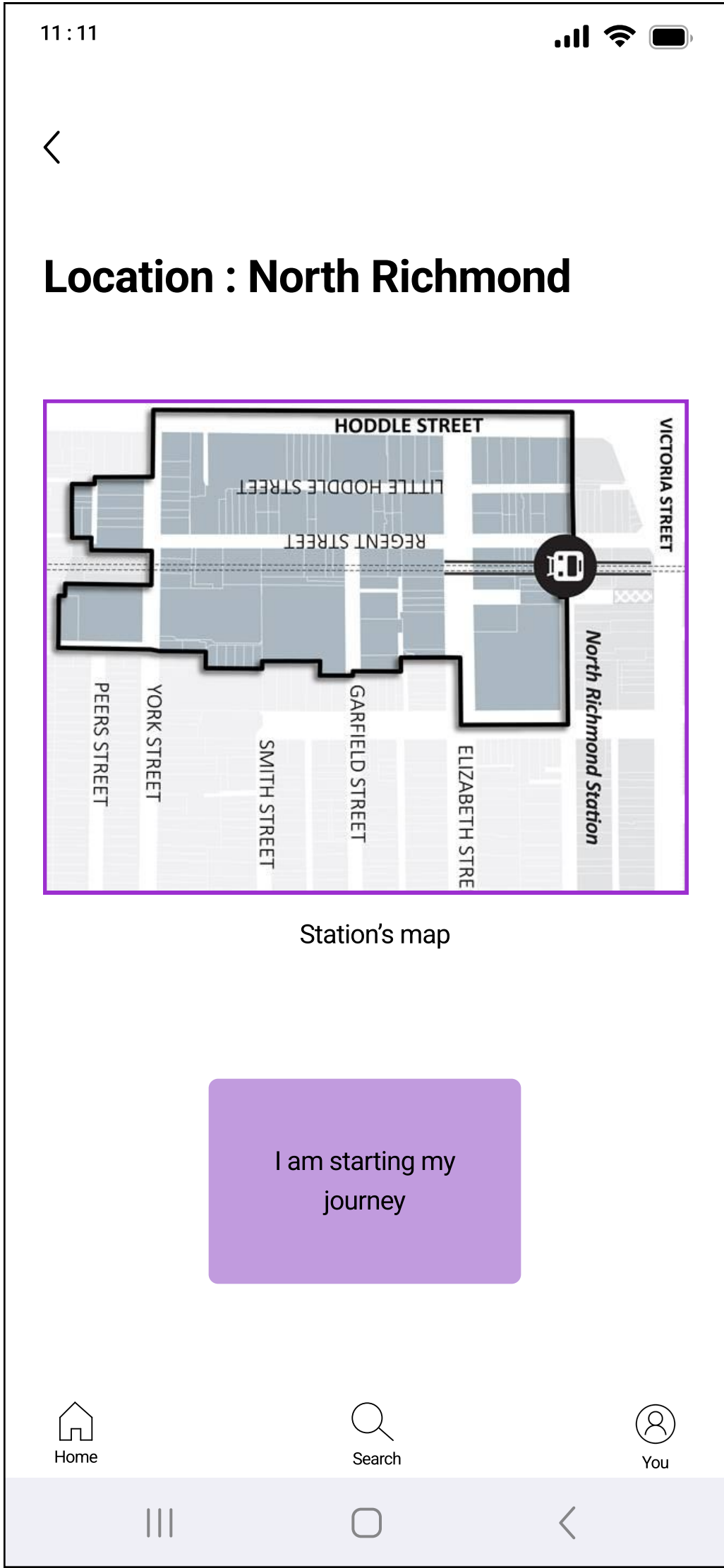
Step 3 : Creative Development

Final Product



Step 3 : Creative Development

Final Product



Step 3 : Creative Development

Reflection

Reflection on my design

Although this app meets women's need in regard of safety at train stations and is equipped with a new feature which acts as deterrent , but it still needs refinement and some testing and analysis process which may takes 1-2 month and I really love to continue to improve its functionality in the future.

In my opinion, it needs to add more features to become a complete resource for women to use when they want to commute especially during night time, so maybe in the not distant future I can go on and complete all the app's features and make it usable for women.

Research Statement

Research Statement

To begin with, I explained before how urban designers can enhance safety measures for women in train stations, focusing on the public realm, which includes publicly owned spaces open to everyone (Fabiansson 2023,7). Safety in train stations is crucial for attracting more passengers and providing a welcoming environment.

I also mentioned that on the one hand, urban public spaces, including train stations, require comprehensive safety management to ensure public well-being while maintaining social utility and accessibility. Safety is categorized into actual safety and perceived safety . as stated by (Well 2006,20), each station has got potential for enhancement .

On the other hand, fear of crime in public spaces is influenced by gender-specific concerns and societal norms (Fabiansson 2023,28). Women generally have a greater fear of crime due to their higher physical and social vulnerability (Skogan and Maxfield 1981). Factors like visibility, cleanliness, reliable service, security technology, and police presence significantly impact women's perceived safety in train stations.

Research Statement

Although we know that by improving stations we can increase safety levels, but there is not always potential for enhancing physical situation in a particular station. So, I as a designer investigate on another approach. Firstly, as maintained by (Owens 2024,1489-1506) we know the significant role of police in urban life, exploring who they are, what they do, and why they exist in cities. Police presence is vital in maintaining order, protecting the public, and shaping perceptions of safety, especially for women. However, their role often involves managing public fears rather than addressing crime directly, leading to mixed perceptions based on personal experiences and societal factors.

While police are essential for deterring crime, they can't be everywhere, particularly in places like train stations where surveillance cameras are used.

Secondly, on the report of (N. Hampton, Livio, & Goulet 2010, 701-722) Mobile phones have become indispensable in contemporary life, influencing how we interact both privately and publicly. They contribute to the creation of tightly connected social circles, allowing people to stay in constant touch with their close networks. However, this convenience comes with a potential downside, as mobile phones may limit broader social interactions, reducing face-to-face engagement with strangers and acquaintances. This shift in behavior often transforms public spaces, making them less socially interactive and fostering a more isolated or disconnected environment, even in places where people gather physically.

Research Statement

Now, by analyzing all I mentioned earlier, the best solution for today's life is to design an app which is connected to police station directly, because the use of mobile phone now a days is inseparable part of our life and police plays an essential role in perception of safety especially for women.

By designing such app which I called it "Guardianship" women can safely use train stations even at night all over the world. My app has got some specific features which distinguish it from all existing safety apps.

Firstly, it is directly connected to police so in case of danger it automatically call the police. Secondly, it will equipped with a technology that your sound would be hear by app and it will response when you are in danger. Lastly, when you ask help just by saying this word, a very loud noise will be hear which, personally I think could really prevent crime.

Conclusion

Conclusion

This research discussed In summary, enhancing safety in train stations is a multifaceted challenge that requires addressing both actual and perceived safety. Urban designers play a crucial role in improving safety measures, particularly in the public realm, to create a welcoming environment for all passengers, especially women .Women's perceived safety is influenced by factors such as visibility, cleanliness, reliable service, security technology, and police presence. Given their higher physical and social vulnerability, women generally experience a greater fear of crime in public spaces .The presence of police is essential for maintaining order and shaping perceptions of safety. However, their role often involves managing public fears rather than directly addressing crime, leading to mixed perceptions .Mobile phones have become integral to modern life, fostering tightly connected social circles but potentially limiting broader social interactions. This shift often makes public spaces less socially interactive and more isolated

To address these issues, the proposed "Guardianship" app offers a novel solution. It connects directly to the police for automatic emergency calls, incorporates voice recognition technology to detect danger, and emits a loud noise to prevent crime when help is requested. This app aims to enhance women's safety in train stations worldwide,by leveraging the ubiquitous presence of mobile phones and the critical role of police in urban safety.

APPENDIX

Appendices

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- Figure 6.N Zare.North Richmond Station.2024
- Figure 7.N Zare.North Richmond Station.2024
- Figure 8.N Zare.Richmond Station.2024
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- Figure 11.PEPSI697. Richmond Station.2023
- Figure 12.Marcus Wong . Richmond Station.2024

Appendices

Participant 1

 **MONASH** University

SURVEY FORM

The aim of this survey is to evaluate the need for increasing safety measures for women at train stations, so by answering these questions you will help us to find better solution.

Project title: Providing perception of safety for women at train stations

Investigators: Nasim Zare

I have been asked to take part in the Monash University coursework project specified above. I have read and understood the note above and I hereby consent to participate in this project.

I consent to the following:	Yes	No
Transcription of responses given during the interview	☐	☐
Audio and/or video recording during the interview	☐	☐

Name of Participant

SHU MIN PUAH

Participant Signature



Date

30/7/24

1-How much time typically do you spend on train stations weekly?

Never Sometimes Often Always (everyday)

2-How often do you feel uncomfortable and unsafe while you are waiting for train, at train stations?

Never Sometimes Often Always (everyday)

3-What kind of factors make you feel unsafe at train stations?

Being alone at station
Inadequate lighting
Station without CCTV
Men's presence
Station without security staff

4- What is the biggest pain point related to feeling unsafe?

Sexual harassment
Situation that you cannot control
Vulnerability against abusing
Being defenceless
Robbery

5-What kind of factors are important for you when it comes to safety measures?

Security technology (CCTV)
Presence of police and security staff
Alert systems
Crisis management
Adequate lighting
Presence of other people

6-Imagine that you have an app that could help you feel safer while you are waiting for train. What features do you prefer an app has?

Be connected to police station
Send alarm in case of danger to police
Deter offender to commit a crime by a very loud alarm
Show you more safer stations regarding having safety measures
Showing stations which are not crowd and has got more risk for crime

Appendices

Participant 2



MONASH University

SURVEY FORM

The aim of this survey is to evaluate the need for increasing safety measures for women at train stations, so by answering these questions you will help us to find better solution.

Project title: Providing perception of safety for women at train stations

Investigators: Nasim Zare

I have been asked to take part in the Monash University coursework project specified above. I have read and understood the note above and I hereby consent to participate in this project.

I consent to the following:	Yes	No
Transcription of responses given during the interview	☐	☐
Audio and/or video recording during the interview	☐	☐

Name of Participant

Yufei Lin

Participant Signature

Yufei Lin

Date

9.30.2024

1-How much time typically do you spend on train stations weekly?

Never Sometimes Often Always (everyday)

Often

2-How often do you feel uncomfortable and unsafe while you are waiting for train, at train stations?

Never Sometimes Often Always (everyday)

Often

3-What kind of factors make you feel unsafe at train stations?

Being alone at station

Inadequate lighting

Station without CCTV

Men's presence

Station without security staff

4- What is the biggest pain point related to feeling unsafe?

Sexual harassment

Situation that you cannot control

Vulnerability against abusing

Being defenceless

Robbery

5-What kind of factors are important for you when it comes to safety measures?

Security technology (CCTV)

Presence of police and security staff

Alert systems

Crisis management

Adequate lighting

Presence of other people

6-Imagine that you have an app that could help you feel safer while you are waiting for train. What features do you prefer an app has?

Be connected to police station

Send alarm in case of danger to police

Deter offender to commit a crime by a very loud alarm

Show you more safer stations regarding having safety measures

Showing stations which are not crowd and has got more risk for crime

Appendices

Participant 3

 **MONASH** University

SURVEY FORM

The aim of this survey is to evaluate the need for increasing safety measures for women at train stations, so by answering these questions you will help us to find better solution.

Project title: Providing perception of safety for women at train stations

Investigators: Nasim Zare

I have been asked to take part in the Monash University coursework project specified above. I have read and understood the note above and I hereby consent to participate in this project.

I consent to the following:	Yes	No
Transcription of responses given during the interview	☒	☐
Audio and/or video recording during the interview	☒	☐

Name of Participant

Lova Eshraghi

Participant Signature



Date

30/09/24

1-How much time typically do you spend on train stations weekly?

Never Sometimes Often Always (everyday)

2-How often do you feel uncomfortable and unsafe while you are waiting for train, at train stations?

Never Sometimes Often Always (everyday)

3-What kind of factors make you feel unsafe at train stations?

Being alone at station

Inadequate lighting

Station without CCTV

Men's presence

Station without security staff

4- What is the biggest pain point related to feeling unsafe?

Sexual harassment

Situation that you cannot control

Vulnerability against abusing

Being defenceless

Robbery

5-What kind of factors are important for you when it comes to safety measures?

Security technology (CCTV)

Presence of police and security staff

Alert systems

Crisis management

Adequate lighting

Presence of other people

6-Imagine that you have an app that could help you feel safer while you are waiting for train. What features do you prefer an app has?

Be connected to police station

Send alarm in case of danger to police

Deter offender to commit a crime by a very loud alarm

Show you more safer stations regarding having safety measures

Showing stations which are not crowd and has got more risk for crime

Appendices

Participant 4

 **MONASH** University

SURVEY FORM

The aim of this survey is to evaluate the need for increasing safety measures for women at train stations, so by answering these questions you will help us to find better solution.

Project title: Providing perception of safety for women at train stations

Investigators: Nasim Zare

I have been asked to take part in the Monash University coursework project specified above. I have read and understood the note above and I hereby consent to participate in this project.

I consent to the following:	Yes	No
Transcription of responses given during the interview	☒	☐
Audio and/or video recording during the interview	☐	☒

Name of Participant Kishita Mittal

Participant Signature  Date 30/09/24

1-How much time typically do you spend on train stations weekly?

Never Sometimes ☒ Often Always (everyday)

2-How often do you feel uncomfortable and unsafe while you are waiting for train, at train stations?

Never ☒ Sometimes Often Always (everyday)

3-What kind of factors make you feel unsafe at train stations?

Being alone at station
Inadequate lighting
Station without CCTV
☒ Men's presence
☒ Station without security staff

4- What is the biggest pain point related to feeling unsafe?

Sexual harassment
☒ Situation that you cannot control
☒ Vulnerability against abusing
☒ Being defenceless
Robbery

5-What kind of factors are important for you when it comes to safety measures?

Security technology (CCTV)
☒ Presence of police and security staff
☒ Alert systems
Crisis management
☒ Adequate lighting
☒ Presence of other people

6-Imagine that you have an app that could help you feel safer while you are waiting for train. What features do you prefer an app has?

☒ Be connected to police station
☒ Send alarm in case of danger to police
☒ Deter offender to commit a crime by a very loud alarm
☒ Show you more safer stations regarding having safety measures

Showing stations which are not crowd and has got more risk for crime

Appendices

Participant 5

 **MONASH** University

SURVEY FORM

The aim of this survey is to evaluate the need for increasing safety measures for women at train stations, so by answering these questions you will help us to find better solution.

Project title: Providing perception of safety for women at train stations

Investigators: Nasim Zare

I have been asked to take part in the Monash University coursework project specified above. I have read and understood the note above and I hereby consent to participate in this project.

I consent to the following:	Yes	No
Transcription of responses given during the interview	☐	☐
Audio and/or video recording during the interview	☐	☐

Name of Participant Qiya Lai

Participant Signature [Signature] Date 30/09/24

1-How much time typically do you spend on train stations weekly?

Never Sometimes Often Always (everyday)

2-How often do you feel uncomfortable and unsafe while you are waiting for train, at train stations?

Never Sometimes Often Always (everyday)

3-What kind of factors make you feel unsafe at train stations?

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Inadequate lighting
Station without CCTV
Men's presence
Station without security staff

4- What is the biggest pain point related to feeling unsafe?

Sexual harassment
Situation that you cannot control
Vulnerability against abusing
Being defenceless
Robbery

5-What kind of factors are important for you when it comes to safety measures?

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Crisis management
Adequate lighting
Presence of other people

6-Imagine that you have an app that could help you feel safer while you are waiting for train. What features do you prefer an app has?

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Deter offender to commit a crime by a very loud alarm
Show you more safer stations regarding having safety measures
Showing stations which are not crowd and has got more risk for crime

Appendices

Participant 6

 **MONASH** University

SURVEY FORM

The aim of this survey is to evaluate the need for increasing safety measures for women at train stations, so by answering these questions you will help us to find better solutions.

Project title: Providing perception of safety for women at train stations

Investigators: Nasim Zare

I have been asked to take part in the Monash University coursework project specified above. I have read and understood the note above and I hereby consent to participate in this project.

I consent to the following:	Yes	No
Transcription of responses given during the interview	☐	☐
Audio and/or video recording during the interview	☐	☐

Name of Participant AIDA PAHANG

Participant Signature  Date 30/10/2024

1-How much time typically do you spend on train stations weekly?

Never Sometimes Often Always (everyday)

2-How often do you feel uncomfortable and unsafe while you are waiting for train, at train stations?

Never Sometimes Often Always (everyday)

3-What kind of factors make you feel unsafe at train stations?

Being alone at station ✓
Inadequate lighting ✓
Station without CCTV ✓
Men's presence ✓
Station without security staff ✓

4- What is the biggest pain point related to feeling unsafe?

Sexual harassment ✓
Situation that you cannot control ✓
Vulnerability against abusing
Being defenceless ✓
Robbery

5-What kind of factors are important for you when it comes to safety measures?

Security technology (CCTV) ✓
Presence of police and security staff ✓
Alert systems
Crisis management
Adequate lighting ✓
Presence of other people ✓

6-Imagine that you have an app that could help you feel safer while you are waiting for train. What features do you prefer an app has?

Be connected to police station ✓
Send alarm in case of danger to police ✓
Deter offender to commit a crime by a very loud alarm ✓
Show you more safer stations regarding having safety measures
Showing stations which are not crowd and has got more risk for crime

THANK YOU

TAD4523 - Design
research methods and
seminar - S2 2024

Nasim Zare

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