

London

Rating: Acceptable

Linked transport system / transport company: Transport for London (TfL)

Information: www.tfl.gov.uk


Modes of transport tested: Overground, tube (underground), Docklands Light Railway (DLR), bus


Test period: 24 October to 11 December 2009

Strengths and weaknesses

- 😊 Connection to Heathrow as the main airport around one third faster than the European average, connections between the inner city and the city centre around one quarter faster than the European average
- 😊 Many different types of tickets, local public transport smartcard (OysterCard) available; information in several languages on ticket machines at the stops tested
- 😊 The OysterCard automatically caps the fare once a certain number of single trips has been reached if a day ticket is cheaper
- 😊 Competent and in most cases friendly advice at ticket desks
- 😊 Stops tested featured a clear layout, lines very well signposted; area maps and line network maps at all the stops tested; dynamic displays at many tube stations
- 😊 Journey-specific announcements in the vehicles tested; dedicated space often provided for prams and wheelchairs, dedicated seats also provided for passengers unable to stand for long periods of time (for example, the disabled, older people, pregnant women)
- 😊 Very user-friendly timetable on the Internet in 16 languages with a search function for accessible routes, optimised for mobile phone browsers (<http://wap.tfl.gov.uk/>); departures also available as text messages; network map with information about accessibility available for download
- 😊 Bicycles carried on all buses free of charge (when space is available) and on selected tube lines

- 😞 New ticket often needed when changing
- 😞 Trips within the city, changing from the tube to the bus, cost at least 2.86 Euro at the time of testing and are hence expensive; when paying cash, tickets are sometimes considerably more expensive; monthly tickets only worthwhile with a very high number of trips or for trips involving frequent changes in transport, a monthly ticket for the bus only pays off after more than 50 trips
- 😞 Too few escalators and lifts; some of the stops tested were not fully accessible
- 😞 Signposts for exits sometimes contradictory
- 😞 Dynamic displays at only very few bus stops

 Timetable on the Internet without fare information, only available via separate tariff information

 Few parking facilities for bicycles at the stops tested; no rent-a-bike system

Note

- Changes resulting from the new timetable introduced on 2 January 2010 were not considered in this test.
- Comprehensive improvements are planned in the run up to the 2012 Olympic Games.