

Brussels

Rating: Acceptable

Linked transport system / transport company: Société des Transports Intercommunaux de Bruxelles (STIB)/ Maatschappij voor het Intercommunale Vervoer te Brussel (MIVB)

Information: www.stib.be
www.mivb.be
For timetable information, www.delijn.be and www.b-rail.be too

Modes of transport tested: Regional train, underground, tram, bus

Test period: 24 October to 11 December 2009

Strengths and weaknesses

- 😊 Connections within the city centre around one third faster than the European average
- 😊 Many different tickets available; local public transport smartcard available; information in several languages on ticket machines
- 😊 10-trip ticket good value: single journey through the entire city for around 1.20 Euro at the time of testing
- 😊 Competent and friendly advice at ticket desks, also in English
- 😊 Short transfer distances
- 😊 Very comprehensive guiding lines for the blind at Gare de Bruxelles-Midi
- 😊 Dynamic displays at most of the train, underground and tram stops tested
- 😊 Network maps available for download on the Internet with information about accessibility and parking for bicycles and cars
- 😊 Bicycle parking facilities at most of the stops tested; bicycles carried free of charge on underground trains and in trams outside peak hours; rent-a-bike system
- 😞 No night service during the week
- 😞 Connections between the greater city area and the city centre and between the city outskirts and outer city connections are slower than the European average
- 😞 In the case of many transfers, a monthly ticket only pays off after more than 40 journeys
- 😞 Almost half of the stops tested are not fully accessible
- 😞 Ticket machines and area maps at only half of the stops tested, no information about journey times between stops; hardly any journey-specific announcements; dynamic displays at only a few bus stops

☹️ Few journey-specific announcements in the vehicles tested; no dedicated space for wheelchairs or prams and no dedicated seats for passengers unable to stand for long periods of time (for example, the disabled, older people, pregnant women)

☹️ Timetable information on the Internet is not user friendly, tolerates hardly any errors when entering the stop, no fare information provided