

Budapest

Rating: Acceptable

Linked transport system / transport company: Budapesti Közlekedési Zrt. (BKV)

Information: www.bkv.hu

Modes of transport tested: Helyiérdekű Vasút/ HEV (commuter train), underground, tram, trolleybus, bus

Test period: 24 October to 11 December 2009

Strengths and weaknesses

- 😊 Many different types of tickets; information on ticket machines mostly in English too
- 😊 A trip through the entire city without changing is very good value, costing around 1 Euro at the time of testing; monthly ticket already pays off after around 20 trips with one change each time
- 😊 Friendly advice at most ticket desks, in most cases also in English
- 😊 Mostly short transfer distances
- 😊 Dynamic displays at underground stops
- 😊 In most of the vehicles tested, dedicated seats provided for passengers unable to stand for long periods of time (for example, the disabled, older people, pregnant women)

- 😞 Connections between the outskirts of the city and the city centre are slower than the European average
- 😞 When changing, transfer tickets are required throughout the network, except on the underground
- 😞 No lifts and too few escalators at the stops tested; often not fully accessible, guiding lines for the blind seldom provided
- 😞 The stops tested were sometimes confusing, lines often poorly signposted; complete tariff information rarely provided; dynamic displays at only a few bus and tram stops
- 😞 Timetable on the Internet not user friendly, available in Hungarian only, no fare information provided
- 😞 Very few parking facilities for bicycles at the stops tested