

A Short Review of the Public Transport System in Stockholm

19 September 2024. Nutta Sittirash.

How fair is the fare?

Stockholm public transport is one of the top ten cities with the best public transport in the world (World Economic Forum, 2022). Well, a ticket is not cheap but the flat fare system, which covers the metro, buses, trams, and boats, made my trips in Stockholm much easier, especially when I had multiple transfers to different modes during my journey to reach my destination. The monthly student fare is affordable for a full-time student like me, who works part-time.

The ticketing system is the best (based on my experiences)! Purchasing a single ticket through the app and scanning a QR code at the ticket gate is very convenient, especially when I forget my physical travel card. Additionally, tapping a credit card at the ticket machine is another quick and convenient way to buy a ticket and travel immediately without a travel card or the QR code.



What about accessibility? There are 7 metro lines serving around Stockholm city (more lines are under construction). Transport infrastructure (all modes): due to my observation, accessibility is very fair for the public transport in Stockholm. Every station has a lift and an escalator for people with a wheelchair, parents with a baby trolley, elders, etc. Unfortunately, they are often out of operation. And it is very common to see travelers with a disability or reduced mobility, especially with a wheelchair, use public transport. I want to see this everywhere.

Is it comfortable? This rolling stock type has served the metro since 1997. The vehicle interiors give me a sense of privacy, as all modes of transport have individual seats. Of course, this feeling disappears during crowded times and peak hours. The level alignment between the vehicles and station platforms provide seamless access for travelers. On buses, a hydraulic system lowers the bus to align with the curb at stations. Additionally, there is an automatic extending platform to assist travelers with wheelchairs or trolleys, ensuring easier boarding and alighting.

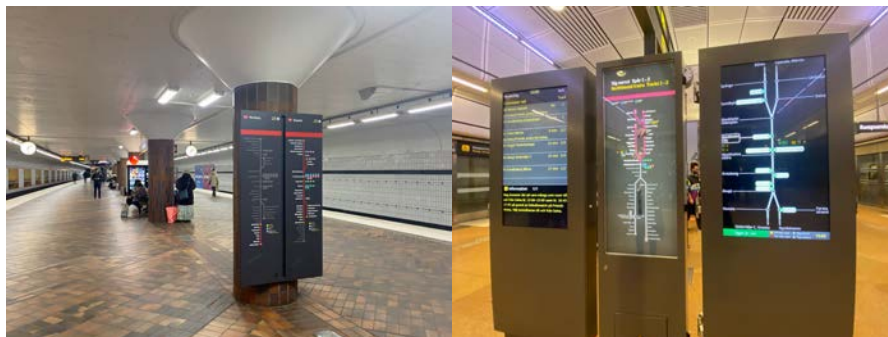




Information signs and real-time information. The two different signs indicating the directions inside the metro stations are very convenient. They help me wait on the correct platform for my train. Of course, I occasionally board the wrong train when I forget to check the destination displayed on the front of the train, but the time limit on the ticket allows me to make mistakes without having to pay extra! This really helped ease my anxiety during rushed trips to meetings.

At terminal stations, there is real-time information about the locations of the trains. Occasionally, these electronic signs malfunction, but not very often.

Maybe someone forgot to pay the electricity bill?



The error on the screen occurred on a bus during my trip to a town outside the city. The real-time information provided on the buses helps me stay aware of my current location and my estimated arrival time. My perceived waiting and in-vehicle times feel shorter compared to when traveling without real-time information. This aligns with research on passenger valuation of information, where perceptions of time change even though the actual waiting time remains the same (Mark Hickmen, 2004). For example, the London COUNTDOWN system and user valuations of real-time information were 50 cents (EU) in the PROMISE program in Helsinki.



More photos from Stockholm



