



# Flash Eurobarometer 463

## Report

### Europeans' satisfaction with passenger rail services

Fieldwork  
January-February 2018  
Publication  
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Survey requested by the European Commission,  
Directorate-General for Mobility and Transport  
and co-ordinated by the Directorate-General for Communication

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Flash Eurobarometer 463 – TNS Political & Social



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(DG COMM "Media Monitoring, Media Analysis and Eurobarometer" Unit)

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## INTRODUCTION

Over the past 25 years the Commission has been actively involved in working to restructure and strengthen European rail transport, including measures to improve both infrastructure and accessibility. This Flash Eurobarometer survey was commissioned by the Directorate-General for Mobility and Transport to investigate public satisfaction with a range of aspects of rail transport. This survey follows on from a previous survey on this topic, the Flash Eurobarometer 382a carried out in 2013.<sup>1</sup>

It is important to note that the survey was not conducted in Cyprus and Malta, as there are no train networks in those countries.

The survey covers the following areas:

- Satisfaction with rail services including buying tickets and train stations;
- The importance of rail services, including getting information and handling complaints;
- Satisfaction with the availability and reliability of trains and seats;
- Satisfaction with the services on trains and their maintenance;
- Satisfaction with various aspects of accessibility including the accessibility of stations and carriages, and assistance for persons with a disability or mobility issue;
- The reasons for not travelling by train.

As questions on satisfaction were asked to all respondents – even those who do not use trains – there are often high levels of “not applicable” or “don’t know” answers. To address this, the relative levels of satisfaction and dissatisfaction will be discussed, along with absolute levels of satisfaction.

Where possible, the current results will be compared to the previous survey, the Flash Eurobarometer 382a carried out in 2013. In the analysis included in this report, respondents who replied that they never travel by rail are included in order to allow for a comparison of the results of this survey with those of the previous survey.

Between 29<sup>th</sup> of January and 1<sup>st</sup> of February 2018, overall 25,537 respondents from different social and demographic groups were interviewed via telephone (mobile and fixed line) in their mother tongue on behalf of the Directorate General for Mobility and Transport. The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication (“Media Monitoring, Media Analysis and Eurobarometer” Unit)<sup>2</sup>. A technical note on the manner in which interviews were conducted by the Institutes within the TNS Political & Social network is annexed to this report. Also included are the interview methods and confidence intervals<sup>3</sup>.

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<sup>1</sup>

<http://ec.europa.eu/commfrontoffice/publicopinion/index.cfm/Survey/getSurveyDetail/instruments/FLASH/surveyKy/1111/p/2>

<sup>2</sup> <http://ec.europa.eu/COMMFrontOffice/PublicOpinion/>.

<sup>3</sup> The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when the respondent was able to give several answers to the question.

**Note:** In this report, countries are referred to by their official abbreviation. The abbreviations used in this report correspond to:

Belgium	BE	Latvia	LV
Bulgaria	BG	Luxembourg	LU
Czech Republic	CZ	Hungary	HU
Denmark	DK	The Netherlands	NL
Germany	DE	Austria	AT
Estonia	EE	Poland	PL
Greece	EL	Portugal	PT
Spain	ES	Romania	RO
France	FR	Slovenia	SI
Croatia	HR	Slovakia	SK
Ireland	IE	Finland	FI
Italy	IT	Sweden	SE
Lithuania	LT	United Kingdom	UK
European Union – weighted average for the 26 Member States			EU26
BE, FR, IT, LU, DE, AT, ES, PT, IE, NL, FI, EL, EE, SI, SK, LV, LT			Euro area
BG, CZ, DK, HR, HU, PL, RO, SE, UK			Non euro area

*We wish to thank the people throughout Europe who have given their time to take part in this survey.*

*Without their active participation, this study would not have been possible.*

## KEY FINDINGS

### Four out of five European say they travel by rail

- Just over one in ten respondents (11%) use rail at least once a week for suburban trips and one in twenty (5%) to make national or regional rail trips, while close to none use rail at least once a week to make international trips.
- More than one third of respondents never make suburban rail trips (37%), and close to one third (32%) never make national or regional rail trips while nearly eight in ten (78%) never make international rail trips
- The majority of respondents are occasional travellers (67%). Just over one in ten (13%) are frequent travellers (take a train at least once a week), while 20% are non-travellers.
- Austria (27%), Germany (22%), Slovakia (21%) and Luxembourg (20%) have the highest proportion of respondents who say to use rail at least once a week.
- Respondents who make suburban, national/regional or international rail trips are most likely to reach the railway station by car, motorbike or taxi (44%). Just over one quarter walk (27%), while a quarter (25%) use public transport. Fewer than one in twenty use a bike or similar (3%).

### The most frequent purpose of rail trips is to go for leisure activities or on holiday

- Amongst rail travellers, over a third (35%) say that the most frequent purpose of their rail trips is to go for leisure activities while 23% say it is to go on holiday. Fewer than one in five say the most frequent purpose of their rail trips is travelling to work/school or university (16%) and fewer than one in ten (9%) mention business trips.

### Satisfaction with frequency, punctuality and reliability of trains is increasing, but there is still room for improvement

- Two thirds of respondents (66%) are satisfied with the frequency of trains – an increase of seven percentage points since 2013.
- Despite an increase of four points since 2013, less than six in ten respondents are satisfied with the punctuality and reliability of railway travel (59%).
- Almost seven in ten respondents (68%) are satisfied with the availability of seats on trains.
- More than half (55%) are satisfied with the provision of information during a train journey, particularly in the case of delays – an increase of eight points since 2013.
- More than half say they are satisfied with the availability of assistance on trains, or with the cleanliness and good maintenance of rail carriages (both 56%).
- Only a minority are satisfied with the availability of wifi on trains (41%).

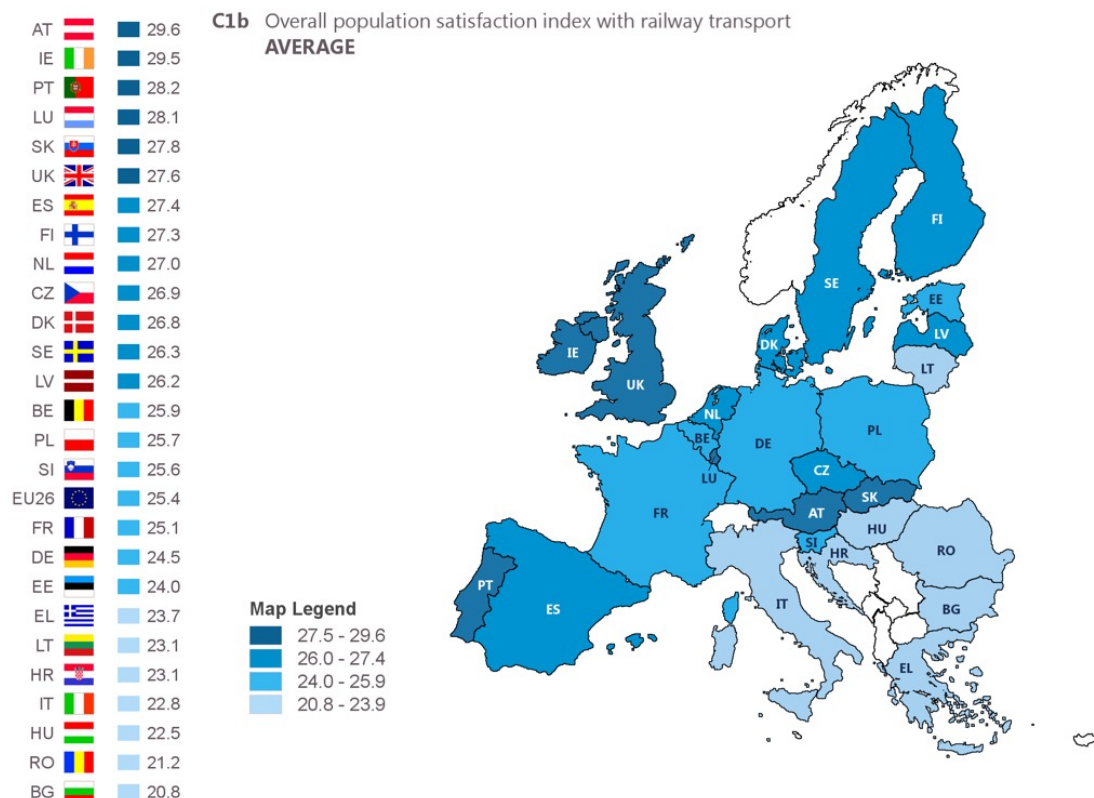
### Satisfaction with other aspects of rail services has increased since 2013, but problems with complaint-handling remain

- Almost three quarters of respondents (74%) are satisfied with the provision of information about train timetables and platform – an increase of six percentage points since 2013.
- Three quarters of respondents (75%) are satisfied with the ease of buying tickets - an increase of eight points since 2013.

- Almost two thirds of respondents (64%) are satisfied with the availability of through-tickets – an increase of six points since 2013.
- More than six in ten are satisfied with the availability of tickets for journeys using several modes of transport (62%).
- Six in ten respondents are satisfied with the provision of information about connecting services with other modes of transport (60%).
- More than six in ten (62%) are satisfied with the cleanliness and good maintenance of the stations – an increase of five points since 2013.
- Only a minority (38%) are satisfied with easy and accessible complaint-handling mechanisms. However, respondents are more likely to be satisfied than dissatisfied (19%).

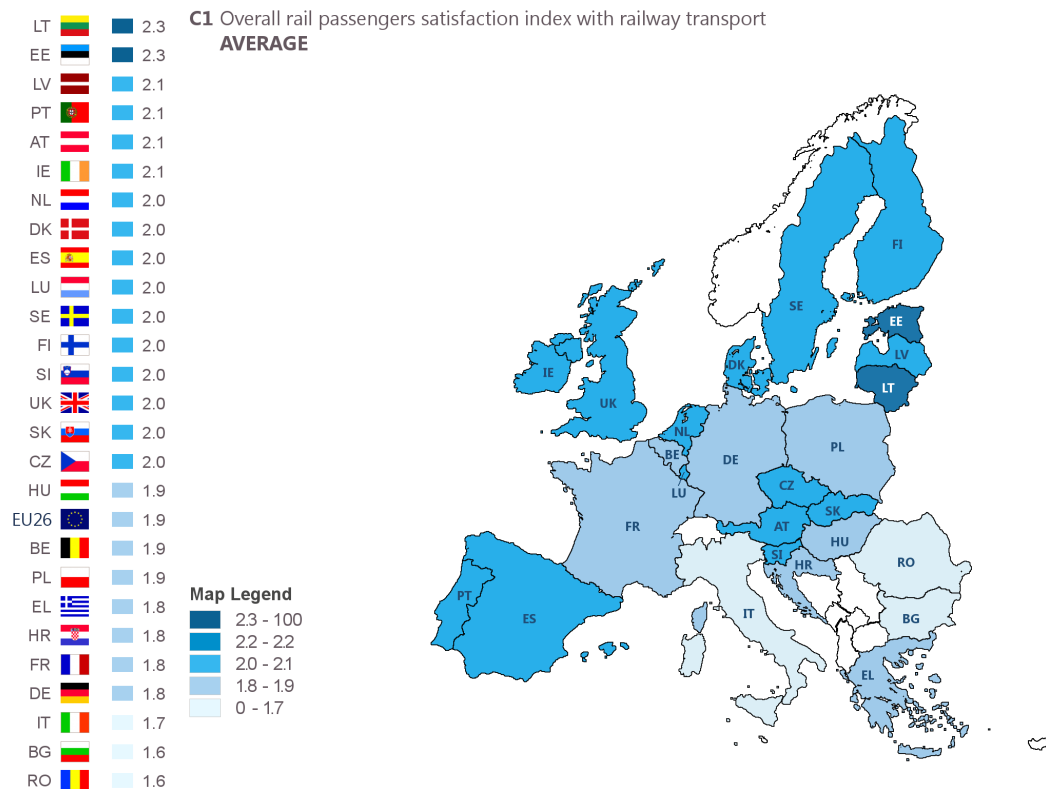
### Overall satisfaction with railway transport

- An overall satisfaction index of railway transport was calculated in order to summarise the satisfaction of respondents with the different aspects of railway services (getting information, getting tickets, handling complaints and services at train stations) and railway travels (frequency, punctuality and reliability of trains, services and maintenance on the train).
- Two versions of the overall satisfaction index were produced: a first one based on the replies of all respondents including those who answered 'not applicable' and 'don't know', and an alternative one focusing only on those having an opinion on at least one aspect of railway services and travels (i.e. excluding those who answered 'not applicable' and 'don't know').
- If we consider all respondents, those living in countries in the northern, western and central parts of Europe are generally more likely to be satisfied with railway transport overall than those living in countries in the east and south.





- If we consider instead those having an opinion on at least one aspect of railway services and travels, respondents living in the Baltic states and Nordic countries, Iberian peninsula and central/eastern Europe are more likely to be satisfied with railway transport overall than those living in other countries.



### The quality of rail services is important to a large majority of respondents

- More than nine in ten respondents say the cleanliness and good maintenance of stations (94%), the provision of information about timetables and platforms, and the quality of the ease of buying tickets are important (both 92%).
- More than eight in ten respondents say that the availability of through-tickets (83%, of parking facilities for cars and bikes at stations (83%) and the availability of tickets for a journey using several modes of transport (82%) are important.
- Almost eight in ten respondents (79%) say that providing easy and accessible complaint-handling mechanisms is important.

### Satisfaction with the accessibility of rail services for persons with reduced mobility is still problematic, but improving

- Over half of all respondents (53%) are satisfied with the accessibility of stations or platforms – an increase of seven points since 2013.
- Almost half (47%) are satisfied with the accessibility of train carriages – an increase of eight points since 2013.
- Half of the respondents (50%) say they are satisfied with the accessibility of the booking process, while (49%) are satisfied with the accessibility of travel information provided at the station and on-board trains.

- A minority (41%) are satisfied with the assistance by railway or station staff for persons with disabilities or reduced mobility - still an increase of four points since 2013.

**Difficulties getting to the station is the most commonly identified reason for not travelling by train**

- The most commonly identified reason for not travelling by train is difficulties travelling to the station (16%), while 12% mention the inaccessibility<sup>4</sup> of stations or platforms, and 10% mention the lack of pre-journey information about stations and accessible services. 37 % refer to other reasons and 29% say that nothing prevents them from travelling by train.
- Fewer than one in ten respondents mention a lack of assistance by train or station staff (9%), inaccessibility of railway carriages (8%) or a lack of accessible information (7%).

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<sup>4</sup> Accessibility in this context means general accessibility for all travellers, not just for persons with reduced mobility.

## I. PROFILE OF TRAIN TRAVEL

This first section of the report provides an overview of train travel. The frequency of suburban, national and international travel will be discussed, as well as respondents' main purpose for train travel. The means respondents use to get to the railway station will also be reviewed.

### 1 Frequency of rail use

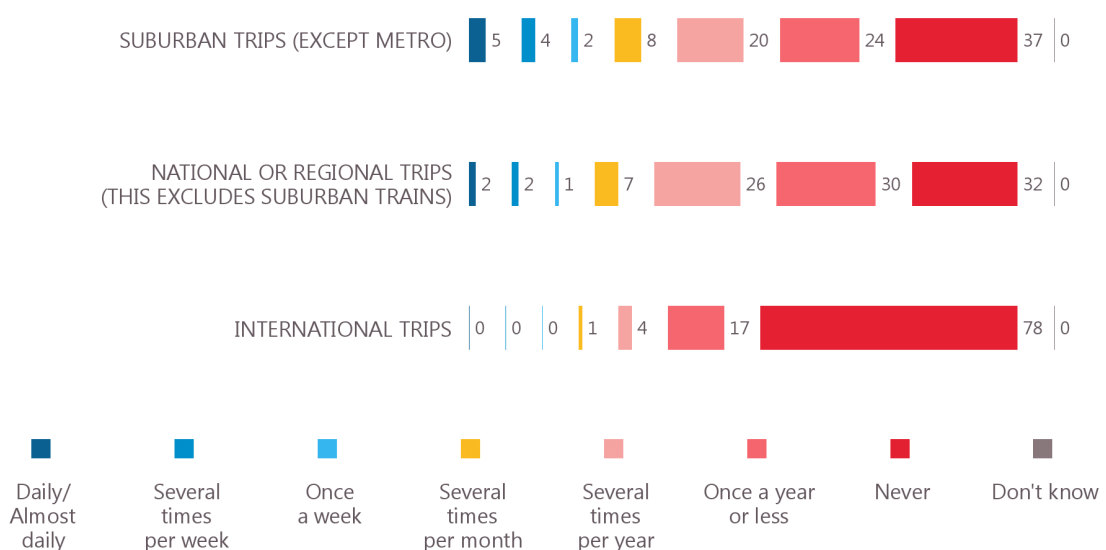
#### Suburban and national rail trips are most common

One in ten respondents use rail for suburban trips at least once per week (11%)<sup>5</sup>. One in twenty (5%) make suburban trips daily or almost daily, while 4% do this several times a week, and 2% do so once a week. Almost eight in ten make trips several times per month (8%). One in five respondents make suburban rail trips several times per year (20%), while 24% do so less often. More than one third never make suburban rail trips (37%).

One in twenty respondents (5%) make national or regional rail trips at least once a week: 2% do so daily or almost daily, 2% do so several times a week, and 1% once a week. Fewer than one in ten make these trips several times a month (7%). Just over one quarter (26%) make national or regional rail trips several times a year, while 30% do so once a year or less. Almost one third (32%) never make this kind of rail trips.

International rail trips are the least frequent, with no respondents making this kind of trip at least once a week. One in one hundred make them several times a month (1%), while 4% make them several times a year, and 17% once a year or less. More than three quarters (78%), however, never make international trips by rail.

Q1 How often do you use rail for...?  
(% - EU26)



Base: all respondents (n=25,537)

<sup>5</sup> Q1 How often do you use rail for...?

Austria (25%) and Germany (20%) are the only countries where at least one in five respondents use rail for **suburban trips** at least once a week, although 17% in the United Kingdom and Luxembourg also do this. This compares to no respondents in Lithuania, 2% in Slovenia and 3% in Greece.

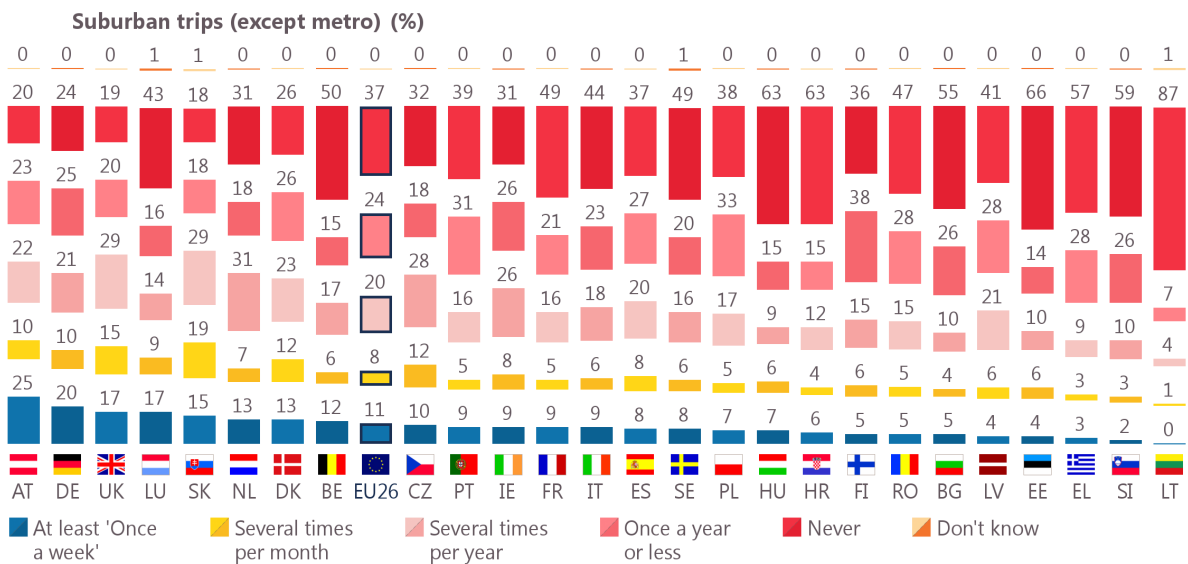
Respondents in Slovakia (19%), the United Kingdom (15%), Denmark and the Czech Republic (both 12%), Austria and Germany (both 10%) are the most likely to use suburban rail several times a month.

In 10 countries at least one in five respondents take suburban rail trips several times a year, with those in the United Kingdom, Slovakia (both 29%) and the Czech Republic (28%) the most likely to do so.

In 17 countries at least one in five take suburban rail trips once a year or less, and this is particularly the case for respondents in Finland (38%), Poland (33%) and Portugal (31%).

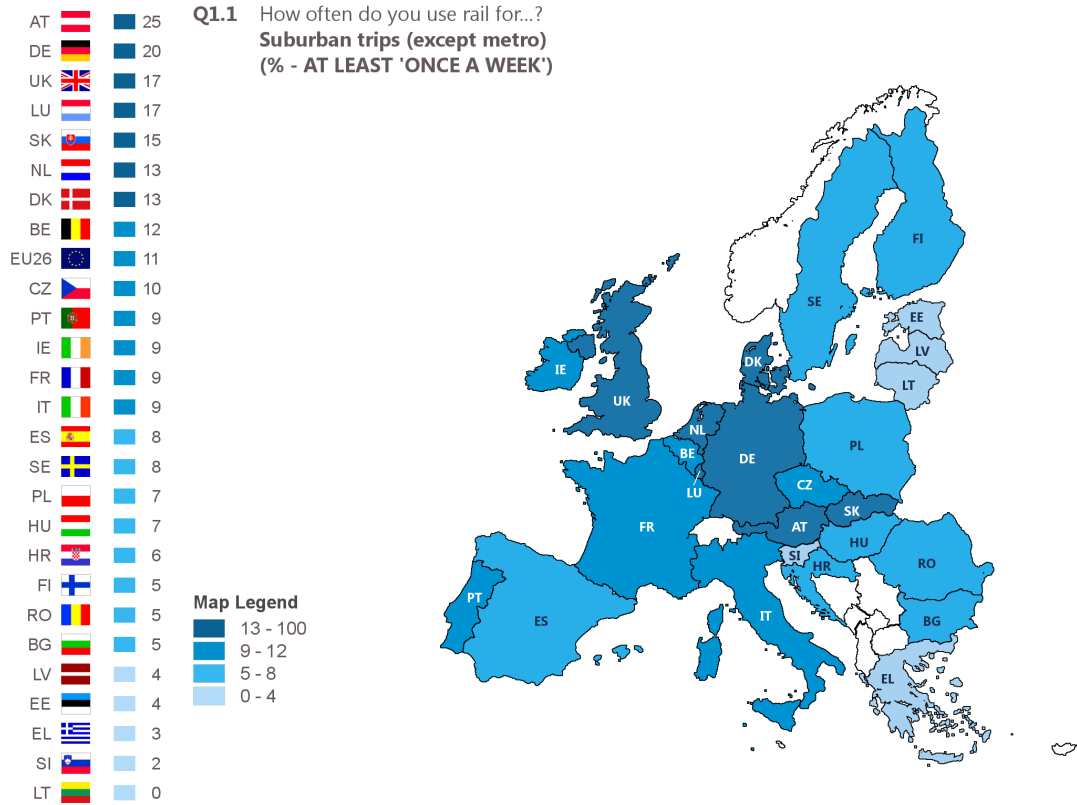
Respondents in Lithuania are much more likely than those in other countries to say they never take suburban rail trips (87%), followed by 66% in Estonia and 63% in Hungary and Croatia. Overall there are eight countries where at least half never take suburban rail trips.

**Q1.1** How often do you use rail for...?



Base: all respondents (n=25,537)

The map illustrates respondents living in countries in the central areas of the EU are the generally more likely to take suburban rail trips at least once a week.



Base: all respondents (n=25,537)

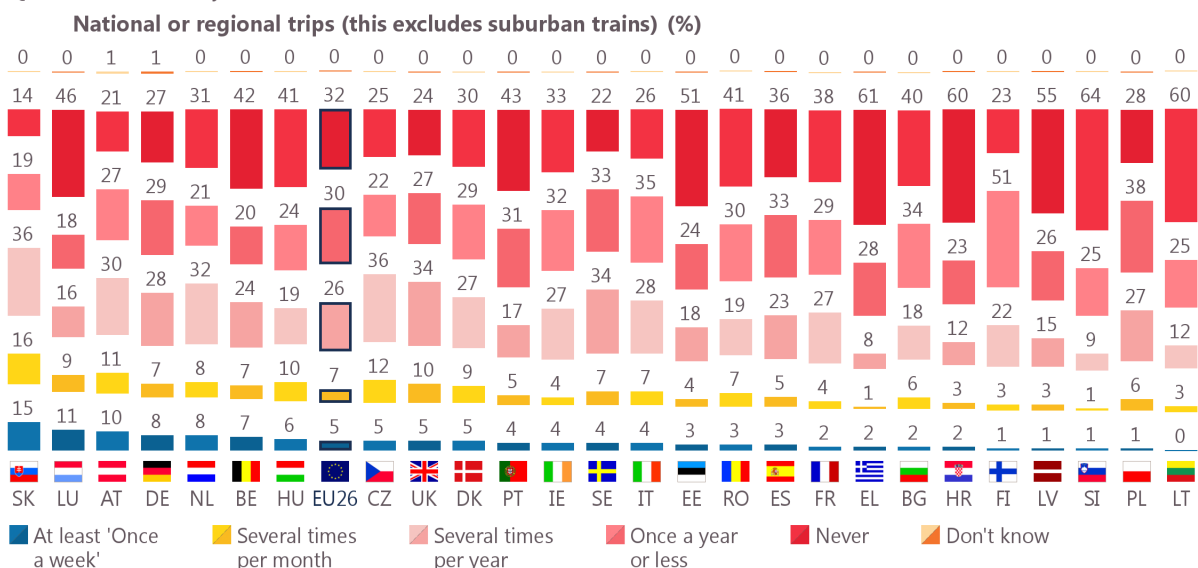
Fewer than one in five respondents in any country make **national or regional rail trips** weekly, with those in Slovakia (15%), Luxembourg (11%) and Austria (10%) the most likely to do so. At the other end of the scale, no respondents in Lithuania (0%) and 1% in Poland, Slovenia, Latvia and Finland also make these trips at least once a week.

Respondents in Slovakia (16%), the Czech Republic (12%), Austria (11%), Hungary and the United Kingdom (both 10%) are the most likely to make national or regional rail trips several times per month.

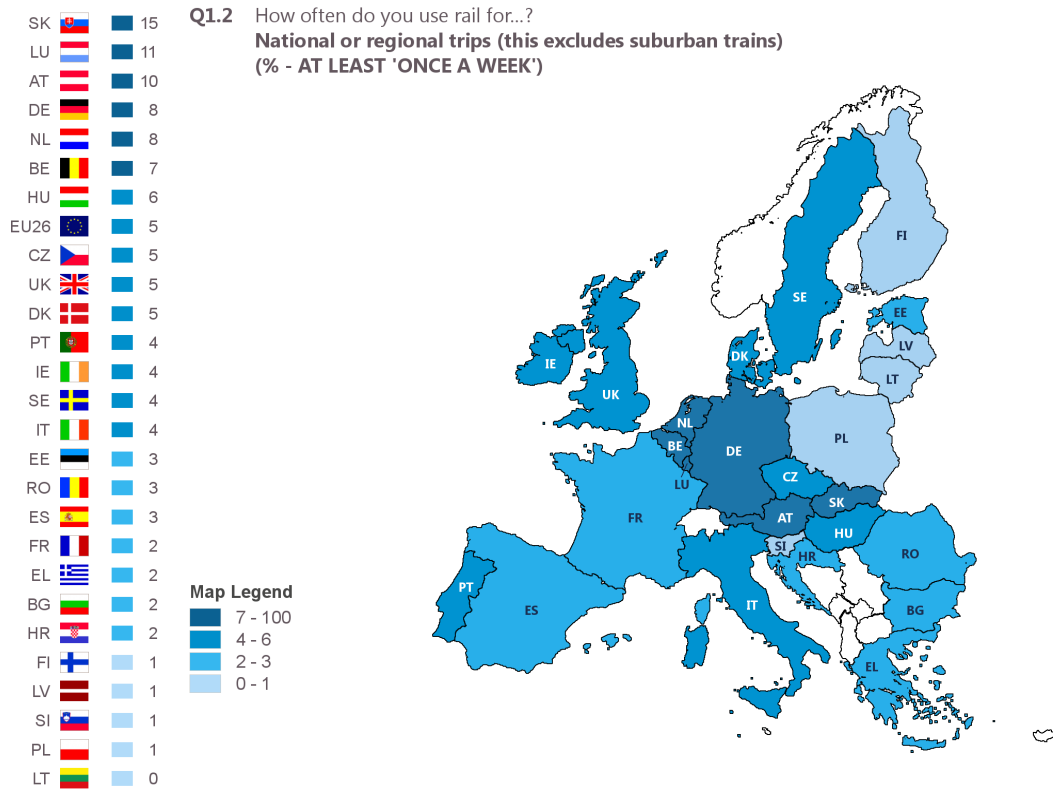
At least one third of respondents in Slovakia, the Czech Republic (both 36%), the United Kingdom and Sweden (both 34%) make these rail trips several times per year, while those in Finland (51%), Poland (38%) and Italy (35%) are the most likely to do so once a year or less.

There are six countries where at least half never make regional or national trips by rail: Slovenia (64%), Greece (61%), Lithuania, Croatia (both 60%), Latvia (55%) and Estonia (51%).

**Q1.2** How often do you use rail for...?



As was the case for suburban rail travel, it is respondents living in countries in central areas of the EU who are the most likely to make national or regional rail trips at least once a week.



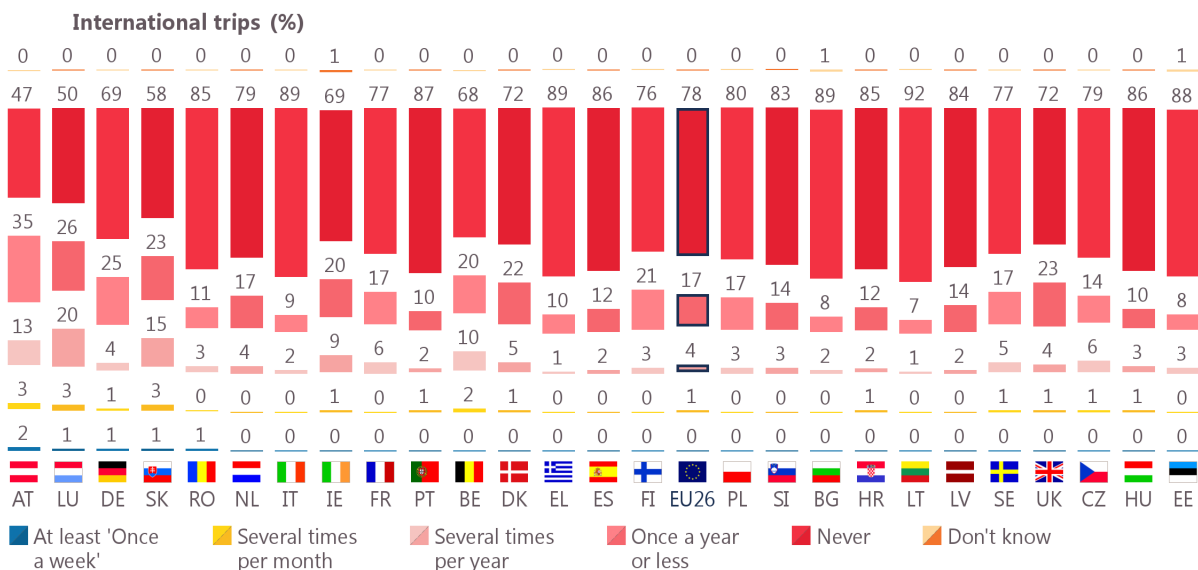
Base: all respondents (n=25,537)

Austria (2%), Luxembourg, Denmark, Slovakia and Romania (all 1%) are the only countries where respondents make **international rail trips** at least once a week, while those in Austria, Luxembourg and Slovakia (all 3%) are the most likely to do so several times a month.

Respondents in Luxembourg (20%), Slovakia (15%), Austria (13%) and Belgium (10%) are the most likely to make international rail trips several times a year, while those in Austria (35%), Luxembourg (26%) and Germany (25%) are the most likely to do so once a year or less.

In 20 countries at least seven in ten respondents never make international rail trips, with those in Lithuania (92%), Greece, Bulgaria, Italy (all 89%), Estonia (88%) and Portugal (87%) the most likely to say this.

**Q1.3** How often do you use rail for...?

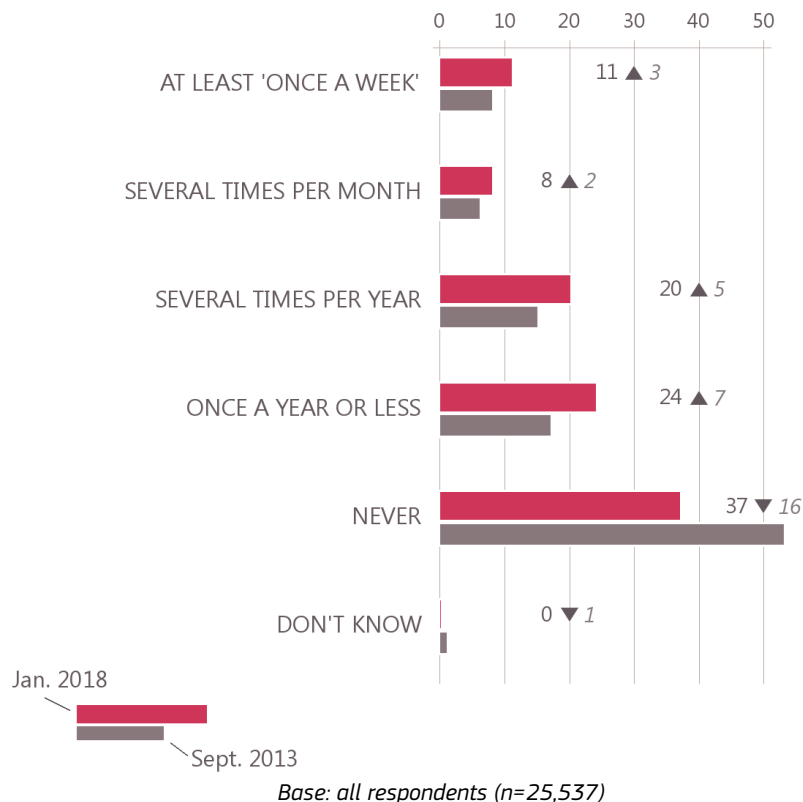


Base: all respondents (n=25,537)



Looking at the evolution of **suburban rail travel**,<sup>6</sup> respondents are much more likely to travel by suburban train than they were in 2013<sup>7</sup>, with a 16 percentage point decrease in the proportion who say they never use rail for suburban trips. The largest increases are among occasional travellers, with a seven-point increase in the proportion of those who use suburban trains once a year or less, and a five-point increase in the proportion of those who use suburban trains several times per year.

**Q1.1** How often do you use rail for suburban trips (except metro)?  
(% - EU26)






























<sup>6</sup> It should be noted that the wording of the question changed compared to the survey conducted in 2013. In EB Flash survey 382a, the question was formulated "How often do you travel by suburban trains?" (question Q1.1).

<sup>7</sup> Throughout the report, all comparisons with results from 2013 refer to the EB Flash survey 382a, available under <http://ec.europa.eu/commfrontoffice/publicopinion/index.cfm/Survey/getSurveyDetail/instruments/FLASH/surveyKy/1111/p/2>

Respondents in almost all countries are now considerably more likely to make suburban train trips than they were in 2013 – only respondents in Lithuania (+12 pp) and Sweden (+2 pp) are now more likely to say they never make train trips. The most notable changes include:

- Austria is the Member State where it most increased the proportion of respondents saying they take suburban trains at least once a week (25%, +10 pp); other significant increases were observed in Luxembourg, Slovakia and the United Kingdom (+8pp in all three)
- Slovakia is the Member State where it most increased the proportion of respondents taking suburban trains several times a month (19%, +13 pp).
- Slovakia is also the Member State where it most increased the proportion of respondents who take suburban trains several times per year (29%, +16 pp); other significant increases were observed in Czech Republic (28%, +13 pp) and in Romania (15%, + 10%).
- In Romania it was observed the highest increase in the proportion of respondents who take suburban trains once a year or less (28%, +18 pp; other significant increases were observed in (33%, +17 pp) and Bulgaria (26%, +15 pp).

**Q1.1** How often do you use rail for suburban trips (except metro)?  
(%)

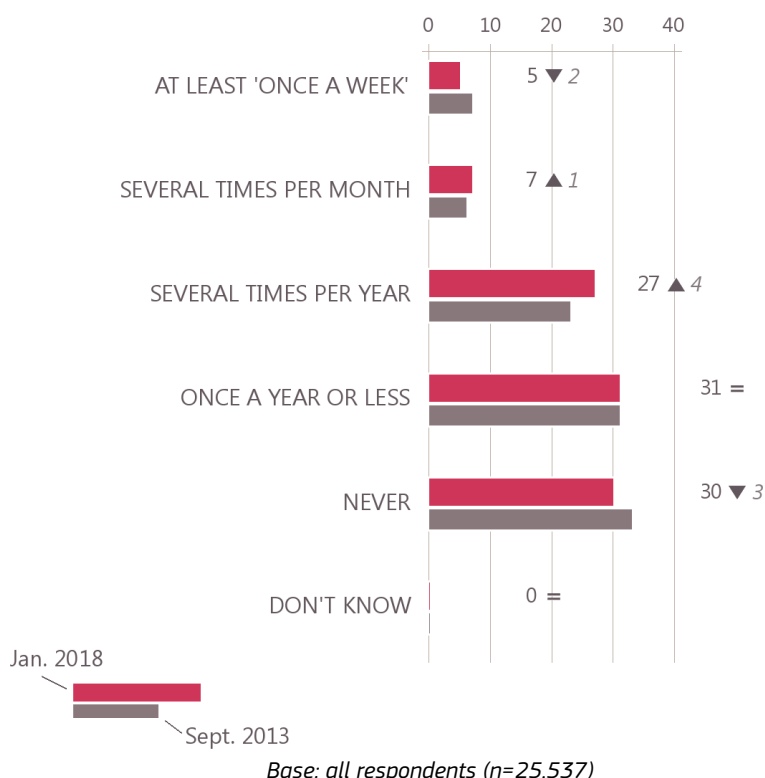
		At least 'Once a week'	Jan. 2018 - Sept. 2013	Several times per month	Jan. 2018 - Sept. 2013	Several times per year	Jan. 2018 - Sept. 2013	Once a year or less	Jan. 2018 - Sept. 2013	Never	Jan. 2018 - Sept. 2013	Don't know
EU26		11	▲ 3	8	▲ 2	20	▲ 5	24	▲ 7	37	▼ 16	0
AT		25	▲ 10	10	▲ 1	22	▲ 4	23	▲ 8	20	▼ 23	0
LU		17	▲ 8	9	▲ 3	14	=	16	▲ 9	43	▼ 20	1
UK		17	▲ 8	15	▲ 5	29	▲ 7	20	▲ 1	19	▼ 20	0
SK		15	▲ 8	19	▲ 13	29	▲ 16	18	▲ 7	18	▼ 44	1
DE		20	▲ 6	10	▲ 2	21	▲ 2	25	▲ 4	24	▼ 14	0
IT		9	▲ 5	6	▲ 1	18	▲ 7	23	▲ 7	44	▼ 19	0
PL		7	▲ 4	5	▲ 1	17	▲ 4	33	▲ 17	38	▼ 25	0
BG		5	▲ 4	4	▲ 2	10	▲ 4	26	▲ 15	55	▼ 24	0
NL		13	▲ 3	7	=	31	▼ 1	18	▲ 1	31	▼ 2	0
HU		7	▲ 3	6	▲ 4	9	▲ 1	15	▲ 5	63	▼ 12	0
HR		6	▲ 3	4	=	12	▲ 3	15	▲ 4	63	▼ 9	0
RO		5	▲ 3	5	▲ 3	15	▲ 10	28	▲ 18	47	▼ 20	0
BE		12	▲ 2	6	▲ 3	17	▲ 2	15	▲ 3	50	▼ 9	0
CZ		10	▲ 2	12	▲ 3	28	▲ 13	18	▲ 7	32	▼ 25	0
IE		9	▲ 2	8	▲ 2	26	▲ 3	26	▲ 6	31	▼ 13	0
FR		9	▲ 2	5	=	16	▲ 5	21	▲ 8	49	▼ 15	0
PT		9	▲ 2	5	▼ 1	16	▲ 5	31	▲ 8	39	▼ 14	0
DK		13	▲ 1	12	▼ 1	23	▲ 2	26	▲ 9	26	▼ 11	0
EE		4	▲ 1	6	▲ 4	10	▲ 4	14	▲ 6	66	▼ 14	0
EL		3	=	3	▼ 1	9	▼ 3	28	▲ 11	57	▼ 7	0
ES		8	▼ 1	8	▼ 1	20	▲ 4	27	▲ 10	37	▼ 12	0
SE		8	▼ 1	6	▼ 1	16	▲ 1	20	▼ 2	49	▲ 2	1
FI		5	▼ 1	6	=	15	▼ 1	38	▲ 12	36	▼ 10	0
LV		4	▼ 2	6	▼ 5	21	▲ 4	28	▲ 9	41	▼ 6	0
LT		0	▼ 2	1	▼ 2	4	▼ 2	7	▼ 6	87	▲ 12	1
SI		2	▼ 10	3	=	10	▼ 1	26	▲ 14	59	▼ 2	0

Base: all respondents (n=25,537)

The combined results for **regional/national and international travel that is, of question Q1.2 and Q1.3**, show that 5% of respondents make this kind of train trip at least once a week, while 7% do so several times a month. More than one quarter make regional/national or international train trips several times per year (27%) while 31% make them less often. Three in ten (30%) never make regional/national or international train trips.

The results are generally stable since 2013, although there has been a slight (4 pp) increase in the proportion making regional/national or international train trips several times per year.

**Q1.2r** How often do you use rail for regional, national or international trips (this excludes suburban trains)? (% - EU26)



Respondents in Slovakia (15%), Austria and Luxembourg (both 11%) are most likely to say that say use rail for regional, national or international trips at least once a week. On the other hand, more than half living in Slovenia (59%), Lithuania (58%), Greece (57%) and Croatia (56%) never use the train for such trips.

Changes in regional, national or international train travel are generally small, although respondents in Slovakia (-26 pp), Estonia (-15 pp) and Spain (-10 pp) are now considerably less likely to say they never make regional/national or international train trips, while those in Slovenia are now considerably more likely to say they never make these kinds of trips.

**Q1.2r** How often do you use rail for regional, national or international trips (this excludes suburban trains)?  
(%)

		At least 'Once a week'		Several times per month		Several times per year		Once a year or less		Never		Don't know
		Jan. 2018 - Sept. 2013		Jan. 2018 - Sept. 2013		Jan. 2018 - Sept. 2013		Jan. 2018 - Sept. 2013		Jan. 2018 - Sept. 2013		
EU26		5	▼ 2	7	▲ 1	27	▲ 4	31	=	30	▼ 3	0
SK		15	▲ 6	17	▲ 7	37	▲ 19	19	▼ 6	12	▼ 26	0
EE		3	▲ 2	5	=	19	▲ 7	26	▲ 6	46	▼ 15	1
PT		4	▲ 1	5	=	18	▲ 2	32	▼ 1	41	▼ 1	0
ES		3	▲ 1	5	=	23	▲ 7	34	▲ 2	35	▼ 10	0
HR		3	▲ 1	3	▼ 3	13	▼ 2	25	▲ 6	56	▼ 1	0
LV		2	▲ 1	3	▼ 1	15	▲ 1	30	▼ 3	50	▲ 2	0
SE		5	=	8	▲ 2	34	▲ 6	34	▼ 4	19	▼ 4	0
IE		4	=	4	▼ 3	31	▲ 2	34	▲ 1	26	▼ 1	1
RO		4	=	7	▲ 2	19	▼ 2	30	▼ 3	40	▲ 3	0
EL		2	=	1	▼ 2	9	▼ 1	31	▲ 2	57	▲ 1	0
DE		9	▼ 1	7	▲ 1	29	▲ 1	30	▼ 6	25	▲ 5	0
IT		5	▼ 1	7	▲ 1	28	▲ 8	35	▼ 2	25	▼ 6	0
BG		2	▼ 1	6	=	18	▼ 3	36	▲ 4	38	=	0
LT		1	▼ 1	3	=	12	▲ 3	26	▲ 7	58	▼ 8	0
AT		11	▼ 2	12	▲ 5	30	▼ 2	29	▲ 3	18	▼ 4	0
BE		8	▼ 2	8	▲ 1	26	▲ 1	22	▼ 6	36	▲ 6	0
HU		6	▼ 2	10	▼ 1	20	▼ 3	24	▼ 1	40	▲ 7	0
DK		5	▼ 2	9	▲ 2	28	=	32	▲ 1	26	▼ 1	0
UK		5	▼ 2	11	=	35	▲ 7	27	=	22	▼ 5	0
PL		2	▼ 2	6	▲ 2	27	▲ 5	39	▲ 4	26	▼ 8	0
FI		1	▼ 2	3	▼ 1	23	▼ 3	52	▲ 8	21	▼ 2	0
NL		7	▼ 4	8	▲ 1	33	▲ 3	23	▲ 3	29	▼ 3	0
LU		11	▼ 5	10	▲ 1	26	▼ 1	24	▲ 9	29	▼ 4	0
FR		2	▼ 5	5	=	28	▲ 5	29	▲ 1	36	▼ 1	0
CZ		5	▼ 7	12	▲ 3	36	▲ 10	22	▼ 1	25	▼ 5	0
SI		1	▼ 11	1	▼ 3	10	▼ 6	29	▲ 7	59	▲ 13	0

Base: all respondents (n=25,537)

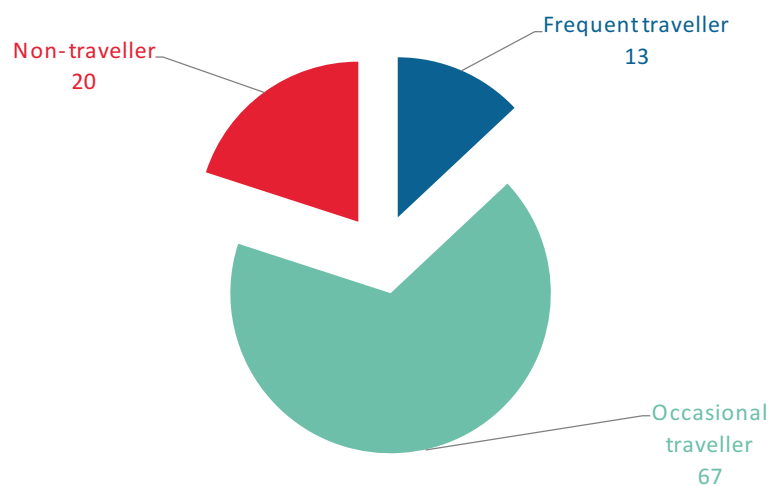
### **Classification of respondents by frequency in which they use rail services**

Using the overall results of question Q1, respondents were split into three groups:

- Frequent travellers: respondents who take suburban and/or regional/national and/or international trains at least once a week;
- Occasional travellers: those who take who take suburban and/or regional/national and/or international trains less than once a week;
- Non-travellers: those who never use trains.

Four out of five European say they travel by rail. Most respondents (67%) are occasional travellers. More than one in ten (13%) are frequent travellers, while one in five (20%) never take trains.

**Q1T** How often do you use rail for suburban and/or national/regional and/or international trips?  
(% - EU26)



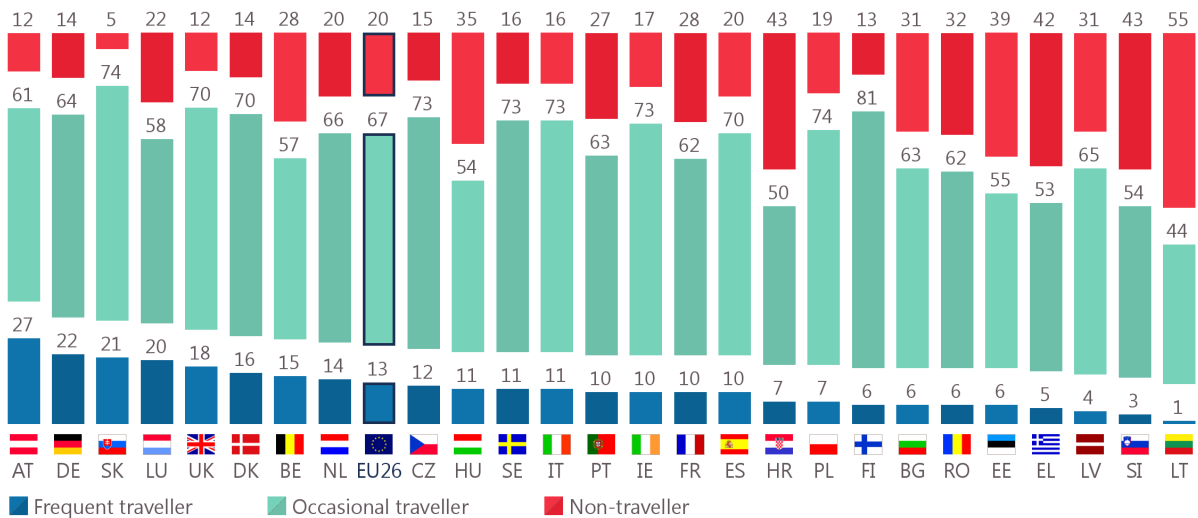
*Base: all respondents (n=25,537)*

The highest proportion of frequent travellers can be found in Austria (27%), Germany (22%) and Slovakia (21%), and the lowest in Lithuania (1%), Slovenia (3%) and Latvia (4%).

In all but one country, at least half of all respondents are occasional travellers, with those in Finland (81%), Poland and Slovakia (both 74%) the most likely to fall into this category. The exception is Lithuania (44%).

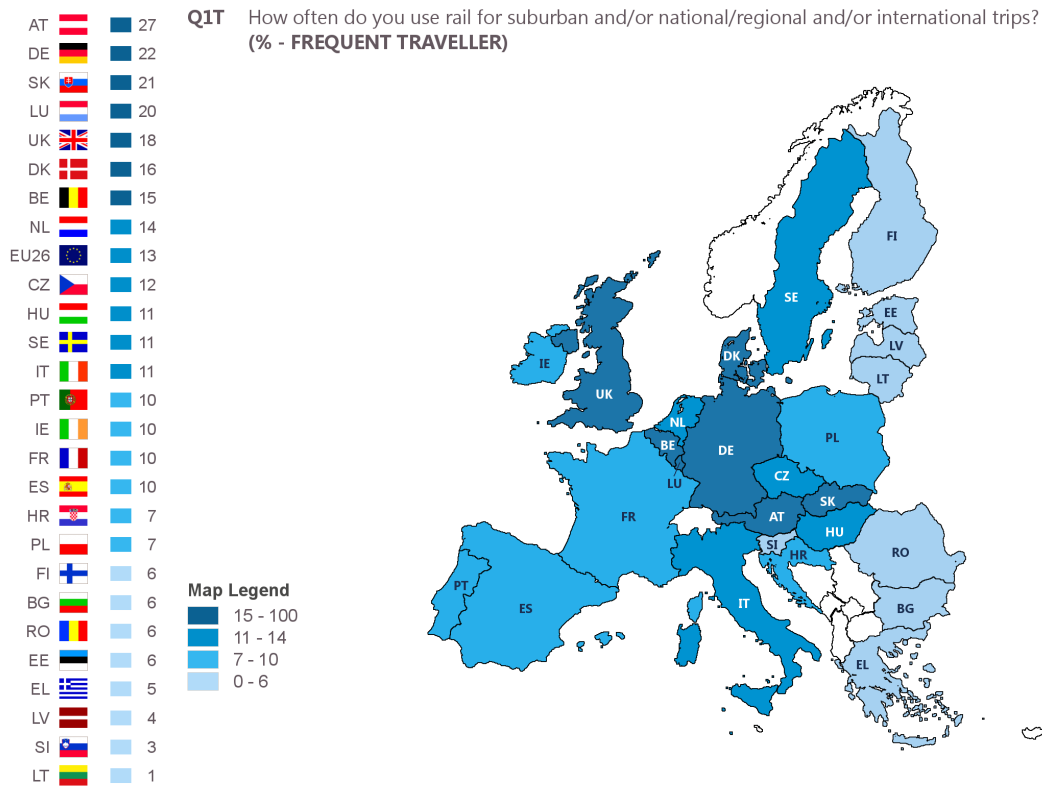
More than half of all respondents in Lithuania are non-travellers (55%), followed by 43% in Slovenia and Croatia and 42% in Greece.

**Q1T** How often do you use rail for suburban and/or national/regional and/or international trips? (%)



Base: all respondents (n=25,537)

The map illustrates that frequent travellers are most likely to be found in countries in central areas of the EU and in the United Kingdom.



Base: all respondents (n=25,537)







The **socio-demographic analysis** shows the following:

- The younger the respondent, the more likely they are to be a frequent traveller, and the less likely they are to be a non-traveller. Those aged 25+ (66%-69%) are more likely to be occasional travellers than those aged 15-24 (60%).
- The longer a respondent remained in education, the more likely they are to be a frequent or occasional traveller and the less likely they are to say that they never use train services. For example, 57% who completed their education aged 15 or younger are occasional travellers, compared to 64% of those who completed aged 16-19, and 72% of those who completed aged 20+.
- The more urbanised a respondent's environment, the more likely they are to be a frequent or occasional traveller.
- The self-employed (71%) and employees (70%) are more likely to be occasional travellers than manual workers or those who are not working (both 64%). Manual workers and those who are not working are the most likely to be non-travellers.
- Respondents who mainly travel to and from work are most likely to be frequent travellers (60%), while those who travel for business trips (88%), holidays (95%) or other leisure activities (92%) are most likely to be occasional travellers.

**Q1T** How often do you use rail for suburban and/or national/regional and/or international trips?

(%)

	Frequent traveller	Occasional traveller	Non-traveller
EU26	13	67	20
 <b>Age</b>			
15-24	30	60	10
25-39	14	69	17
40-54	12	68	20
55+	8	66	26
 <b>Education (End of)</b>			
15-	7	57	36
16-19	11	64	25
20+	12	72	16
Still studying	32	60	8
 <b>Subjective urbanisation</b>			
Rural village	10	63	27
Small/mid size town	13	69	18
Large town	16	67	17
 <b>Respondent occupation scale</b>			
Self-employed	11	71	18
Employee	15	70	15
Manual workers	12	64	24
Not working	12	64	24
<b>Reason for travel</b>			
Work	60	40	0
Business	12	88	0
Holidays	5	95	0
Leisure	8	92	0

Base: all respondents (n=25,537)

## 2 Main purpose of train trips

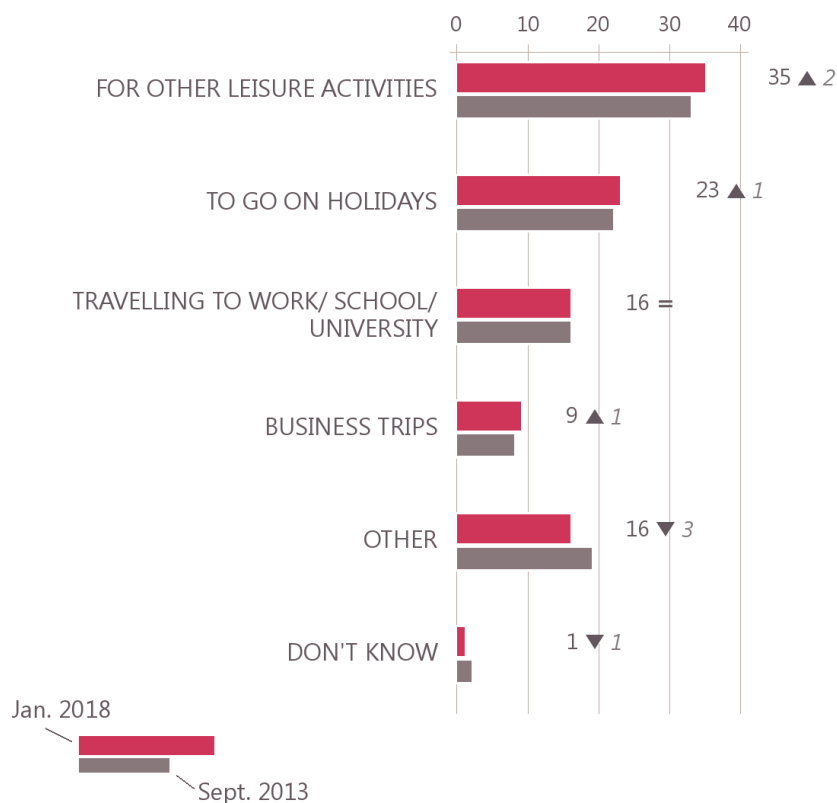
Respondents who use rail for suburban, national/regional or international trips were asked the most frequent purpose of their train trips<sup>8</sup>.

### The most likely purpose of respondents for travelling by train are to go on holidays or to other leisure activities

Just over one third say that the most frequent purpose of their rail trips are for other leisure activities (35%), while 23% say it is to go on holidays. Fewer than one in five say the most frequent purpose of their trip is travelling to work/school or university (16%), while 9% mention business trips. More than one in ten mention other purposes (16%).

The results have remained stable since 2013.

Q2 What is the most frequent purpose of your trips by train?  
(% - EU26)



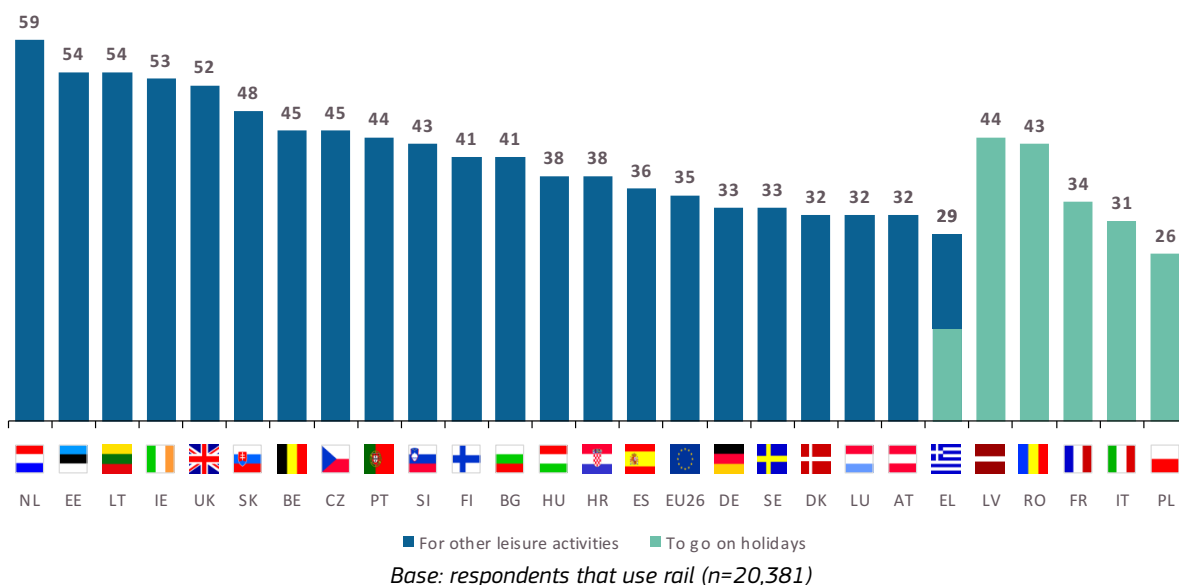
Base: respondents that use rail (n=20,381)

<sup>8</sup> Q2 What is the most frequent purpose of your trips by train? NB the question has been slightly modified since 2013 when it asked What is the most frequent purpose of your trips by train in (OUR OCOUNTRY)

Across all the 26 countries surveyed, respondents in Latvia (44%), Romania (43%) and France (34%) are the most likely to mention **to go in holiday** as their most frequent purpose for rail trips, compared to 8% in the Netherlands, 9% in the United Kingdom and 10% in Hungary.

In 20 countries, **other leisure activities** is the most frequent purpose for rail trips mentioned by respondents, while in five countries it is to go on holidays. In Greece these two reasons are equally mentioned (both 29%).

Q2 What is the most frequent purpose of your trips by train?  
(% - THE MOST MENTIONED ANSWER BY COUNTRY)






























In all but one country **other leisure activities** is one of the three most frequent reasons for rail travel, and in 21 countries it is the most mentioned reason. At least half of rail travellers in the Netherlands (59%), Estonia, Lithuania (both 54%), Ireland (53%) and the United Kingdom (52%) say this is the most frequent reason for their rail travel, compared to 10% in Latvia, 18% in Romania and 21% in France.

There are six countries where respondents are most likely to say that **going on holidays** is their most frequent reason for rail travel: Latvia (44%), Romania (43%), France (34%), Italy (31%), Greece (29%) and Poland (26%). Across all 26 countries, respondents in Latvia, Romania and France are the most likely to mention holidays as the most frequent purpose for rail trips, compared to 8% in the Netherlands, 9% in the United Kingdom and 10% in Hungary. Going on holidays is one of the three most mentioned reasons for rail travel in all countries.

In 23 countries, **travelling to work/school/university** is one of the three most frequent reasons for rail travel. At least one in five respondents in Luxembourg, Austria (both 23%), Belgium, Hungary and the Netherlands (all 20%) give this as the most frequent purpose of their trips, compared to 6% in Lithuania and Romania and 9% in Poland.

Respondents in Sweden, Italy (both 15%), Latvia (14%) and Poland (13%) are the most likely to mention **business trips** as the most frequent purpose of rail travel, compared to 3% in Hungary. Business trips is one of the three most mentioned reasons in Italy, Latvia, Poland, Greece (12%), Germany (10%) and Lithuania (7%).

**Q2** What is the most frequent purpose of your trips by train?  
(%)

		For other leisure activities	To go on holidays	Travelling to work/ school/ university	Business trips	Other	Don't know	
EU26		35	23	16	9	16	1	
BE		45	18	20	6	9	2	
BG		41	26	12	7	13	1	
CZ		45	11	12	8	22	2	
DK		32	16	19	10	22	1	
DE		33	19	19	10	17	2	
EE		54	12	16	4	14	0	
IE		53	16	12	7	10	2	
EL		29	29	10	12	18	2	
ES		36	29	16	4	14	1	
FR		21	34	19	8	16	2	
HR		38	13	16	11	22	0	
IT		29	31	12	15	13	0	
LV		10	44	11	14	20	1	
LT		54	14	6	7	18	1	
LU		32	18	23	8	18	1	
HU		38	10	20	3	28	1	
NL		59	8	20	4	9	0	
AT		32	17	23	9	17	2	
PL		23	26	9	13	27	2	
PT		44	14	18	4	19	1	
RO		18	43	6	5	27	1	
SI		43	21	17	5	12	2	
SK		48	14	19	7	12	0	
FI		41	27	13	5	13	1	
SE		33	19	17	15	15	1	
UK		52	9	19	8	11	1	
		1st MOST FREQUENTLY MENTIONED ITEM						
		2nd MOST FREQUENTLY MENTIONED ITEM						
		3rd MOST FREQUENTLY MENTIONED ITEM						

Base: respondents that use rail (n=20,381)

Changes since 2013 are generally small, although there are some exceptions:

- Respondents in Bulgaria (+14 pp) and Lithuania (+13 pp) are now more likely to say that *other leisure activities* is the most frequent purpose of their train trips.
- Respondents in Romania (+11 pp) and Greece (+9 pp) are now more likely to say that the main reason for their rail trips is mainly *to go on holidays*.
- Those in Austria are now more likely to mention *travelling to and from work* (+7 pp), while those in Belgium are now less likely to do so (-9 pp).

Q2 What is the most frequent purpose of your trips by train?  
(%)

		For other leisure activities		To go on holidays		Travelling to work/ school/ university		Business trips		Other		Don't know
		Jan. 2018 - Sept. 2013		Jan. 2018 - Sept. 2013		Jan. 2018 - Sept. 2013		Jan. 2018 - Sept. 2013		Jan. 2018 - Sept. 2013		
EU26		35	▲ 2	23	▲ 1	16	=	9	▲ 1	16	▼ 3	1
BE		45	=	18	▲ 5	20	▼ 9	6	▲ 4	9	▼ 1	2
BG		41	▲ 14	26	▼ 2	12	=	7	▼ 1	13	▼ 8	1
CZ		45	▼ 6	11	▲ 5	12	▼ 3	8	▲ 2	22	▲ 2	2
DK		32	▼ 4	16	▼ 1	19	=	10	▲ 4	22	▲ 1	1
DE		33	▼ 3	19	▼ 1	19	▲ 4	10	▲ 1	17	=	2
EE		54	=	12	▼ 1	16	▲ 5	4	=	14	▲ 1	0
IE		53	▼ 2	16	▲ 3	12	=	7	=	10	=	2
EL		29	=	29	▲ 9	10	▼ 4	12	▼ 1	18	=	2
ES		36	▲ 9	29	▲ 2	16	▼ 4	4	=	14	▼ 7	1
FR		21	▼ 3	34	▲ 4	19	▲ 2	8	▲ 3	16	▼ 7	2
HR		38	▼ 2	13	▲ 2	16	=	11	▲ 2	22	▲ 2	0
IT		29	▲ 1	31	▲ 1	12	▲ 2	15	▲ 2	13	▼ 3	0
LV		10	▲ 3	44	▲ 7	11	=	14	▲ 4	20	▼ 12	1
LT		54	▲ 13	14	▲ 1	6	▼ 3	7	▲ 2	18	▼ 8	1
LU		32	▼ 7	18	▲ 7	23	▼ 1	8	▲ 4	18	▼ 3	1
HU		38	▲ 8	10	▼ 1	20	=	3	▲ 1	28	▼ 4	1
NL		59	▲ 3	8	▲ 3	20	▼ 4	4	▼ 2	9	=	0
AT		32	▼ 6	17	▼ 3	23	▲ 7	9	▲ 1	17	▲ 3	2
PL		23	▲ 1	26	▼ 5	9	▼ 1	13	▲ 1	27	▲ 5	2
PT		44	▲ 3	14	▲ 2	18	▼ 5	4	=	19	▼ 1	1
RO		18	▼ 1	43	▲ 11	6	▼ 4	5	▼ 4	27	▼ 1	1
SI		43	▲ 8	21	▼ 1	17	▼ 4	5	▼ 3	12	▲ 2	2
SK		48	▲ 4	14	▲ 1	19	=	7	▲ 2	12	▼ 4	0
FI		41	▲ 1	27	▼ 1	13	▼ 1	5	▼ 1	13	▲ 4	1
SE		33	▲ 3	19	▼ 2	17	=	15	=	15	▲ 2	1
UK		52	▲ 8	9	▼ 2	19	▲ 3	8	▼ 1	11	▼ 8	1

Base: respondents that use rail (n=20,381)





The **socio-demographic analysis** shows the following:

- Men are more likely to mention business trips as the most frequent purpose for travelling by train (13% vs 5% of women).
- Those aged 15-24 are much more likely than older age groups to mention travelling to work/school/university (41% vs 5%-19%). Those aged 55+ are the most likely to mention other leisure activities (39% vs 31%-35%), while respondents aged 25-54 are the most likely to mention business trips (13%-15% vs 2%).
- Those who are still studying the most likely to mention travelling to work/school/university (43% vs 4%-15%), while those who completed aged 20+ are the most likely to mention business trips (13% vs 2%-6%).

Manual workers (26%) and those not working (25%) are the most likely to say going on holidays (25%-26% vs 19%-20%). Employees are the most likely to give travelling to work/school/university as the most frequent purpose of train travel (21% vs 12%-15%), while the self-employed are the most likely to mention business trips (22% vs 2%-14%).

- Respondents who travel frequently are the most likely to mention travelling to work/school/university (60% vs 0%-8%), whilst occasional travellers are the most likely to mention other leisure activities (39% vs 0%-17%) or going on holidays (26% vs 0%-7%).

**Q2** What is the most frequent purpose of your trips by train?  
(%)

	Travelling to work/ school/ university	Business trips	To go on holidays	For other leisure activities
EU26	16	9	23	35
 <b>Sex</b>				
Male	18	13	21	33
Female	15	5	24	37
 <b>Age</b>				
15-24	41	2	20	31
25-39	19	13	21	35
40-54	16	15	22	31
55+	5	5	25	39
 <b>Education (End of)</b>				
15-	4	3	26	38
16-19	12	6	23	39
20+	15	13	22	34
Still studying	43	2	20	29
 <b>Respondent occupation scale</b>				
Self-employed	15	22	19	30
Employee	21	14	20	33
Manual workers	15	6	26	33
Not working	12	2	25	38
<b>Travel frequency</b>				
Frequent traveller	60	6	7	17
Occasional traveller	8	9	26	39
Non-traveller	0	0	0	0

Base: respondents that use rail (n=20,381)



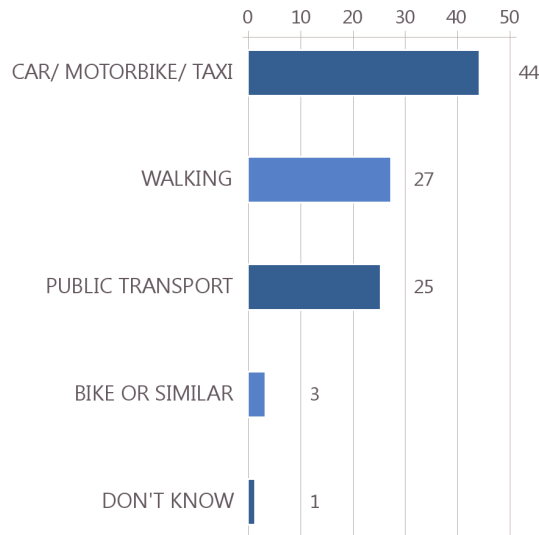
### 3 Getting to the railway station

Respondents who make suburban, national/regional or international rail trips were asked about the mode of transport they most often use to get from home to the railway station<sup>9</sup>.

#### **Cars, motorbikes or taxis are the most common means respondents use to get from home to the railway station**

Respondents who make suburban, national/regional or international rail trips are most likely to get from home to the railway station by car, motorbike or taxi (44%). Just over one quarter walk (27%), while 25% use public transport. Fewer than one in twenty use a bike or similar (3%).

**Q3** How do you usually get from your home to the railway station? If you go to several railway stations, please think of the one you most often go to.  
(% - EU26)



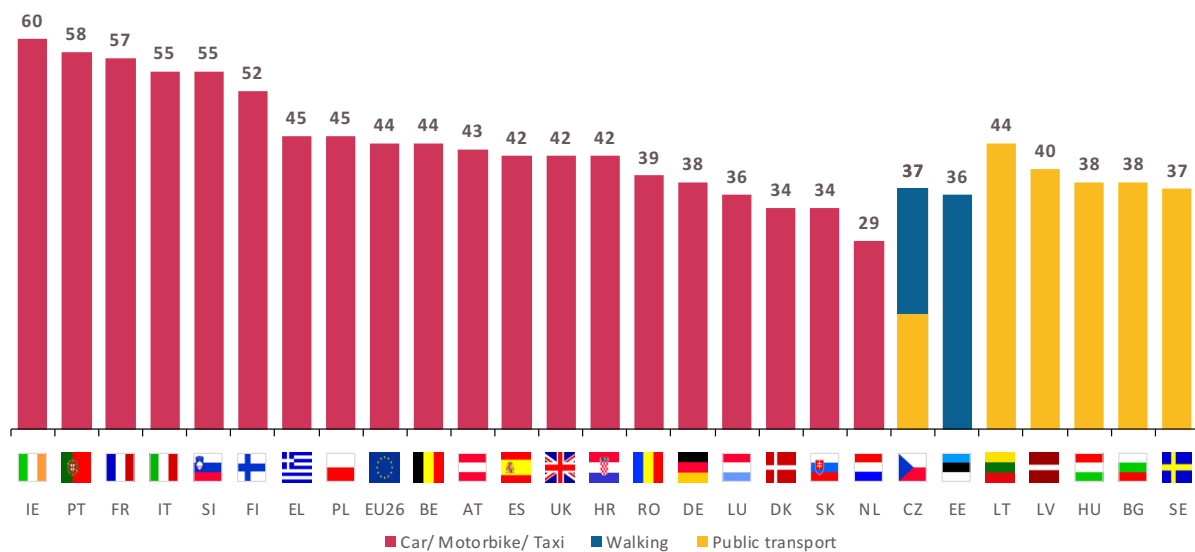
Base: respondents that use rail (n=20,381)

<sup>9</sup> Q3 How do you usually get from your home to the railway station? If you go to several railway stations, please think of the one you most often go to

In 19 countries, a **car, motorbike or taxi** is the most mentioned form of transport from home to the station. In five countries **public transport** is most likely to be used, while in Estonia respondents are most likely to **walk**. In the Czech Republic respondents are equally likely to mention walking and public transport.

**Q3** How do you usually get from your home to the railway station? If you go to several railway stations, please think of the one you most often go to.

(% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: respondents that use rail (n=20,381)




























In every country, at least one in five respondents get from home to the railway station by **car, motorbike or taxi**, and in six countries at least half do so: Ireland (60%), Portugal (58%), France (57%), Italy, Slovenia (55%) and Finland (52%). At the other end of the scale 21% in Latvia, 23% in the Czech Republic and 27% in Hungary say the same. This is the most mentioned form of transport by respondents in 19 countries.

The Czech Republic (37% - equal first with public transport) and Estonia (36%) are the only countries where respondents are most likely to **walk** to the station, although this is also widely mentioned in the United Kingdom (38%) and Latvia (37%). This compares to 16% in Lithuania, 17% in France and 18% in Finland.

Respondents in Lithuania (44%), Latvia (40%), Bulgaria and Hungary (both 38%) are the most likely to use **public transport** to get from home to the railway station from home, while those in Slovenia (12%), Ireland (15%), Portugal and the United Kingdom (both 18%) are the least likely to do so.

The Netherlands (27%), Denmark (15%) and Belgium (11%) are the only countries where at least one in ten use a **bike or similar** to get from home to the railway station.

**Q3** How do you usually get from your home to the railway station? If you go to several railway stations, please think of the one you most often go to.  
(%)

		Car/ Motorbike/ Taxi	Walking	Public transport	Bike or similar	Don't know
EU26		44	27	25	3	1
BE		<b>44</b>	20	25	<i>11</i>	0
BG		28	32	<b>38</b>	<i>1</i>	1
CZ		23	<b>37</b>	<b>37</b>	<i>2</i>	1
DK		<b>34</b>	29	21	<i>15</i>	1
DE		<b>38</b>	31	25	<i>5</i>	1
EE		31	<b>36</b>	31	<i>1</i>	1
IE		<b>60</b>	22	15	<i>1</i>	2
EL		<b>45</b>	19	35	<i>0</i>	1
ES		<b>42</b>	33	24	<i>0</i>	1
FR		<b>57</b>	17	24	<i>1</i>	1
HR		<b>42</b>	30	22	<i>5</i>	1
IT		<b>55</b>	21	22	<i>2</i>	0
LV		21	37	<b>40</b>	<i>1</i>	1
LT		37	16	<b>44</b>	<i>0</i>	3
LU		<b>36</b>	34	28	<i>1</i>	1
HU		27	28	<b>38</b>	<i>5</i>	2
NL		<b>29</b>	<i>19</i>	25	<b>27</b>	0
AT		<b>43</b>	23	29	<i>5</i>	0
PL		<b>45</b>	22	32	<i>1</i>	0
PT		<b>58</b>	24	18	<i>0</i>	0
RO		<b>39</b>	22	35	<i>3</i>	1
SI		<b>55</b>	30	12	<i>2</i>	1
SK		<b>34</b>	32	32	<i>2</i>	0
FI		<b>52</b>	18	26	<i>2</i>	2
SE		33	24	<b>37</b>	<i>5</i>	1
UK		<b>42</b>	<b>38</b>	18	<i>1</i>	1

**Highest percentage per country**

*Lowest percentage per country*

Highest percentage per item

Lowest percentage per item

Base: respondents that use rail (n=20,381)

The **socio-demographic analysis** highlights the following:

- Respondents aged 40-54 are the most likely to use a car, motorbike or taxi to get to the station (50% vs 32%-45%), while those aged 15-24 are the most likely to use public transport (30% vs 21%-27%). The younger the respondent, the more likely they are to walk: 33% of the youngest respondents do so, compared to 25% of those aged 40+.
- The less urbanised the respondent, the more likely they are to use a car, motorbike or taxi: 63% in rural villages do so, compared to 27% in large towns. Those in towns are more likely to walk than those in rural villages (29%-32% vs 16%), while those in large towns are the most likely to use public transport (41% v 17%-19%).
- The self-employed are the most likely to use a car, motorbike or taxi (54% vs 39%-47%), while those who are not working are the most likely to use public transport (30% vs 18%-22%).
- Occasional travellers are the most likely to use a car, motorbike or taxi to get from home to the station (48% vs 21%), while frequent travellers are most likely to walk (45%).
- Respondents who travel to and from work are most likely to walk (40% vs 19%-30%), while those who travel for business (59%), holidays (52%) or leisure (41%) are most likely to use a car, motorbike or taxi.

**Q3** How do you usually get from your home to the railway station? If you go to several railway stations, please think of the one you most often go to.

(%)

	Walking	Bike or similar	Car/Motorbike/ Taxi	Public transport
EU26	27	3	44	25
<b>Age</b>				
15-24	33	5	32	30
25-39	29	3	44	24
40-54	25	3	50	21
55+	25	2	45	27
<b>Subjective urbanisation</b>				
Rural village	16	3	63	17
Small/mid size town	32	4	44	19
Large town	29	3	27	41
<b>Respondent occupation scale</b>				
Self-employed	25	3	54	18
Employee	27	4	47	22
Manual workers	31	4	42	22
Not working	27	3	39	30
<b>Travel frequency</b>				
Frequent traveller	45	7	21	27
Occasional traveller	24	2	48	25
Non-traveller	0	0	0	0
<b>Reason for travel</b>				
Work	40	7	31	22
Business	19	2	59	20
Holidays	17	1	52	29
Leisure	30	4	41	25

Base: respondents that use rail (n=20,381)

## II. SATISFACTION WITH RAIL SERVICES AND THEIR IMPORTANCE

This section of the report explores respondents' satisfaction with rail services and train stations, including getting information or tickets, handling complaints. The importance of these aspects will also be considered. Finally, an overall picture of satisfaction will be given using a satisfaction index.

### 1 Satisfaction with rail services and train stations

#### a. Getting information

**The majority are satisfied with both the provision of information about train timetables and platforms, and about information on connections with other forms of transport**

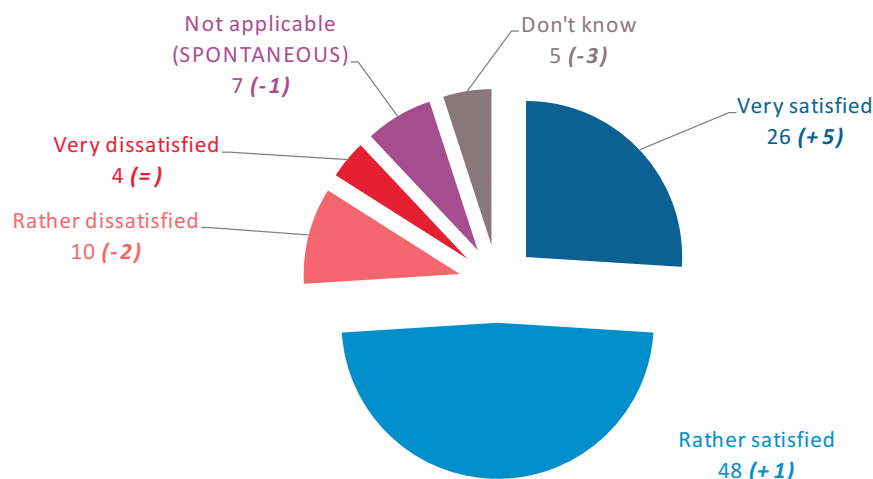
#### Information about timetables and platforms

Almost three quarters of respondents (74%; among rail travellers 81%) are satisfied with the provision of information about train timetables and platforms, with 26% saying they are very satisfied<sup>10</sup>. Just over one in ten (14%; among rail travellers 15%) are dissatisfied although just 4% are very dissatisfied.

Almost one in ten (7%) say this question does not apply while 5% say they don't know.<sup>11</sup>

Respondents are more likely to be satisfied than they were in 2013 (+6 pp), and in particular to be very satisfied (+5 pp), although care should be taken interpreting the trends due to a change in wording for the question<sup>12</sup>.

**Q4.1** Are you satisfied or not with the following services related to rail travel?  
Provision of information about train timetables and platforms (% - EU26)



(Jan. 2018 - Sept. 2013)

Base: all respondents (n=25,537)

<sup>10</sup> Q4 Are you satisfied or not with the following services related to rail travel? 4.1 Provision of information about train timetables and platforms

<sup>11</sup> SPONATENOUS answer options are a not read out by the interviewer, but only recorded when the respondent gives them spontaneously.

<sup>12</sup> In 2013 this option was "Provision of information about train timetables"

In all but one country, the majority of respondents are satisfied with the provision of information about train timetables and platforms, with at least eight in ten saying so in Slovakia (89%), the Czech Republic, the United Kingdom, Austria, Luxembourg (all 83%), Ireland and Spain (both 81%) saying they are satisfied with this aspect of rail service. At the other end of the scale, 48% of respondents in Lithuania, 53% in Romania and 54% in Estonia say the same. Although Lithuania is the only country where less than half are satisfied, this is still the most common answer, due to the high level of respondents answering that it is not applicable.

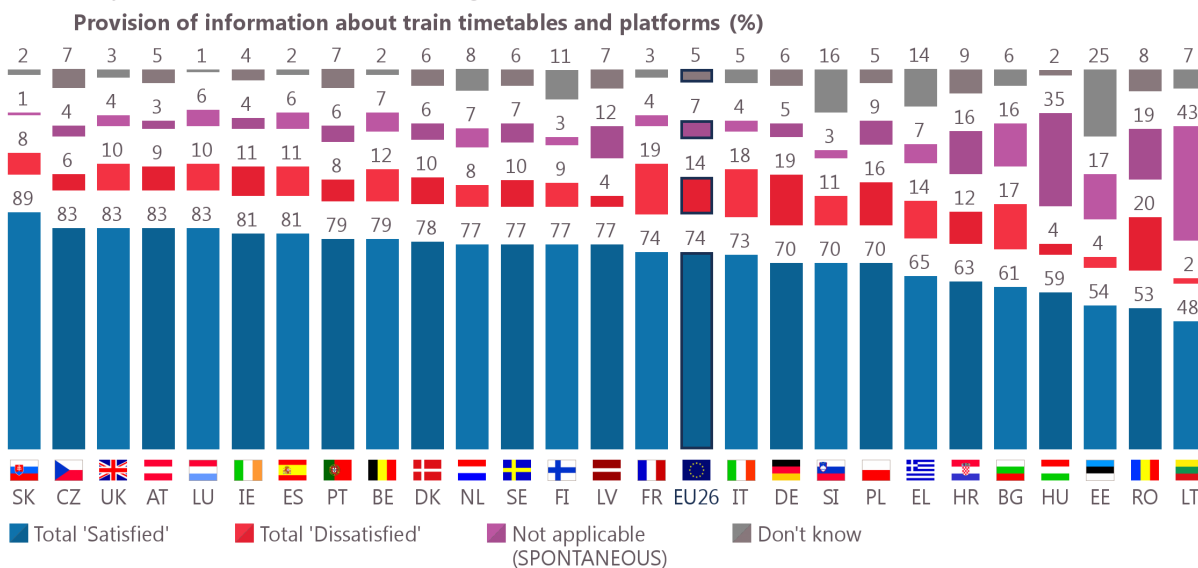
Respondents in Lithuania (2%), Estonia, Hungary and Latvia (all 4%) are least likely to be dissatisfied.

Taking a relative approach by looking at the balance of satisfied and dissatisfied respondents shows the largest relative proportion of satisfied respondents are found in Slovakia (89% satisfied vs 8% dissatisfied, +81 percentage points), the Czech Republic (83% vs 6%, +77 pp) and Austria (83% vs 9%, +74 pp), and the smallest relative proportions are seen in Romania (53% vs 20%, +33 pp), and Bulgaria (61% vs 17%, +44 pp) and Lithuania (48% vs 2%, +46 pp).

Both the absolute and relative comparisons provide useful information. The absolute results show the proportion of respondents who hold each opinion, while the relative results show the balance of positive and negative opinions.




























A large proportion of respondents in Lithuania (43%) and Hungary (35%) say this question does not apply maybe because they never make train trips. One quarter of respondents in Estonia (25%) say they don't know.

**Q4.1** Are you satisfied or not with the following services related to rail travel?



In 21 countries, respondents are now more likely to be satisfied with the provision of information about train timetables and platforms than they were in 2013, with the largest increases seen in Slovakia (+25 pp), Poland (+21 pp) and Estonia (+16 pp).

**Q4.1** Are you satisfied or not with the following services related to rail travel?  
**Provision of information about train timetables and platforms (%)**

		Total 'Satisfied'	Jan. 2018 - Sept. 2013	Total 'Dissatisfied'	Jan. 2018 - Sept. 2013	Not applicable (SPONTANEOUS)	Jan. 2018 - Sept. 2013	Don't know
EU26		74	▲ 6	14	▼ 2	7	▼ 1	5
SK		89	▲ 25	8	▼ 1	1	▼ 17	2
PL		70	▲ 21	16	▼ 11	9	▼ 7	5
EE		54	▲ 16	4	=	17	▲ 12	25
SI		70	▲ 13	11	▲ 1	3	▼ 10	16
EL		65	▲ 13	14	▼ 2	7	▼ 17	14
PT		79	▲ 11	8	▼ 3	6	▲ 2	7
IT		73	▲ 10	18	▼ 4	4	▼ 1	5
AT		83	▲ 9	9	▼ 4	3	▼ 4	5
ES		81	▲ 9	11	▲ 2	6	▼ 8	2
DK		78	▲ 8	10	▼ 3	6	▼ 1	6
NL		77	▲ 8	8	▼ 7	7	=	8
HR		63	▲ 8	12	▼ 1	16	▲ 5	9
IE		81	▲ 7	11	▼ 2	4	▼ 4	4
CZ		83	▲ 6	6	=	4	▼ 2	7
SE		77	▲ 6	10	▼ 4	7	▲ 1	6
BE		79	▲ 5	12	▼ 2	7	▼ 2	2
LV		77	▲ 5	4	▼ 3	12	▲ 3	7
DE		70	▲ 4	19	▼ 4	5	▲ 1	6
UK		83	▲ 3	10	▲ 3	4	▼ 2	3
BG		61	▲ 3	17	▲ 4	16	▼ 1	6
LU		83	▲ 2	10	▲ 2	6	▼ 1	1
FI		77	▼ 3	9	=	3	▲ 1	11
FR		74	▼ 4	19	▲ 3	4	=	3
HU		59	▼ 4	4	▼ 10	35	▲ 19	2
RO		53	▼ 4	20	▲ 3	19	▲ 10	8
LT		48	▼ 4	2	▼ 1	43	▲ 6	7

Base: all respondents (n=25,537)

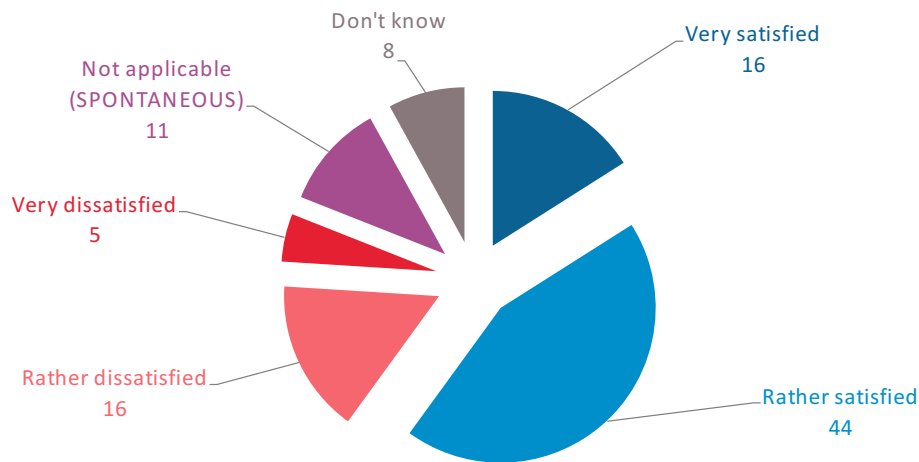


### Information on connecting services with other modes of transport

Six in ten respondents are satisfied with the provision of information about connecting services with other modes of transport (60%: among rail travellers 65%), with 16% very satisfied<sup>13</sup>. Just over one in five (21%: among rail travellers 23%) say they are dissatisfied, with 5% very dissatisfied.

More than one in ten respondents say this does not apply (11%) while 8% say they don't know.

**Q4.4** Are you satisfied or not with the following services related to rail travel?  
**Provision of information on connecting services with other modes of transport**  
 (% - EU26)



Base: all respondents (n=25,537)

<sup>13</sup> Q4 Are you satisfied or not with the following services related to rail travel? 4.4 The provision of information on connecting services with other modes of transport

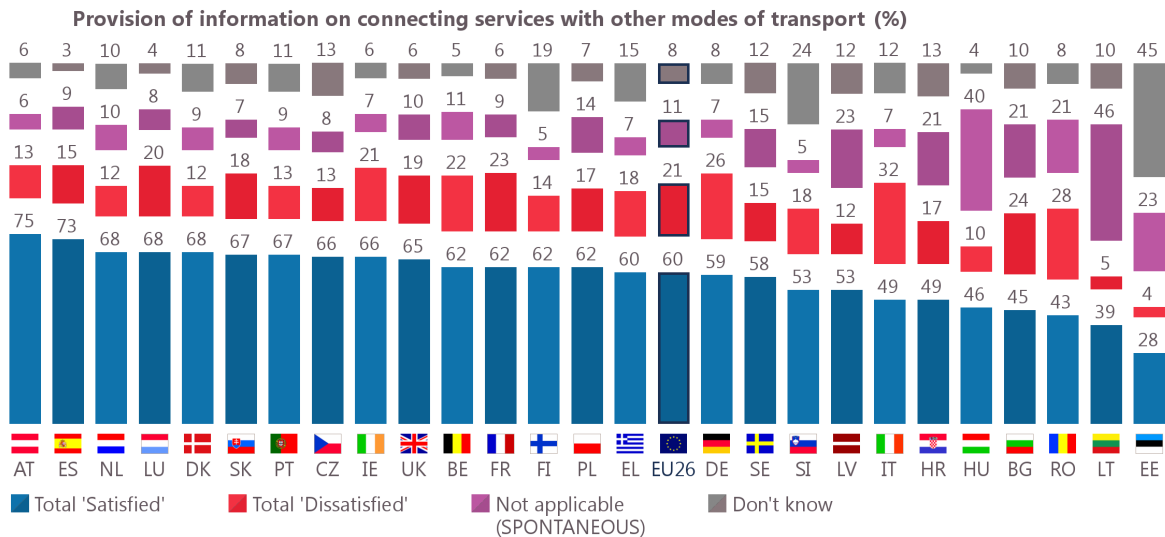
Satisfaction with the provision of information about connecting services with other modes of transport varies widely. Three quarters of respondents in Austria (75%), 73% in Spain and 68% in the Netherlands, Luxembourg and Denmark are satisfied, compared to 28% in Estonia, 39% in Lithuania and 43% in Romania.

In three countries, 10% or less are dissatisfied, Estonia (4%), Lithuania (5%) and Hungary (10%).

Looking at the balance of satisfied and dissatisfied respondents shows the largest relative proportion of satisfied respondents are found in Austria (75% vs 13%, +62 pp), Spain (73% vs 15%, +58 pp) and Denmark (68% vs 12%, +56 pp), and the smallest relative proportions are seen in Romania (43% vs 28%, +15 pp), Italy (49% vs 32%, +17 pp) and Bulgaria (45% vs 24%, +21 pp).

More than four in ten respondents in Lithuania (46%) and Hungary (40%) say this question does not apply to them, while 45% in Estonia and 24% in Slovenia say that they don't know.

Q4.4 Are you satisfied or not with the following services related to rail travel?





Base: all respondents (n=25,537)

The **socio-demographic analysis** illustrates the following:

- The younger the respondent, the more likely they are to be satisfied with the provision of information about timetables and platforms, or about connecting services. For instance, 75% of the youngest respondents are satisfied with the provision of information about connecting services, compared to 53% of those aged 55+.
- Respondents who completed education aged 16 or older are the most likely to be satisfied with each of these aspects.
- Frequent and occasional travellers are more likely to be satisfied with each of these aspects, compared to non-travellers. For example, 78% of frequent travellers and 81% of occasional travellers are satisfied with the provision of information about train timetables and platforms, compared to 45% of non-travellers.
- Respondents who mainly travel to and from work/school or university (69%), for leisure (68%) or holidays (66%) are more likely to be satisfied with the provision of information about connecting services, compared to those who mainly travel for business trips (59%).

**Q4** Are you satisfied or not with the following services related to rail travel?  
(% - TOTAL)

	Provision of information about train timetables and platforms		Provision of information on connecting services with other modes of transport	
	Total 'Satisfied'	Total 'Dissatisfied'	Total 'Satisfied'	Total 'Dissatisfied'
EU26	74	14	60	21
 <b>Age</b>				
15-24	83	14	75	19
25-39	78	14	64	23
40-54	75	14	60	22
55+	67	15	53	20
 <b>Education (End of)</b>				
15-	63	15	53	17
16-19	71	14	60	19
20+	76	14	58	24
Still studying	85	13	74	19
<b>Travel frequency</b>				
Frequent traveller	78	20	68	26
Occasional traveller	81	14	66	22
Non-traveller	45	13	39	15
<b>Reason for travel</b>				
Work	81	18	69	24
Business	83	15	59	33
Holidays	80	16	66	23
Leisure	84	13	68	20

Base: all respondents (n=25,537)

## b. Getting tickets

The respondents were asked about the ease of buying tickets, the availability of through-tickets, and the availability of tickets using several modes of transport (i.e. tram, metro, bus, local trains).

### The majority of respondents are satisfied with the easiness of buying tickets and with the availability of through-tickets, as well as multi-mode tickets

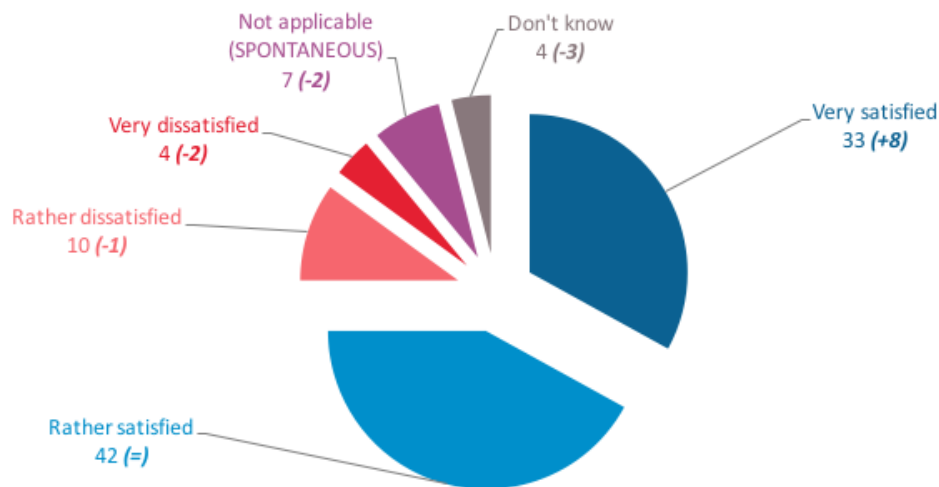
#### Ease of buying tickets

Three quarters of respondents (75%: among rail travellers 81%) are satisfied with the easiness of buying tickets, with one third (33%) very satisfied<sup>14</sup>. More than one in ten are dissatisfied (14%; among rail travellers 14% as well), with 4% very dissatisfied. Fewer than one in ten say this does not apply (7%) while 4% say they do not know.

Respondents are much more likely to be very satisfied with this aspect of service, compared to 2013 (+8 pp).

Q4.2 Are you satisfied or not with the following services related to rail travel?

Ease of buying tickets (% - EU26)



(Jan. 2018 - Sept. 2013)

Base: all respondents (n=25,537)

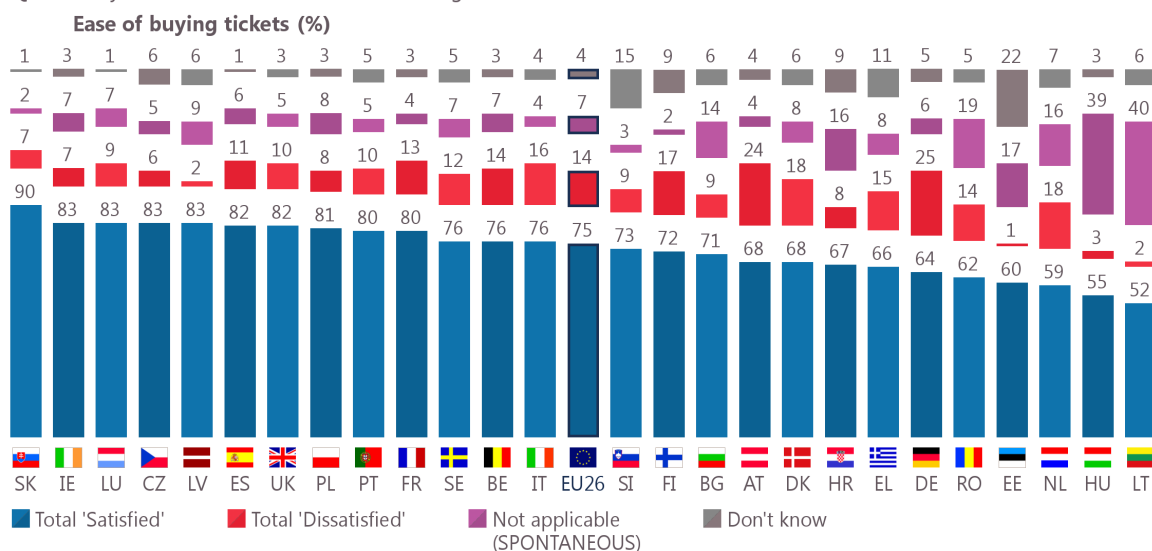
<sup>14</sup> Q4 Are you satisfied or not with the following services related to rail travel 4.2 Ease of buying tickets

Respondents in Slovakia (90%), Ireland, Luxembourg, the Czech Republic and Latvia (all 83%) are the most likely to be satisfied with the **ease of buying tickets**, compared to 52% in Lithuania, 55% in Hungary and 59% in the Netherlands. Respondents in Germany (25%), Austria (24%), Denmark and the Netherlands (both 18%) are the most likely to be dissatisfied.

Looking at the balance of satisfied and dissatisfied respondents shows the largest relative proportion of satisfied respondents are found in Slovakia (90% vs 7%, +83 pp), Latvia (83% vs 2%, +81 pp), and the Czech Republic (83% vs 6%, +77 pp), and the smallest relative proportions are seen in Germany (64% vs 25%, +39 pp), the Netherlands (59% vs 18%, +41 pp) and Austria (68% vs 24%, +44 pp).

Large proportions of respondents in Lithuania (40%) and Hungary (39%) say this is not applicable, while 22% in Estonia say they don't know.

**Q4.2** Are you satisfied or not with the following services related to rail travel?






























Base: all respondents (n=25,537)

In 20 countries, respondents are now more likely to be satisfied with the ease of buying tickets than they were in 2013, and this is particularly the case in Slovakia (+22 pp), Estonia (+19 pp) and Poland (+18 pp). The largest decline is observed in Hungary (-7 pp).

**Q4.2** Are you satisfied or not with the following services related to rail travel?

**Ease of buying tickets (%)**

		Total 'Satisfied'	Jan. 2018 - Sept. 2013	Total 'Dissatisfied'	Jan. 2018 - Sept. 2013	Not applicable (SPONTANEOUS)	Jan. 2018 - Sept. 2013	Don't know
EU26		75	▲ 8	14	▼ 3	7	▼ 2	4
SK		90	▲ 22	7	▲ 1	2	▼ 16	1
EE		60	▲ 19	1	▼ 1	17	▲ 12	22
PL		81	▲ 18	8	▼ 6	8	▼ 8	3
SI		73	▲ 15	9	▼ 1	3	▼ 10	15
SE		76	▲ 13	12	▼ 9	7	▲ 1	5
LU		83	▲ 12	9	▼ 4	7	▼ 5	1
DE		64	▲ 12	25	▼ 12	6	▲ 1	5
IT		76	▲ 11	16	▼ 5	4	▼ 2	4
BG		71	▲ 11	9	▼ 1	14	▼ 4	6
LV		83	▲ 10	2	▼ 3	9	=	6
ES		82	▲ 9	11	=	6	▼ 6	1
DK		68	▲ 9	18	▼ 3	8	▼ 2	6
PT		80	▲ 8	10	=	5	▲ 1	5
EL		66	▲ 7	15	▲ 4	8	▼ 15	11
CZ		83	▲ 6	6	=	5	▼ 2	6
HR		67	▲ 6	8	=	16	▲ 5	9
IE		83	▲ 5	7	▼ 3	7	▼ 1	3
UK		82	▲ 5	10	▲ 1	5	▼ 2	3
AT		68	▲ 4	24	=	4	▼ 3	4
BE		76	▲ 1	14	▲ 3	7	▼ 3	3
FR		80	=	13	▼ 1	4	=	3
RO		62	=	14	=	19	▲ 9	5
LT		52	▼ 1	2	▲ 1	40	▲ 3	6
FI		72	▼ 3	17	▲ 4	2	▼ 1	9
NL		59	▼ 5	18	=	16	▲ 6	7
HU		55	▼ 7	3	▼ 7	39	▲ 20	3

Base: all respondents (n=25,537)

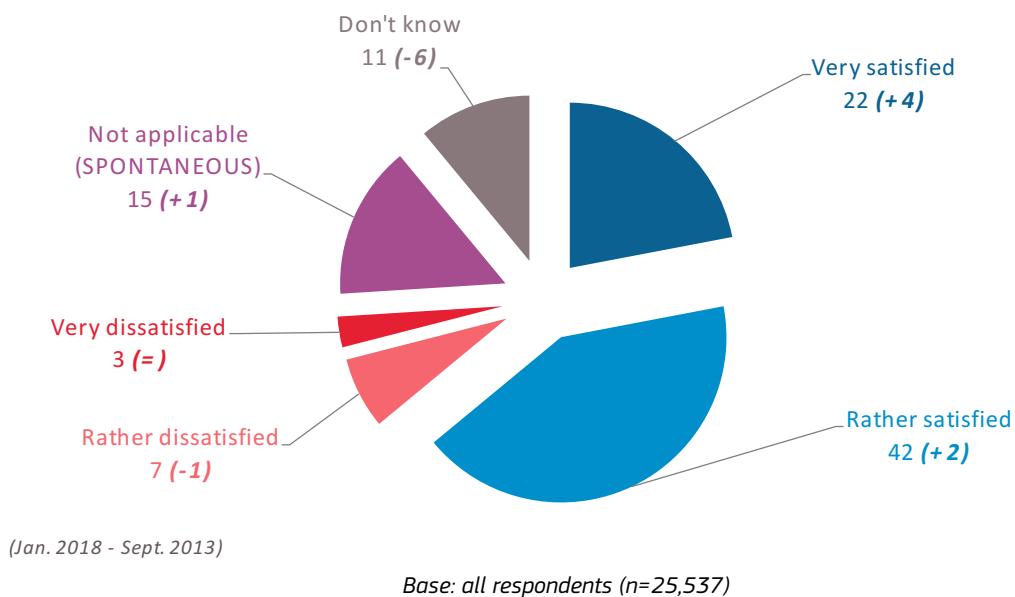
### Availability of through-tickets

Almost two thirds of respondents (64%: among rail travellers 71%) are satisfied with the availability of through-tickets, with 22% very satisfied<sup>15</sup>. One in ten are dissatisfied (10%; among rail travellers 10% as well), with 3% very dissatisfied.

More than one in ten say this does not apply (15%), while 11% say they do not know.

Overall satisfaction has increased six points since 2013, including a four-point increase in the proportion who are very satisfied<sup>16</sup>.

**Q4.3** Are you satisfied or not with the following services related to rail travel?  
**Availability of through-tickets (i.e. one ticket for several segments of one whole journey by rail) (% - EU26)**



<sup>15</sup> Q4 Are you satisfied or not with the following services related to rail travel 4.3 Availability of through-tickets (i.e. one ticket for several segments of one whole journey by rail)

<sup>16</sup> There has been a slight wording change since 2013 when the question was "Availability of through-tickets (i.e. one ticket for several segments of one whole journey)"

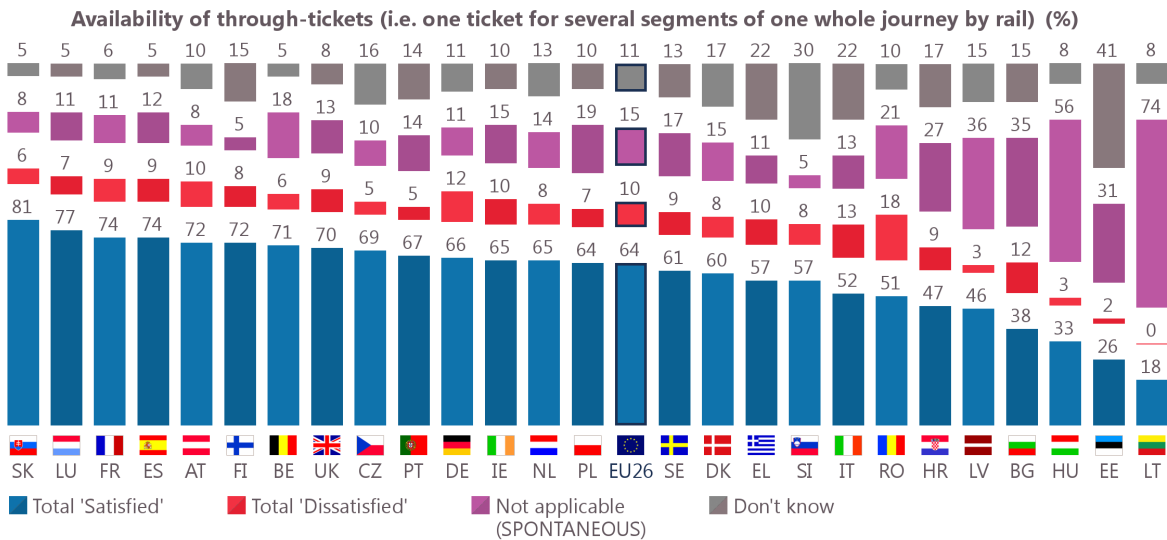
In 20 countries, the majority of respondents are satisfied with the availability of through-tickets, with those in Slovakia (81%), Luxembourg (77%), France and Spain (both 74%) the most likely to be so. This compares to 18% in Lithuania, 26% in Estonia and 33% in Hungary.

Respondents in Lithuania (0%), Estonia (2%), Hungary and Latvia (both 3%) are least likely to be dissatisfied.

The relative comparison shows the largest relative proportion of satisfied respondents are found in Slovakia (81% vs 6%, +75 pp), Luxembourg (77% vs 7%, +70 pp), France and Spain (both 74% vs 9%, 65 pp), and the smallest relative differences are seen in Lithuania (18% vs 0%, +18 pp), Estonia (26% vs 2%, +24 pp), and Bulgaria (38% vs 12%, +26 pp).

More than half of all respondents in Lithuania (74%) and Hungary (56%) say the question is not applicable to them, while 41% in Estonia and 30% in Slovenia say they don't know.

**Q4.3** Are you satisfied or not with the following services related to rail travel?
































In 18 countries, respondents are now more satisfied with the availability of through-tickets than they were in 2013, with the largest increases seen amongst those in Slovakia, Austria (both +25 pp) and Slovenia (+24 pp). In contrast, respondents in Lithuania are now less likely to be satisfied with this service (-13 pp).

**Q4.3** Are you satisfied or not with the following services related to rail travel?

**Availability of through-tickets (i.e. one ticket for several segments of one whole journey by rail) (%)**

	Total 'Satisfied'	Jan. 2018 - Sept. 2013	Total 'Dissatisfied'	Jan. 2018 - Sept. 2013	Not applicable (SPONTANEOUS)	Jan. 2018 - Sept. 2013	Don't know
EU26 	64	▲ 6	10	▼ 1	15	▲ 1	11
SK 	81	▲ 25	6	=	8	▼ 15	5
AT 	72	▲ 25	10	=	8	▼ 15	10
SI 	57	▲ 24	8	▼ 4	5	▼ 15	30
SE 	61	▲ 15	9	▼ 2	17	▲ 3	13
ES 	74	▲ 14	9	▼ 1	12	▼ 6	5
NL 	65	▲ 14	8	▼ 7	14	=	13
PL 	64	▲ 13	7	▼ 5	19	▼ 4	10
EE 	26	▲ 13	2	▲ 2	31	▲ 19	41
PT 	67	▲ 11	5	▼ 5	14	▲ 7	14
EL 	57	▲ 11	10	▼ 1	11	▼ 18	22
LU 	77	▲ 10	7	▲ 1	11	▼ 5	5
CZ 	69	▲ 10	5	▲ 1	10	▼ 2	16
DK 	60	▲ 10	8	=	15	▼ 2	17
IT 	52	▲ 7	13	▲ 1	13	=	22
IE 	65	▲ 5	10	▼ 2	15	▼ 1	10
DE 	66	▲ 4	12	▼ 2	11	▲ 2	11
HR 	47	▲ 4	9	▲ 1	27	▲ 13	17
UK 	70	▲ 2	9	▲ 2	13	▲ 3	8
FI 	72	=	8	▲ 2	5	▲ 2	15
BG 	38	=	12	▲ 4	35	▲ 6	15
FR 	74	▼ 3	9	▲ 1	11	▲ 3	6
BE 	71	▼ 3	6	▲ 2	18	▲ 3	5
HU 	33	▼ 3	3	▼ 6	56	▲ 21	8
RO 	51	▼ 4	18	▲ 6	21	▲ 10	10
LV 	46	▼ 5	3	▼ 1	36	▲ 18	15
LT 	18	▼ 13	0	▼ 2	74	▲ 22	8

Base: all respondents (n=25,537)

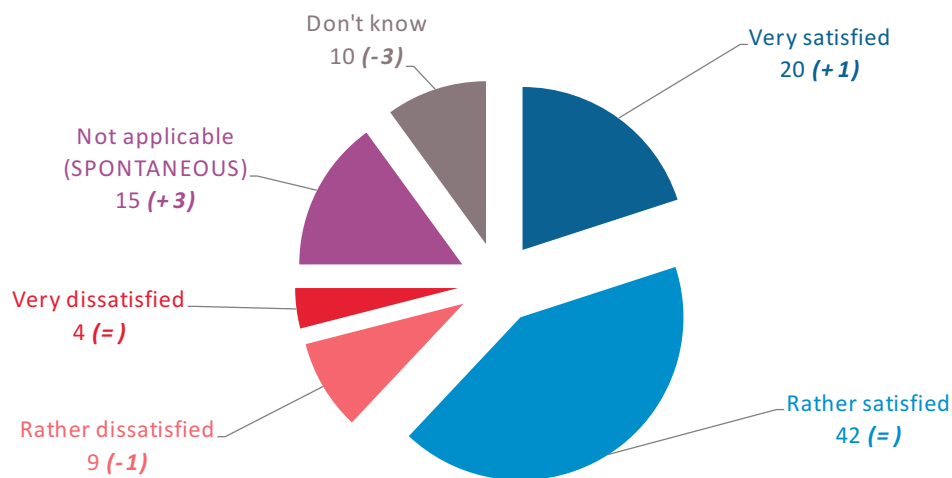
### Availability of tickets for a journey using several modes

More than six in ten respondents are satisfied with the availability of tickets for journeys using several modes of transport (62%; among rail travellers 67%), with 20% very satisfied. More than one in ten are dissatisfied (13%; among rail travellers 14%), with 4% very dissatisfied. More than one in ten respondents say the question does not apply to them (15%), while 10% say they do not know.

Results have remained stable since 2013.

**Q4.5** Are you satisfied or not with the following services related to rail travel?

**Availability of tickets for a journey using several modes (i.e. tram, metro, bus, local trains) (% - EU26)**



(Jan. 2018 - Sept. 2013)

Base: all respondents (n=25,537)

Respondents in Luxembourg (80%), Slovakia (74%) and Ireland (71%) are the most likely to be satisfied with **the availability of tickets for journeys using several modes of transport**, while those in Lithuania (26%), Estonia (30%) and Bulgaria (36%) are the least likely to be satisfied.

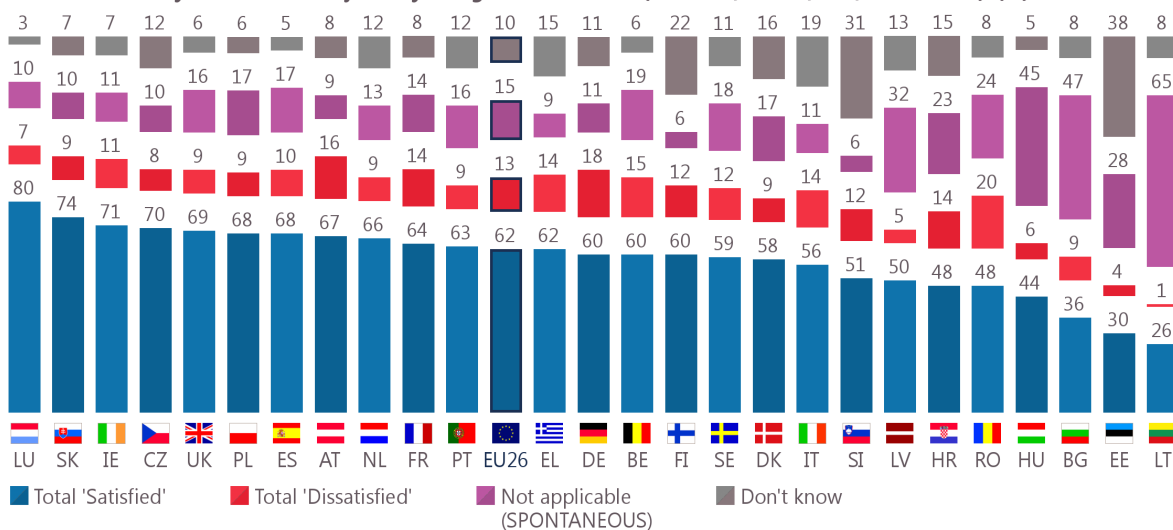
Those in Lithuania (1%), Estonia (4%) and Latvia (5%) are the least likely to say they are dissatisfied.

The largest relative proportion of satisfied respondents is found in Luxembourg (80% vs 7%, +73 pp), Slovakia (74% vs 9%, +65 pp) and the Czech Republic (70% vs 8%, +62 pp), and the smallest relative proportions are seen in Lithuania (26% vs 1%, +25 pp), Estonia (30% vs 4%, +26 pp) and Bulgaria (36% vs 9%, +27 pp).

Large proportions of respondents in Lithuania (65%), Bulgaria (47%) and Hungary (45%) say the question is not applicable, while 38% in Estonia and 31% in Slovenia say they don't know.

**Q4.5** Are you satisfied or not with the following services related to rail travel?




























**Availability of tickets for a journey using several modes (i.e. tram, metro, bus, local trains) (%)**



Base: all respondents (n=25,537)

Compared to 2013, respondents in Slovakia (+21 pp), Slovenia (+18 pp) and the Netherlands (+16 pp) are now more likely to be satisfied with the availability of tickets using several modes of transport. In contrast, respondents in Lithuania (-28 pp), Romania (-17 pp) and Latvia (-15 pp) are now less likely to be satisfied.

**Q4.5** Are you satisfied or not with the following services related to rail travel?  
**Availability of tickets for a journey using several modes (i.e. tram, metro, bus, local trains) (%)**

		Total 'Satisfied'	Jan. 2018 - Sept. 2013	Total 'Dissatisfied'	Jan. 2018 - Sept. 2013	Not applicable (SPONTANEOUS)	Jan. 2018 - Sept. 2013	Don't know
EU26		62	▲ 1	13	▼ 1	15	▲ 3	10
SK		74	▲ 21	9	▼ 2	10	▼ 11	7
SI		51	▲ 18	12	▼ 2	6	▼ 11	31
NL		66	▲ 16	9	▼ 11	13	=	12
IE		71	▲ 15	11	▼ 8	11	▼ 4	7
LU		80	▲ 10	7	▲ 1	10	▼ 6	3
DK		58	▲ 10	9	▼ 1	17	▼ 1	16
PL		68	▲ 9	9	▼ 7	17	▼ 1	6
SE		59	▲ 8	12	▼ 5	18	▲ 9	11
CZ		70	▲ 6	8	▼ 3	10	▲ 2	12
AT		67	▲ 6	16	▲ 3	9	▼ 6	8
PT		63	▲ 6	9	▼ 4	16	▲ 10	12
ES		68	▲ 5	10	▼ 4	17	▲ 6	5
UK		69	▲ 1	9	=	16	▲ 4	6
IT		56	▲ 1	14	▼ 2	11	▲ 1	19
EE		30	▲ 1	4	▲ 1	28	▲ 8	38
DE		60	=	18	▲ 2	11	▲ 1	11
FR		64	▼ 3	14	▼ 2	14	▲ 5	8
EL		62	▼ 3	14	▼ 1	9	▼ 3	15
BE		60	▼ 3	15	▲ 3	19	▲ 1	6
HR		48	▼ 4	14	▼ 2	23	▲ 14	15
BG		36	▼ 8	9	▼ 4	47	▲ 23	8
FI		60	▼ 9	12	▲ 5	6	▲ 3	22
HU		44	▼ 12	6	▼ 7	45	▲ 24	5
LV		50	▼ 15	5	▼ 2	32	▲ 19	13
RO		48	▼ 17	20	▲ 7	24	▲ 14	8
LT		26	▼ 28	1	▼ 9	65	▲ 37	8

Base: all respondents (n=25,537)

The **socio-demographic analysis** shows:

- The younger the respondent, the more likely they are to be satisfied with the ease of buying tickets, the availability of through tickets, or of tickets for a journey using several modes. For instance, 84% of the youngest respondents are satisfied with the ease of buying tickets, compared to 66% of those aged 55+.
- Respondents who completed education aged 16 or older are the most likely to be satisfied with each of these three aspects of rail travel.
- Respondents from large towns are the most likely to be satisfied with each of these aspects, particularly compared to those in rural villages.
- Frequent and occasional travellers are more likely to be satisfied with each of these three aspects of rail travel, compared to non-travellers. For example, 75% of frequent travellers and 69% of occasional travellers are satisfied with the availability of through-tickets, compared to 40% of non-travellers.
- Respondents who mainly travel to and from work are the most likely to be satisfied by the availability of tickets for a journey using several modes of transport (76%). Business travellers, on the other hand, are the least likely to be satisfied with the availability of through-tickets (67%).

**Q4** Are you satisfied or not with the following services related to rail travel?  
(%)

	Ease of buying tickets		Availability of through-tickets (i.e. one ticket for several segments of one whole journey by rail)		Availability of tickets for a journey using several modes (i.e. tram, metro, bus, local trains)	
	Total 'Satisfied'	Total 'Dissatisfied'	Total 'Satisfied'	Total 'Dissatisfied'	Total 'Satisfied'	Total 'Dissatisfied'
EU26	75	14	64	10	62	13
<b>Age</b>						
15-24	84	11	80	8	79	11
25-39	82	11	68	11	67	13
40-54	75	15	65	10	60	15
55+	66	18	56	9	54	12
<b>Education (End of)</b>						
15-	62	16	54	8	52	10
16-19	72	14	63	8	61	12
20+	76	15	64	11	61	15
Still studying	86	10	79	7	80	8
<b>Subjective urbanisation</b>						
Rural village	71	14	62	10	58	13
Small/mid size town	75	15	65	10	62	13
Large town	77	13	66	9	64	13
<b>Travel frequency</b>						
Frequent traveller	80	14	75	11	74	13
Occasional traveller	82	14	69	10	66	13
Non-traveller	46	13	40	7	40	10
<b>Reason for travel</b>						
Work	83	13	75	11	76	12
Business	86	11	67	14	62	19
Holidays	82	16	73	11	68	14
Leisure	82	15	71	9	68	12

Base: all respondents (n=25,537)

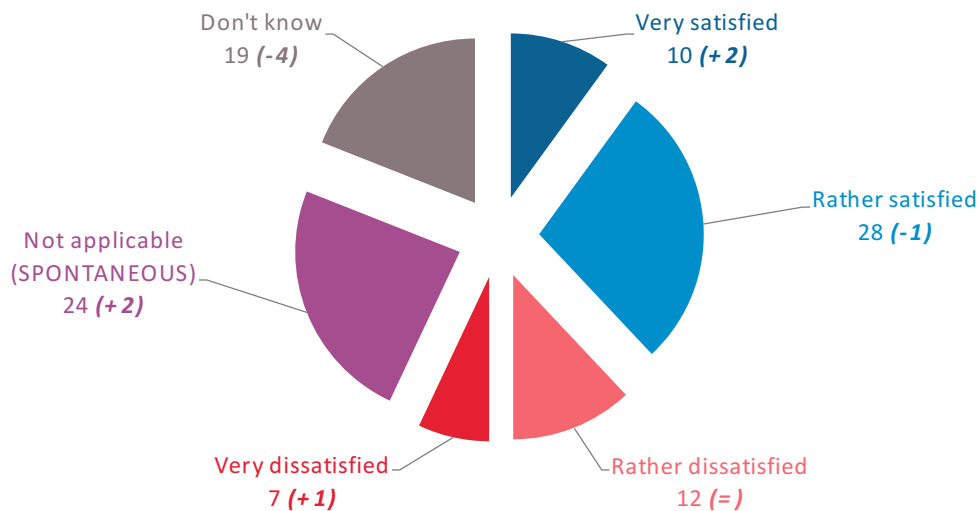
## c. Handling complaints

**Only a minority are satisfied with complaint-handling mechanisms****Easy and accessible complaint handling mechanisms**

Almost four in ten respondents (38%; among rail travellers 40%) are satisfied with easy and accessible complaint-handling mechanisms, with 10% very satisfied. However, respondents are more likely to be satisfied than dissatisfied (19%; among rail travellers 20%). Fewer than one in ten are very dissatisfied (7%). Almost one quarter say this does not apply (24%), while 19% do not have an opinion.

Results have remained stable since 2013.

**Q4.6** Are you satisfied or not with the following services related to rail travel?  
**Easy and accessible complaint- handling mechanisms (% - EU26)**



(Jan. 2018 - Sept. 2013)

Base: all respondents (n=25,537)

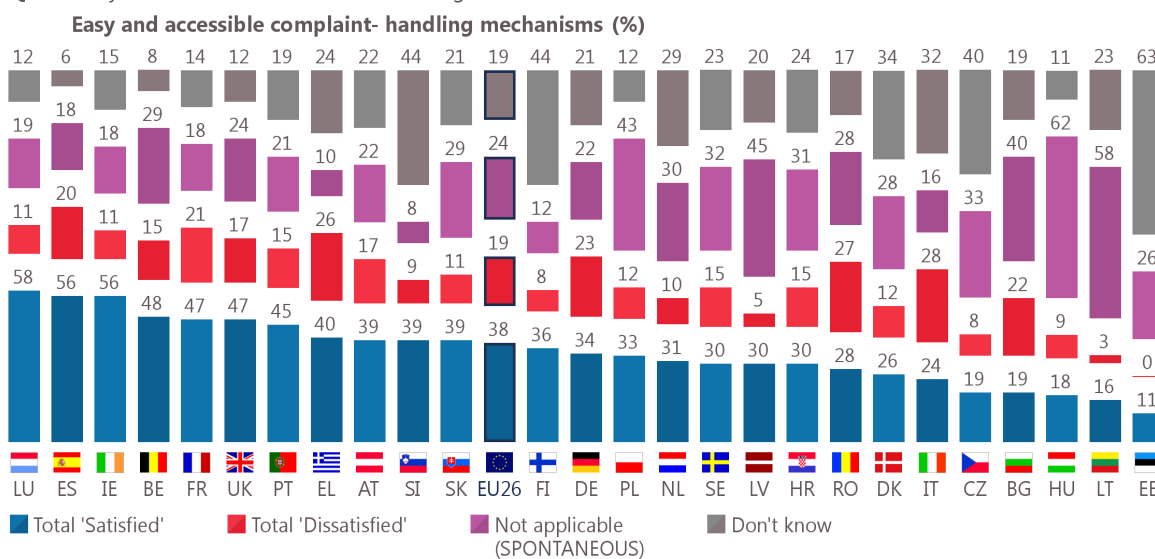
Luxembourg (58%), Spain and Ireland (both 56%) are the only countries where at least half are satisfied with **easy and accessible complaint-handling mechanisms**. This compares to 11% in Estonia, 16% in Lithuania and 18% in Hungary.

Respondents in Estonia (<1%), Lithuania (3%) and Latvia (5%) are least likely to be dissatisfied.

The relative comparisons show the most positive respondents are found in Luxembourg (58% vs 11%, +47 pp), Ireland (56% vs 11%, +45 pp) and Spain (56% vs 20%, +36 pp), while there are almost equal proportions of satisfied and dissatisfied respondents in Romania (28% vs 27%, +1 pp). Respondents in Italy (24% vs 28%, -4 pp) and Bulgaria (19% vs 22%, -3 pp) are more likely to be dissatisfied than satisfied.

There are very high levels of 'not applicable' and 'don't know' responses in a number of countries.

Q4.6 Are you satisfied or not with the following services related to rail travel?






























Base: all respondents (n=25,537)



Respondents in Slovenia (+14 pp), Poland (+12 pp) and Slovakia (+11 pp) are now more likely to be satisfied with the easy and accessible complaint-handling mechanisms, while those in Hungary (-13 pp) are now less likely to be so.

**Q4.6** Are you satisfied or not with the following services related to rail travel?  
**Easy and accessible complaint- handling mechanisms (%)**

		Total 'Satisfied'	Jan. 2018 - Sept. 2013	Total 'Dissatisfied'	Jan. 2018 - Sept. 2013	Not applicable (SPONTANEOUS)	Jan. 2018 - Sept. 2013	Don't know
EU26		38	▲ 1	19	▲ 1	24	▲ 2	19
SI		39	▲ 14	9	▼ 1	8	▼ 17	44
PL		33	▲ 12	12	▼ 3	43	▲ 1	12
SK		39	▲ 11	11	▼ 2	29	▼ 2	21
AT		39	▲ 8	17	▲ 1	22	▼ 9	22
LU		58	▲ 6	11	▲ 3	19	▼ 6	12
ES		56	▲ 6	20	▲ 4	18	▼ 3	6
NL		31	▲ 5	10	▼ 5	30	▲ 2	29
EE		11	▲ 5	0	▼ 2	26	▲ 18	63
PT		45	▲ 4	15	▼ 1	21	▲ 9	19
SE		30	▲ 4	15	▼ 1	32	▲ 15	23
EL		40	▲ 3	26	▲ 5	10	▼ 18	24
DK		26	▲ 3	12	=	28	▲ 3	34
IE		56	▲ 2	11	▼ 2	18	▼ 1	15
DE		34	▲ 2	23	▼ 1	22	▼ 1	21
IT		24	▲ 1	28	▼ 3	16	▼ 3	32
BE		48	▼ 1	15	▲ 5	29	▼ 2	8
HR		30	▼ 1	15	=	31	▲ 15	24
FI		36	▼ 2	8	▼ 2	12	▲ 4	44
BG		19	▼ 2	22	▲ 1	40	▲ 10	19
CZ		19	▼ 3	8	▲ 1	33	▲ 10	40
LT		16	▼ 3	3	=	58	▼ 3	23
LV		30	▼ 6	5	▼ 1	45	▲ 21	20
RO		28	▼ 6	27	▲ 1	28	▲ 14	17
FR		47	▼ 8	21	▲ 2	18	▲ 4	14
UK		47	▼ 8	17	▲ 9	24	▲ 8	12
HU		18	▼ 13	9	▼ 4	62	▲ 28	11

Base: all respondents (n=25,537)

The **socio-demographic analysis** highlights:

- The younger the respondent, the more likely they are to be satisfied with easy and accessible complaint-handling mechanisms: 50% of the youngest respondents are satisfied compared to 32% of those aged 55+.
- Frequent (42%) and occasional (40%) travellers are more likely to be satisfied, compared to non-travellers (28%).
- Respondents who mainly travel to and from work (44%), for holidays (42%) or for leisure (41%) are more likely to be satisfied, compared to those who mainly travel for business (34%).

**Q4.6** Are you satisfied or not with the following services related to rail travel?  
**Easy and accessible complaint-handling mechanisms**  
 (%)

	Total 'Satisfied'	Total 'Dissatisfied'
EU26	38	19
<b>Age</b>		
15-24	50	20
25-39	41	20
40-54	37	20
55+	32	18
<b>Travel frequency</b>		
Frequent traveller	42	29
Occasional traveller	40	18
Non-traveller	28	13
<b>Reason for travel</b>		
Work	44	27
Business	34	27
Holidays	42	19
Leisure	41	17

Base: all respondents (n=25,537)

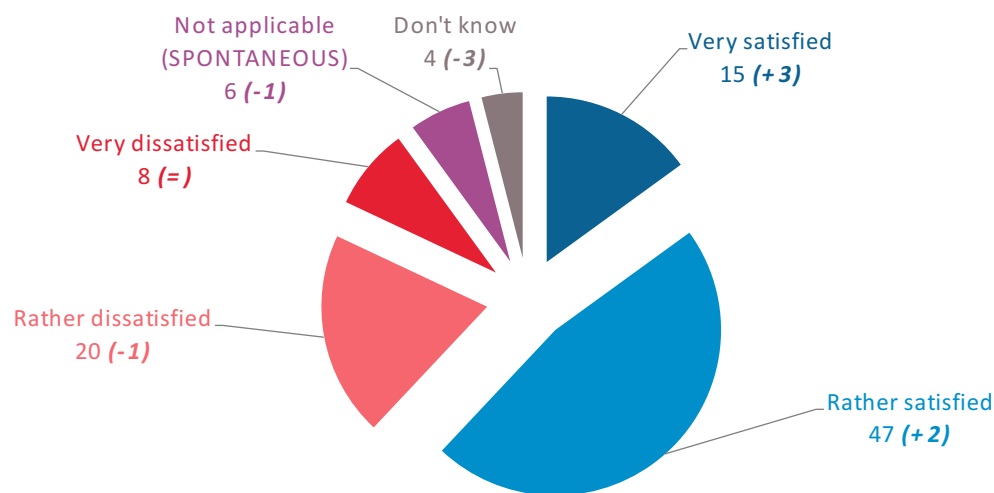
## d. Train stations

**The majority of respondents are satisfied with the cleanliness and good maintenance of the stations****Cleanliness and good maintenance of stations**

More than six in ten (62%; among rail travellers 67%) are satisfied with the cleanliness and good maintenance of the stations, with 15% very satisfied. More than one quarter (28%; among rail travellers 30%) are dissatisfied, with 8% very dissatisfied. Fewer than one in ten say this does not apply (6%), while 4% say they do not know.

Overall satisfaction has increased by five percentage points since 2013<sup>17</sup>.

**Q4.7** Are you satisfied or not with the following services related to rail travel?  
Cleanliness and good maintenance of stations (% - EU26)



(Jan. 2018 - Sept. 2013)

Base: all respondents (n=25,537)

<sup>17</sup> In 2013 the question was "Are you satisfied or not with the following features of railway stations in (OUR COUNTRY)?"

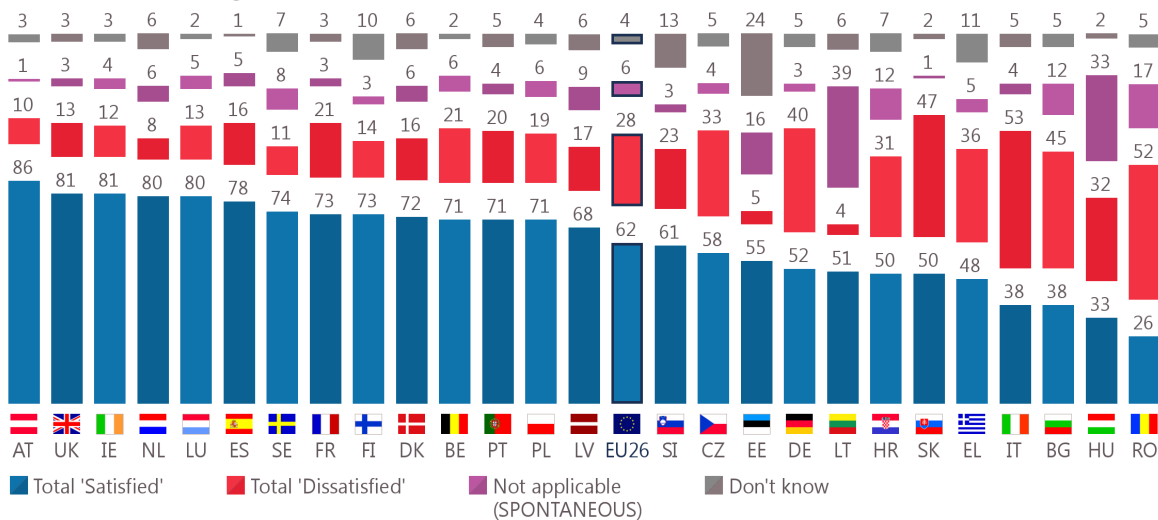
In 21 countries, at least half of all respondents are satisfied with the **cleanliness and good maintenance of stations**, with the highest proportions in Austria (86%), the United Kingdom and Ireland (both 81%), the Netherlands and Luxembourg (both 80%). Respondents in Romania (26%), Hungary (33%) and Bulgaria and Italy (both 38%) are the least likely to be satisfied.

Respondents in Lithuania (4%), Estonia (5%) and the Netherlands (8%) are least likely to be dissatisfied.

Looking at the balance of satisfied and dissatisfied respondents shows the largest relative proportion of positive respondents are found in Austria (86% vs 10%, +76 pp), the Netherlands (80% vs 8%, +72 pp) and Ireland (81% vs 12%, +69 pp). However, respondents are more likely to be dissatisfied than satisfied in Romania (26% vs 52%, -26 pp), Italy (38% vs 53%, -15 pp) and Bulgaria (38% vs 45%, -7 pp).

**Q4.7** Are you satisfied or not with the following services related to rail travel?




























**Cleanliness and good maintenance of stations (%)**



Base: all respondents (n=25,537)

Respondents in Poland (+32 pp) are now much more likely to be satisfied with the cleanliness and good maintenance of railway stations than they were in 2013. Respondents in Estonia (+18 pp), Slovenia (+16 pp) and Slovakia (+15 pp) are also more likely to be satisfied. At the other end of the scale, those in Lithuania are now less likely to be satisfied (-7 pp).

**Q4.7** Are you satisfied or not with the following services related to rail travel?  
**Cleanliness and good maintenance of stations (%)**

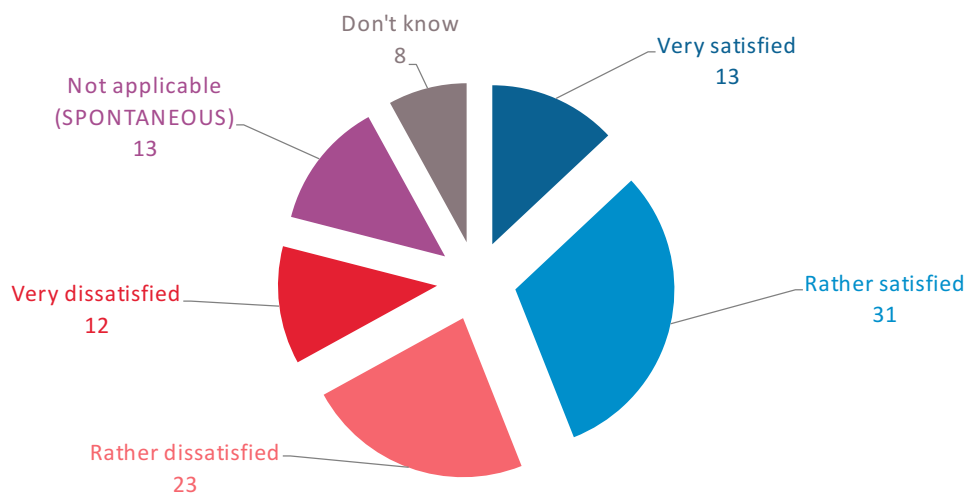
	Total 'Satisfied'	Jan. 2018 - Sept. 2013	Total 'Dissatisfied'	Jan. 2018 - Sept. 2013	Not applicable (SPONTANEOUS)	Jan. 2018 - Sept. 2013	Don't know
EU26 	62	▲ 5	28	▼ 1	6	▼ 1	4
PL 	71	▲ 32	19	▼ 20	6	▼ 9	4
EE 	55	▲ 18	5	▼ 3	16	▲ 11	24
SI 	61	▲ 16	23	=	3	▼ 10	13
SK 	50	▲ 15	47	▲ 5	1	▼ 14	2
DK 	72	▲ 12	16	▼ 8	6	=	6
ES 	78	▲ 8	16	▲ 3	5	▼ 8	1
PT 	71	▲ 7	20	▲ 2	4	=	5
CZ 	58	▲ 7	33	▼ 3	4	▼ 1	5
AT 	86	▲ 6	10	▲ 1	1	▼ 5	3
BG 	38	▲ 6	45	▲ 1	12	▼ 2	5
IE 	81	▲ 4	12	=	4	▼ 2	3
NL 	80	▲ 4	8	▼ 2	6	=	6
SE 	74	▲ 4	11	=	8	▲ 2	7
EL 	48	▲ 4	36	▲ 9	5	▼ 17	11
IT 	38	▲ 3	53	▼ 1	4	▼ 1	5
UK 	81	▲ 2	13	▲ 2	3	▼ 1	3
HR 	50	▲ 2	31	▲ 5	12	▲ 3	7
FR 	73	▲ 1	21	▼ 2	3	=	3
LU 	80	=	13	▲ 2	5	▼ 1	2
BE 	71	=	21	▲ 1	6	=	2
DE 	52	=	40	▲ 2	3	=	5
LV 	68	▼ 1	17	▲ 2	9	▲ 3	6
RO 	26	▼ 3	52	▲ 2	17	▲ 9	5
FI 	73	▼ 4	14	=	3	▲ 2	10
HU 	33	▼ 6	32	▼ 9	33	▲ 20	2
LT 	51	▼ 7	4	=	39	▲ 7	6

Base: all respondents (n=25,537)

### Parking facilities for cars and bikes at stations

Less than half of respondents (44%; among rail travellers 46%) are satisfied with the cleanliness and good maintenance of the stations, with 13% very satisfied. More than one third (35%; among rail travellers 38%) are dissatisfied, with 12% very dissatisfied. 13% of respondents say this does not apply, while 8% say they do not know.

**Q4.8** Are you satisfied or not with the following services related to rail travel?  
**Parking facilities for cars and bikes at stations (including parking facilities for persons with disabilities) (% - EU26)**

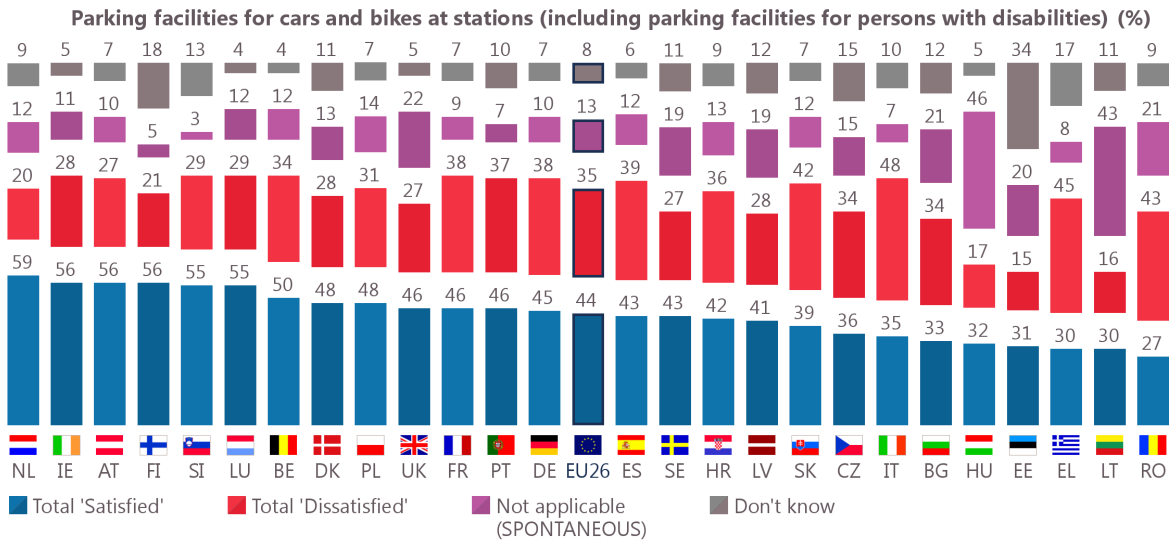


Base: all respondents (n=25,537)

A majority in seven countries are satisfied with the provision of **parking facilities for cars and bikes at stations**, with the highest proportion in the Netherlands (59%), Ireland, Austria and Finland (all 56%). On the other end of the spectrum, respondents in Romania (27%), Lithuania and Greece (both 30%) are least likely to be satisfied.

At the same time, respondents in Estonia (15%), Lithuania (16%) and Hungary (17%) are least likely to say they are dissatisfied with the parking facilities at the stations.

**Q4.8** Are you satisfied or not with the following services related to rail travel?





Base: all respondents (n=25,537)

The **socio-demographic analysis** reveals the following:

- Respondents aged 15-39 are more likely to be satisfied with the cleanliness and good maintenance of stations than those aged 55+ (65% vs 60%).
- Respondents who completed education aged 20+ (65%) are the most likely to be satisfied, particularly compared to those who completed education aged 15 or younger (59%).
- Frequent and occasional travellers (both 67%) are more likely to be satisfied with each of these aspects, compared to non-travellers (43%).
- Respondents who mainly travel for leisure (70%) are the most likely to be satisfied, particularly compared to those who mainly travel for business trips (64%).

**Q4** Are you satisfied or not with the following services related to rail travel?  
(%)

	Cleanliness and good maintenance of stations		Parking facilities for cars and bikes at stations (including parking facilities for persons with disabilities)	
	Total 'Satisfied'	Total 'Dissatisfied'	Total 'Satisfied'	Total 'Dissatisfied'
EU26	62	28	44	35
 <b>Age</b>				
15-24	65	32	56	30
25-39	65	28	42	40
40-54	62	29	47	36
55+	60	26	38	34
 <b>Education (End of)</b>				
15-	59	22	39	30
16-19	60	28	46	33
20+	65	28	41	39
Still studying	66	32	53	32
<b>Travel frequency</b>				
Frequent traveller	67	32	46	35
Occasional traveller	67	30	46	38
Non-traveller	43	20	34	27
<b>Reason for travel</b>				
Work	67	33	51	34
Business	64	34	41	47
Holidays	65	32	45	39
Leisure	70	28	48	35

Base: all respondents (n=25,537)



## 2 Importance of rail services and train stations

### a. Getting information

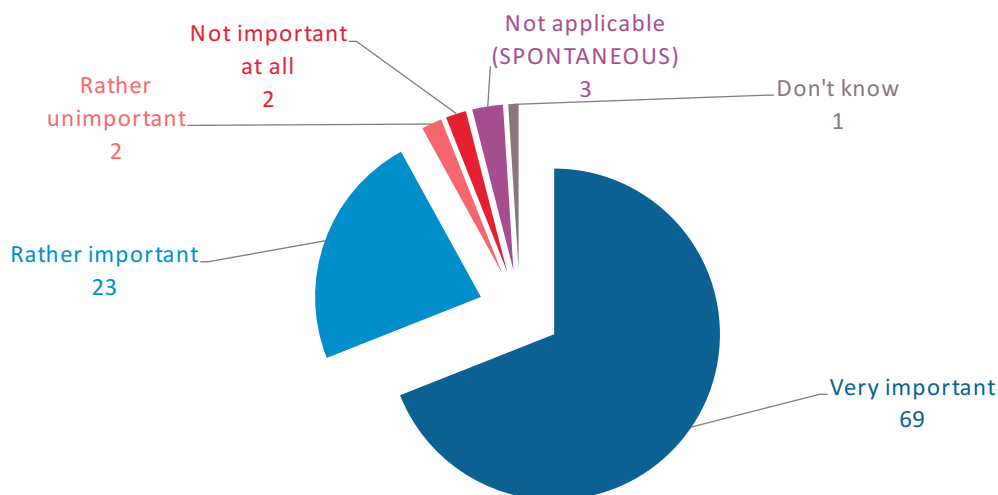
**The provision of good quality information about timetables and platforms is important to almost all respondents<sup>18</sup>**

#### Information about train timetables and platforms

More than nine in ten respondents (92%; among rail travellers 96%)<sup>19</sup> say that the provision of quality information about timetables and platforms is important, with 69% saying it is very important. Just 4% (among rail travellers 3%) say it is not important<sup>20</sup>.

Fewer than one in twenty say this is not applicable (3%), while 1% don't know.

**Q5.1** How important is the quality of the following services to you?  
Provision of information about train timetables and platforms (% - EU26)



Base: all respondents (n=25,537)

<sup>18</sup> The survey did not ask the respondents how important for them are the frequency, punctuality and reliability of services, given that these are the essential characteristics of rail travel. Instead, the respondents views were sought on additional services such as provision of information, cleanliness and ease of buying tickets.

<sup>19</sup> In order to maintain comparability with the previous survey Flash 382a from 2013, questions on satisfaction were asked of all respondents – even those who do not use trains. In the analysis the percentages of satisfaction are given both in relation to all respondents and in relation to those who had used trains.

<sup>20</sup> Q5 How important is the quality of the following services to you? 5.1 Provision of information about train timetables and platforms

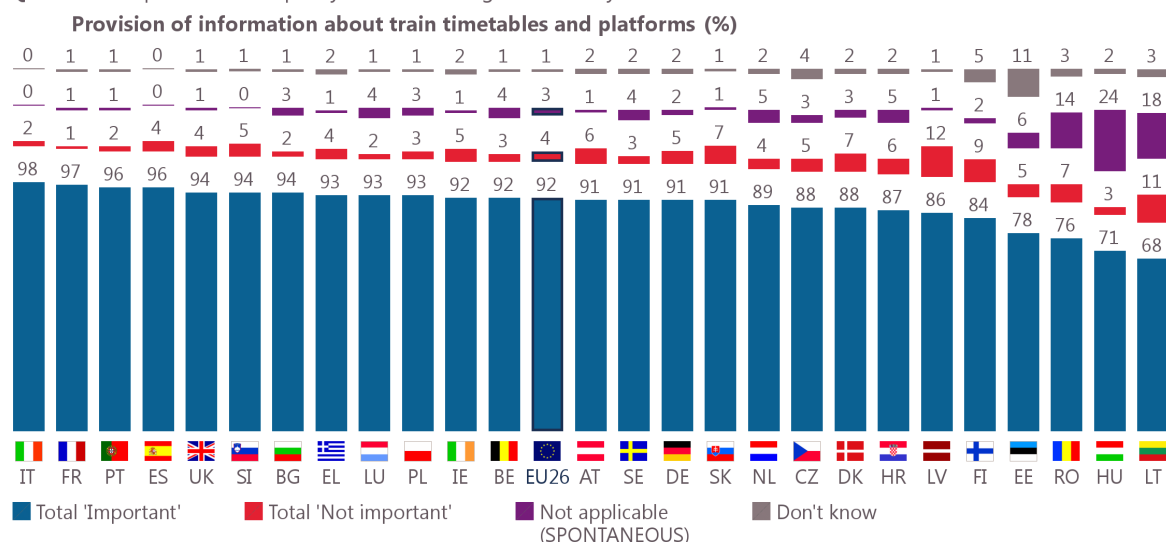
The **provision of quality information about timetables and platforms** is important to more than two thirds of respondents in each country, ranging from 98% in Italy, 97% in France and 96% in Portugal and Spain to 68% in Lithuania, 71% in Hungary and 76% in Romania.

Latvia (12%) and Lithuania (11%) are the only countries where at least one in ten say this is not important.

Looking at the relative comparisons show each country respondents are more likely to say the provision of good quality information about timetables and platforms is important. The largest differences are observed in France (97% important vs 1% not important, +96 pp), Italy (98% vs 2%, +96 pp) and Portugal (96% vs 2%, +94 pp), and the smallest in Lithuania (68% vs 11%, +57 pp), Hungary (71% vs 3%, +69 pp), and Romania (76% vs 7%, +69 pp).

More than one in ten respondents in Hungary (24%), Lithuania (18%) and Romania (14%) say this is not applicable.

**Q5.1** How important is the quality of the following services to you?



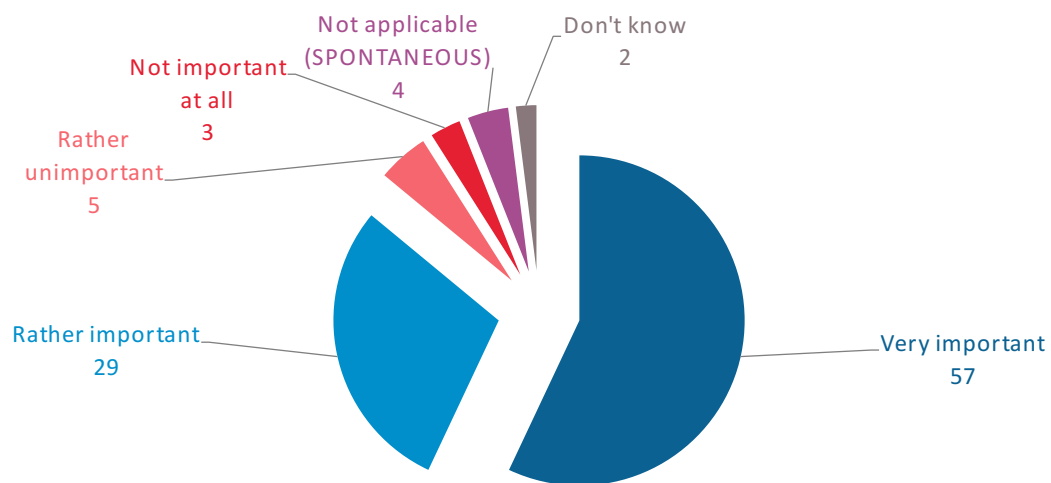
Base: all respondents (n=25,537)

### Information on connecting services with other modes of transport

Overall, 86% (among rail travellers 90%) say the provision of quality information on connecting services with other modes of transport is important, with 57% saying it is very important. 8% (among rail travellers 7%) saying it is not important.

Fewer than one in twenty say it is not applicable (4%) or they do not know (2%).

**Q5.4** How important is the quality of the following services to you?  
**Provision of information on connecting services with other modes of transport**  
(% - EU26)

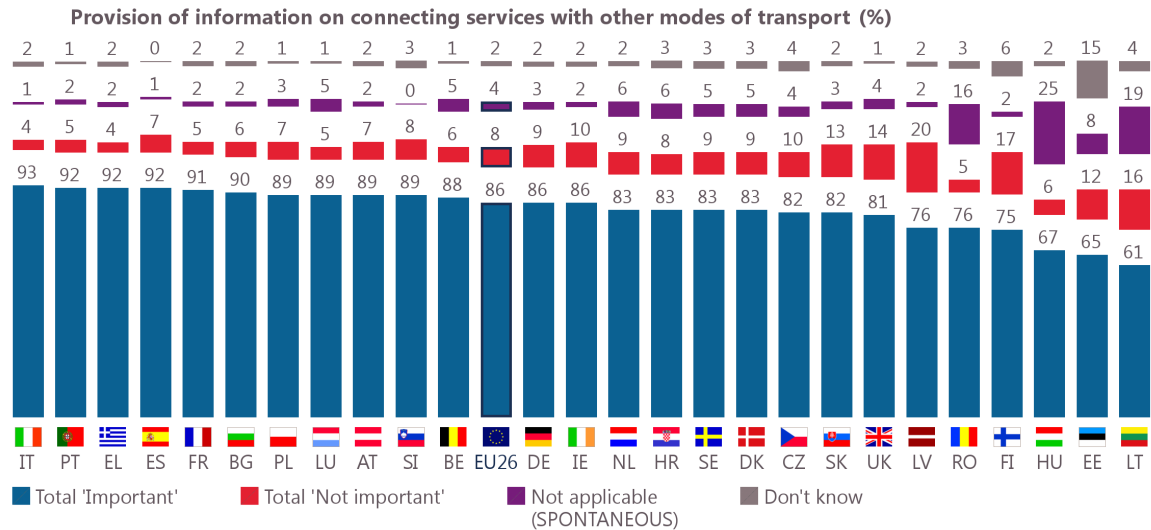


Base: all respondents (n=25,537)

In 23 Member States, at least three quarters of respondents say that the **provision of quality information on connecting services with other modes of transport** is important. This ranges from 93% in Italy, 92% in Portugal, Greece and Spain to 61% in Lithuania, 65% in Estonia and 67% in Estonia.

Latvia (20%), Finland (17%) and Lithuania (16%) are the countries more likely to say that it is not important

**Q5.4** How important is the quality of the following services to you?



Base: all respondents (n=25,537)

The **socio-demographic analysis** shows:

- Respondents aged 15-24 are the most likely to say the provision *quality information about train timetables and platforms* and *about connecting services with other modes of transport* are important, particularly compared to those aged 55+.
- The longer a respondent remained in education, the more likely they are to say the provision of information is timetables and on connecting services is important. For example, 94% who completed education aged 20+ say the provision of information on train timetables and platforms is important, compared to 86% who completed education aged 15 or younger.
- Frequent and occasional travellers are more likely to consider important each of these two aspects of rail travel, compared to non-travellers.

Q5 How important is the quality of the following services to you?  
(%)

	Provision of information about train timetables and platforms		Provision of information on connecting services with other modes of transport	
	Total 'Important'	Total 'Not important'	Total 'Important'	Total 'Not important'
EU26	92	4	86	8
<b>Age</b>				
15-24	97	2	92	7
25-39	95	2	88	9
40-54	93	4	88	7
55+	90	4	83	8
<b>Education (End of)</b>				
15-	86	6	79	9
16-19	90	4	87	7
20+	94	3	88	8
Still studying	96	3	91	7
<b>Travel frequency</b>				
Frequent traveller	97	3	91	8
Occasional traveller	95	3	90	7
Non-traveller	78	7	75	8

Base: all respondents (n=25,537)

## b. Getting tickets

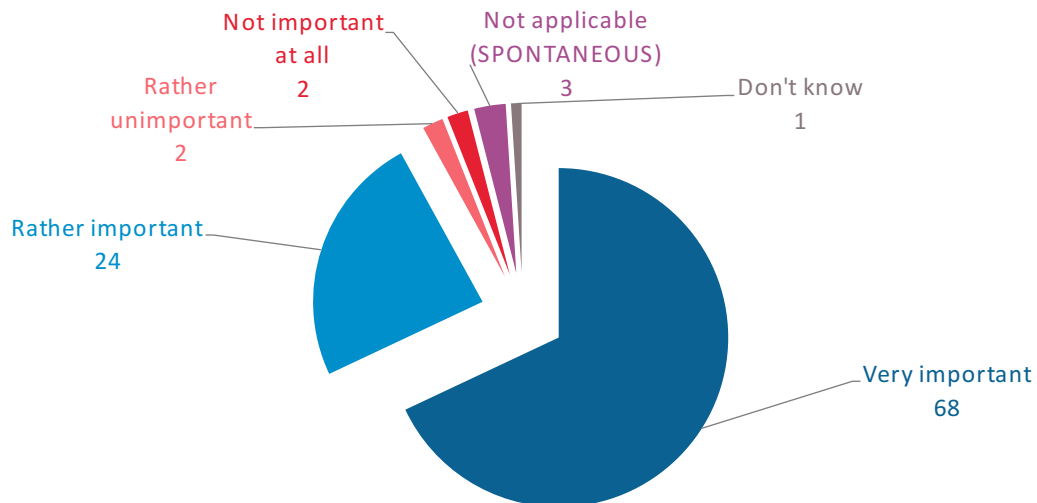
**The easiness of buying tickets, the availability of through-tickets and the availability multi-mode tickets is very important to a large majority of respondents.**

### Ease of buying tickets

More than nine in ten respondents (92%; among rail travellers 96%) say the easiness of buying tickets is important, with 68% saying it is very important. Just 4% (among rail travellers 3%) say it is not important<sup>21</sup>.

Fewer than one in twenty say this is not applicable (3%), while 1% don't know.

**Q5.2** How important is the quality of the following services to you?  
Ease of buying tickets (% - EU26)



Base: all respondents (n=25,537)

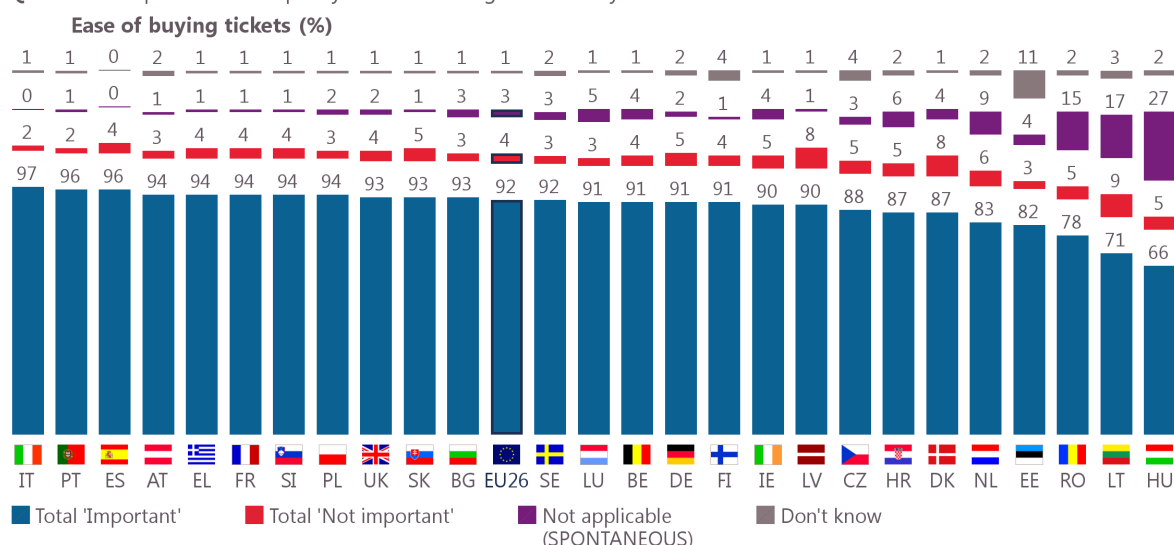
<sup>21</sup> Q5 How important is the quality of the following services to you? 5.2 Ease of buying tickets

At least two thirds of respondents in each country say that the **easiness of buying tickets** is important to them, ranging from 97% in Italy and 96% in Portugal and Spain to 66% in Hungary, 71% in Lithuania and 78% in Romania.

Respondents in Lithuania (9%), Denmark and Latvia (both 8%) are the most likely to say this is not important, while those in Hungary (27%), Lithuania (17%) and Romania (15%) are the most likely to say it is not applicable.

In each country respondents are more likely to think this important than not important. The highest relative majority is seen in Italy (97% vs 2%, +95 pp), Portugal (96% vs 2%, +94 pp) and Spain (96% vs 4%, +92 pp), and the lowest in Hungary (66% vs 5%, +61 pp), Lithuania (71% vs 9%, +62 pp) and Romania (78% vs 5%, +73 pp).

**Q5.2** How important is the quality of the following services to you?



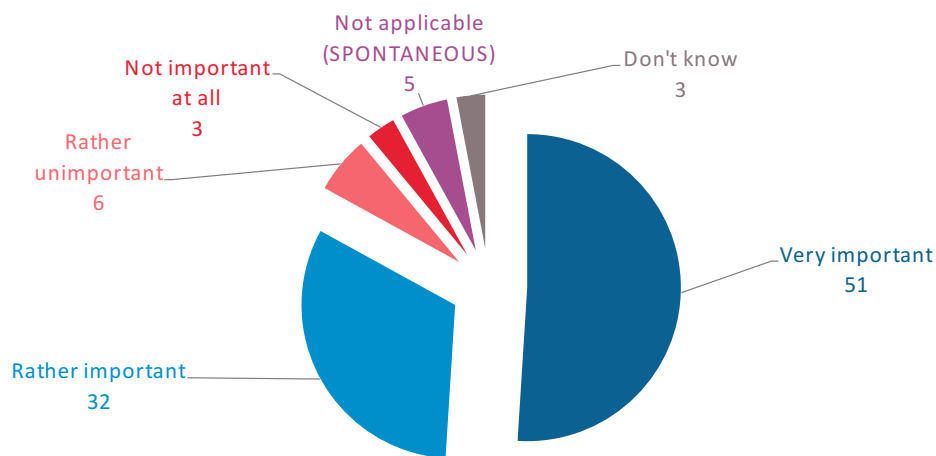
Base: all respondents (n=25,537)

### Availability of through-tickets

More than eight in ten respondents (83%; among rail travellers 86%) say the availability of through-tickets is important to them, with 51% saying it is very important<sup>22</sup>. Almost one in ten (9%; among rail travellers 9% as well) say it is not important, with 3% saying it is not important at all.

One in twenty say this is not applicable (5%), while 3% say they don't know.

**Q5.3** How important is the quality of the following services to you?  
Availability of through-tickets (i.e. one ticket for several segments of one whole journey by rail) (% - EU26)



Base: all respondents (n=25,537)

<sup>22</sup> Q5 How important is the quality of the following services to you? 5.3 Availability of through-tickets (i.e. one ticket for several segments of one whole journey by rail)



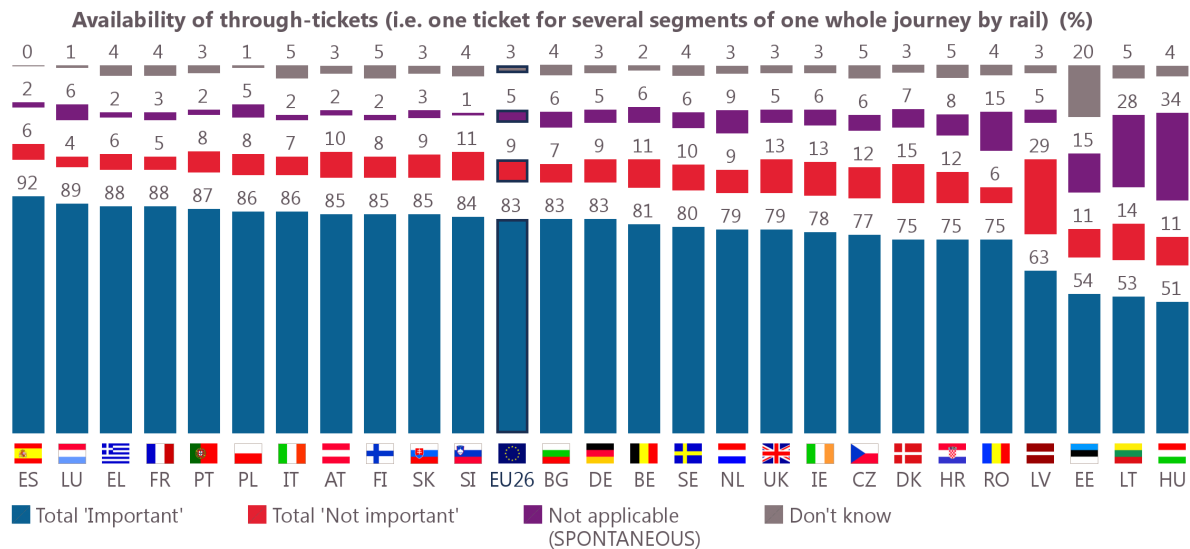
The majority of respondents in each country say the **availability of through-tickets** is important, with proportions ranging from 92% in Spain, 89% in Luxembourg and 88% in Greece and France to 51% in Hungary, 53% in Lithuania and 54% in Estonia.

Respondents in Latvia (29%) are much more likely than those in other countries to say this is not important, although 15% in Denmark and 14% in Lithuania say the same.

In each country respondents are more likely to think this important than not important. The highest relative majority is seen in Spain (92 % vs 6%, +86 pp), Luxembourg (89% vs 4%, +85 pp) and France (88% vs 5%, +83 pp), and the lowest in Latvia (63% vs 29%, +34 pp), Lithuania (53% vs 14%, +39 pp) and Hungary (51% vs 11%, +40 pp).

More than one quarter in Hungary (34%) and Lithuania (28%) say this does not apply, while 20% in Estonia say they do not know.

**Q5.3** How important is the quality of the following services to you?



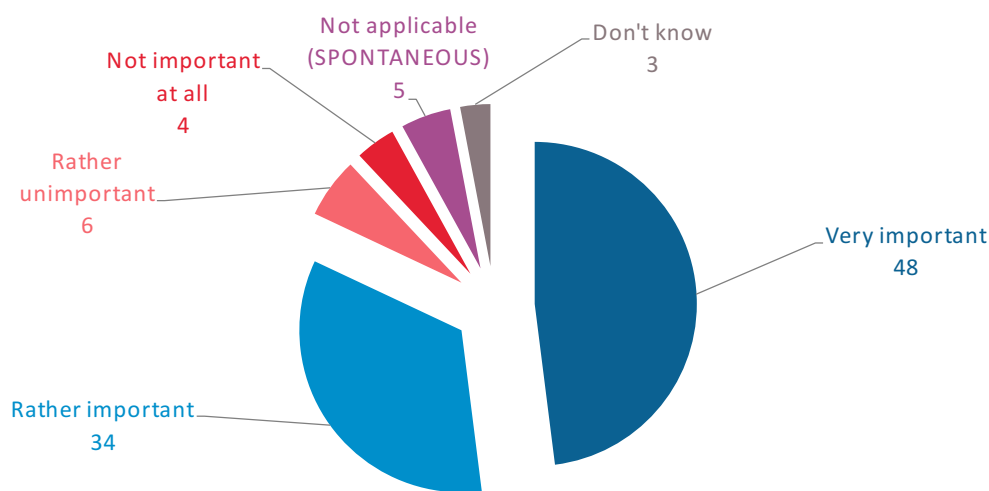
Base: all respondents (n=25,537)

**Availability of tickets for a journey using several modes**

More than eight in ten respondents (82%; among rail travellers 84%) say that the availability of tickets for a journey using several modes of transport is important, with 48% saying it is very important<sup>23</sup>. One in ten (10%; among rail travellers 11%) say it is not important, with 4% saying it is not important at all.

One in twenty say this is not applicable (5%), while 3% say they don't know.

**Q5.5** How important is the quality of the following services to you?  
**Availability of tickets for a journey using several modes (i.e. tram, metro, bus, local trains) (% - EU26)**



Base: all respondents (n=25,537)

<sup>23</sup> Q5 How important is the quality of the following services to you? 5.5 Availability of tickets for a journey using several modes (i.e. tram, metro, bus, local trains)

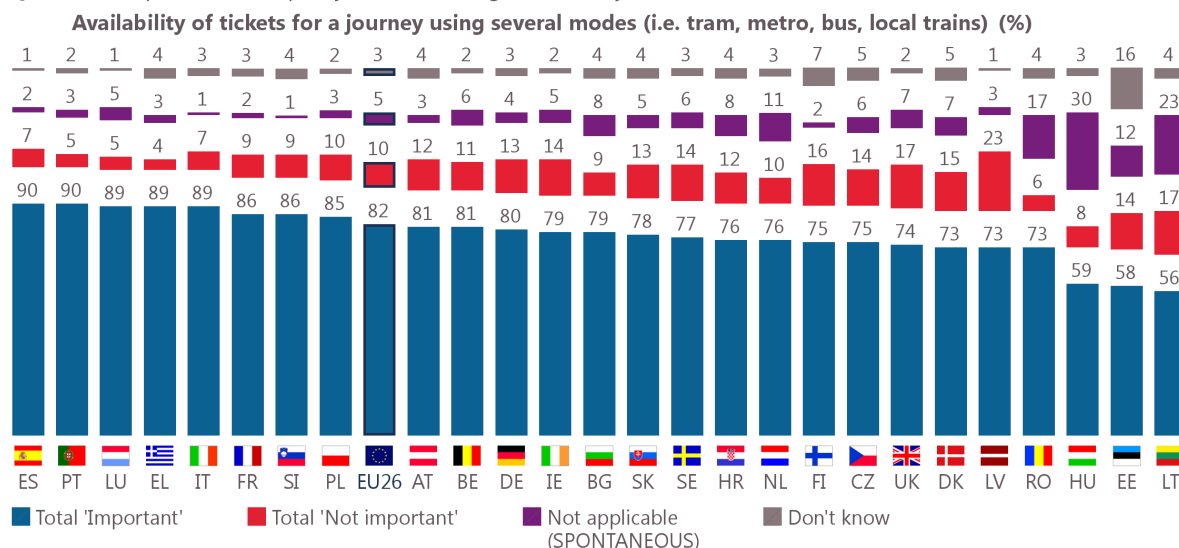
The majority of respondents in each country say that **the availability of tickets for a journey using several modes of transport** is important to them, with proportions ranging from 90% in Spain and Portugal and 89% in Luxembourg, Greece and Italy, to 56% in Lithuania, 58% in Estonia and 59% in Hungary.

Respondents in Latvia (23%), Lithuania and the United Kingdom (both 17%) are the most likely to say this is not important.

In each country respondents are more likely to think this important than not important. The highest relative majority is seen in Greece (89% vs 4%, +85 pp), Portugal (90% vs 5%, +85 pp) and Luxembourg (89% vs 5%, +84 pp), and the lowest in Lithuania (56% vs 17%, +39 pp), Estonia (58% vs 14%, +44 pp) and Latvia (73% vs 23%, +50 pp).

Those in Hungary (30%), Lithuania (23%) and Romania (17%) are the most likely to say this is not applicable, while those in Estonia are the most likely to say they don't know (16%).

**Q5.5** How important is the quality of the following services to you?



Base: all respondents (n=25,537)

The **socio-demographic analysis** illustrates:

- The younger the respondent, the more likely they are to say the easiness of buying tickets, the availability of through tickets, or of tickets for a journey using several modes are important. For instance, 96% of the youngest respondents the easiness of buying tickets is important, compared to 88% of those aged 55+.
- Respondents who completed education aged 16 or older are the most likely to say that of each these aspects of rail travel is important.
- Frequent and occasional travellers are more likely than non-travellers to consider each of these aspects of rail travel important, compared to non-travellers. For example, 87% of frequent travellers and 85% of occasional travellers say the availability of through-tickets is important, compared to 73% of non-travellers.

Q5 How important is the quality of the following services to you?  
(%)

	Ease of buying tickets		Availability of through-tickets (i.e. one ticket for several segments of one whole journey by rail)		Availability of tickets for a journey using several modes (i.e. tram, metro, bus, local trains)	
	Total 'Important'	Total 'Not important'	Total 'Important'	Total 'Not important'	Total 'Important'	Total 'Not important'
EU26	92	4	83	9	82	10
<b>Age</b>						
15-24	96	3	88	9	88	9
25-39	94	3	86	9	84	12
40-54	93	4	84	9	84	10
55+	88	5	79	8	77	10
<b>Education (End of)</b>						
15-	84	7	75	8	74	11
16-19	90	4	82	9	81	10
20+	94	3	84	9	82	11
Still studying	96	2	90	8	88	9
<b>Travel frequency</b>						
Frequent traveller	93	5	87	8	86	10
Occasional traveller	95	3	85	9	84	11
Non-traveller	78	7	73	8	72	10

Base: all respondents (n=25,537)

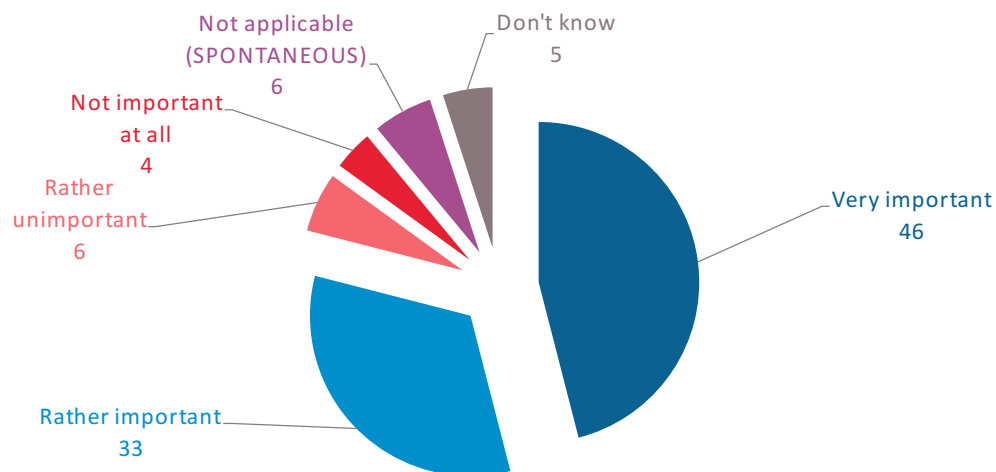
### c. Handling complaints

#### The majority of respondents say that the easiness and accessibility of complaint-handling mechanisms is important

Almost eight in ten respondents (79%; among rail travellers 81%) say the easiness and accessibility of complaint-handling mechanisms is important, with 46% saying it is very important<sup>24</sup>. One in ten (10%; among rail travellers 11%) say it is not important. Among all aspects that were asked, easy and accessible complaint-handling mechanisms was considered least important by respondents.

Just over one in twenty say this is not applicable (6%), while 5% don't know.

Q5.6 How important is the quality of the following services to you?  
Easy and accessible complaint- handling mechanisms (% - EU26)



Base: all respondents (n=25,537)

<sup>24</sup> Q5 How important is the quality of the following services to you? 5.5 Availability of tickets for a journey using several modes (i.e. tram, metro, bus, local trains)

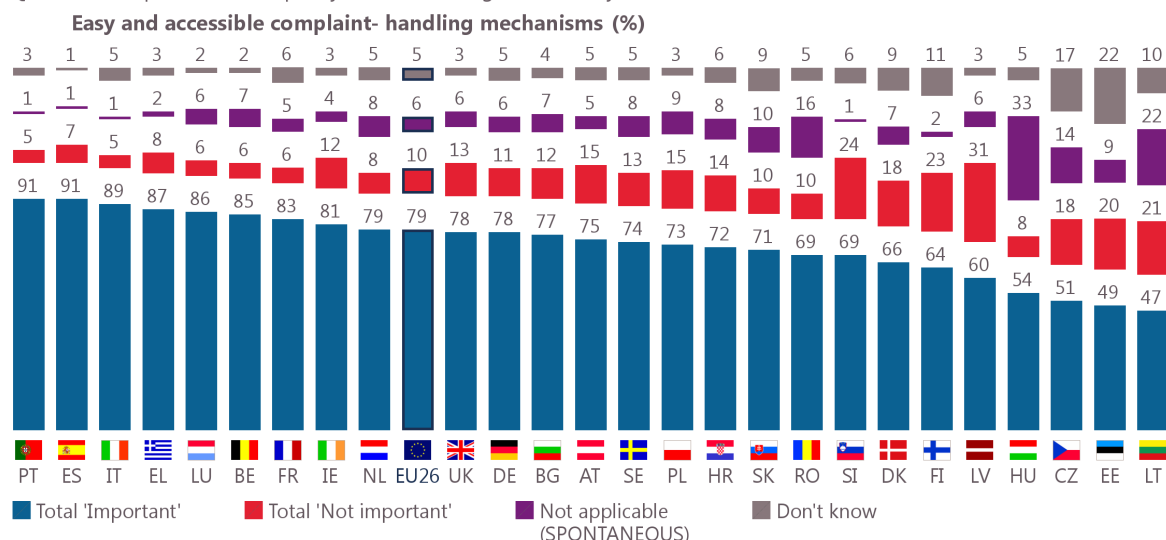
In all but two countries the majority of respondents say that **easy and accessible complaint-handling mechanisms** is important, with respondents in Portugal and Spain (both 91%), Italy (89%) and Greece (87%) the most likely to do so. The exceptions are Lithuania (47%) and Estonia (49%), but even in these countries this is the most common answer.

Respondents in Latvia (31%), Slovenia (24%) and Finland (23%) are the most likely to say this is not important.

In each country respondents are more likely to think this quality is important than not important. The highest relative majority is observed in Portugal (91% vs 5%, +86 pp), Spain (91% vs 7%, +84 pp) and Italy (89% vs 5%, +84 pp), and the lowest in Lithuania (47% vs 21%, +26 pp), Latvia (60% vs 31%, +29 pp) and Estonia (49% vs 20%, +29 pp).

Those in Hungary (33%), Lithuania (22%) and Romania (16%) are the most likely to say this is not applicable, while those in Estonia (22%) and the Czech Republic (17%) are the most likely to say they don't know.

Q5.6 How important is the quality of the following services to you?






Base: all respondents (n=25,537)

The **socio-demographic analysis** highlights:

- Women are more likely to say easy and accessible complaint-handling mechanisms is important, compared to men (82% vs 76%).
- Respondents aged 15-54 are the most likely to say this quality is important. For instance, 83% of those aged 15-39 say so, compared to 74% of those aged 55+.
- Respondents who completed education aged 16 or older are the most likely to say this quality is important.
- Frequent (82%) and occasional (81%) travellers are more likely to say this quality is important, compared to non-travellers (71%).
- Those who travel to and from work (85%), for holidays (83%) or leisure (81%) are more likely to say this quality is important, compared to those who travel for business (77%).

**Q5.6** How important is the quality of the following services to you?

**Easy and accessible complaint-handling mechanisms (%)**

	Total 'Important'	Total 'Not important'
EU26	79	10
 <b>Gender</b>		
Male	76	13
Female	82	8
 <b>Age</b>		
15-24	83	10
25-39	83	11
40-54	81	10
55+	74	10
 <b>Education (End of)</b>		
15-	73	10
16-19	79	9
20+	80	11
Still studying	82	10
<b>Travel frequency</b>		
Frequent traveller	82	11
Occasional traveller	81	11
Non-traveller	71	9
<b>Reason for travel</b>		
Work	85	10
Business	77	16
Holidays	83	9
Leisure	81	10

Base: all respondents (n=25,537)

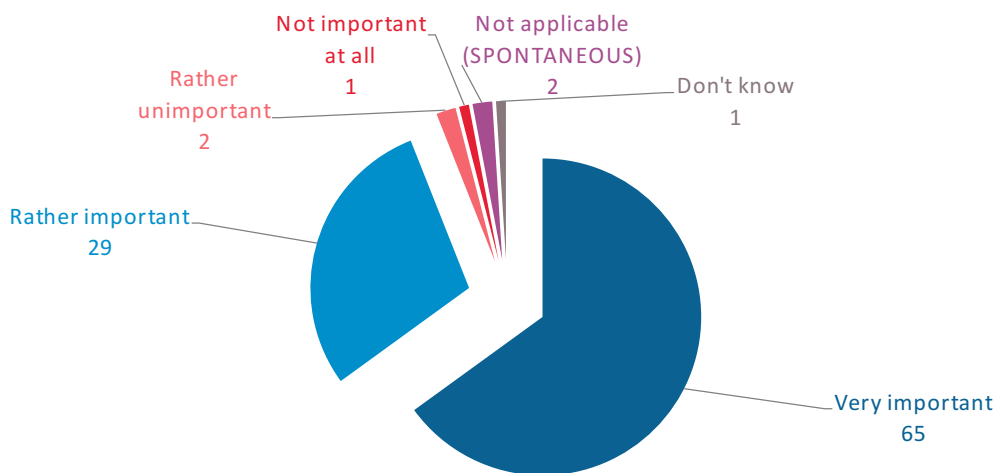
## d. Train stations

**Large majorities of respondents say cleanliness and good maintenance of stations and the existence of parking facilities is important****Cleanliness and good maintenance of stations**

More than nine in ten respondents (94%; among rail travellers 97%) say that the cleanliness and good maintenance of stations is important, with almost two thirds (65%) saying it is very important<sup>25</sup>. Less than one in twenty (3%; among rail travellers 3% as well) say it is not important.

One in fifty say this is not applicable (2%), while 1% don't know.

**Q5.7** How important is the quality of the following services to you?  
Cleanliness and good maintenance of stations (% - EU26)



Base: all respondents (n=25,537)

<sup>25</sup> Q5 How important is the quality of the following services to you? 5.7 The cleanliness and good maintenance of stations



More than seven in ten respondents in each country say the **cleanliness and good maintenance of stations** is important to them, with proportions ranging from 98% in Spain and Italy and 97% in Portugal to 74% in Hungary, 78% in Lithuania and 79% in Romania.

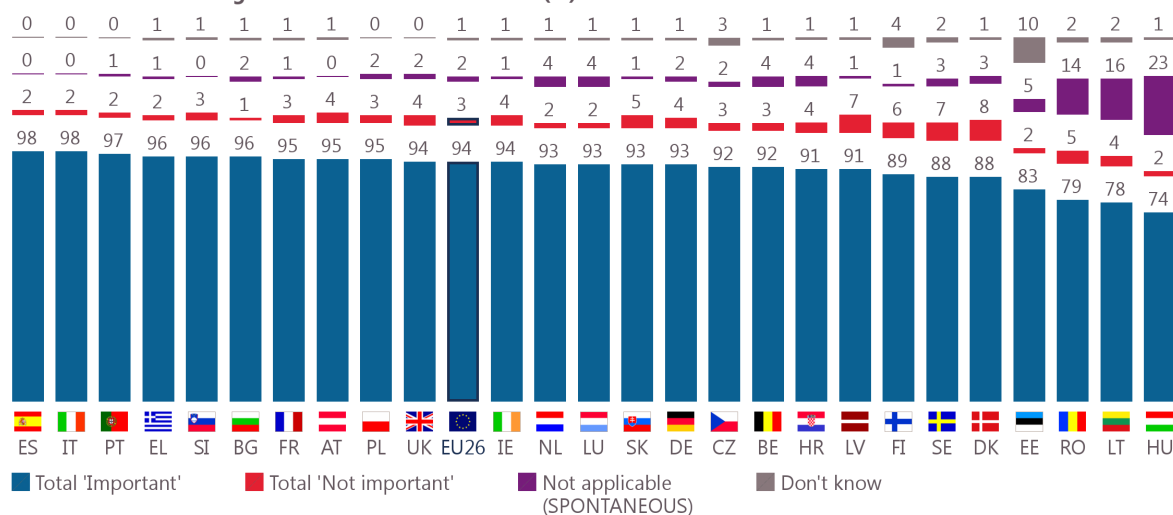
Those in Denmark (8%), Sweden, Latvia (both 7%) and Finland (6%) are the most likely to say this is not important.

In each country respondents are much more likely to think this important than not important. The highest relative majority is seen in Spain (98% vs 2%, +96 pp), Italy (98% vs 2%, +96 pp) and Bulgaria (96% vs 1%, +95 pp), and the lowest in Hungary (74% vs 2%, +72 pp), Romania (79% vs 5%, +74 pp) and Lithuania (78% vs 4%, +74 pp).

Almost one quarter of respondents in Hungary say this is not applicable (23%), as do 16% in Lithuania and 14% in Romania.

**Q5.7** How important is the quality of the following services to you?

**Cleanliness and good maintenance of stations (%)**



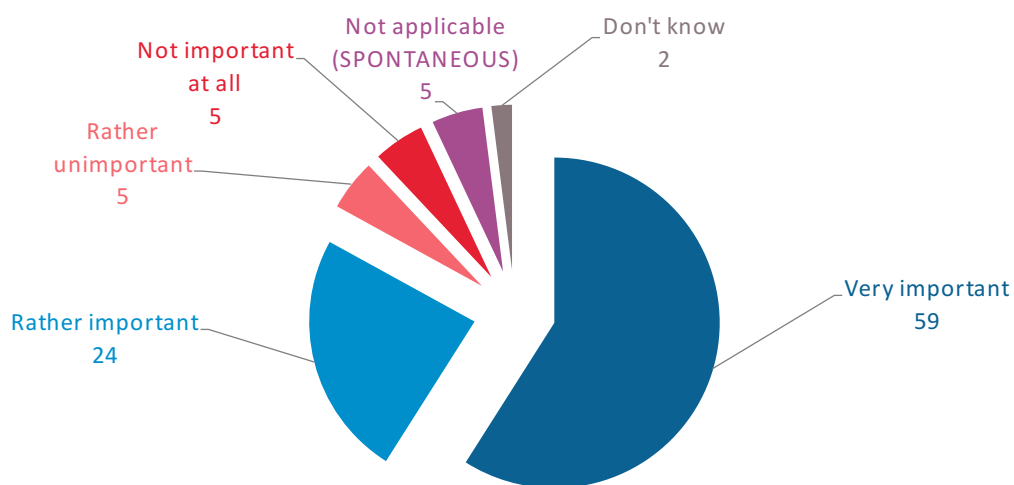
Base: all respondents (n=25,537)

### **Parking facilities for cars and bikes at stations**

More than eight in ten respondents (83%; among rail travellers 85%) say the quality of parking facilities for cars and bikes at stations are important, with almost six in ten (59%) saying they are very important<sup>26</sup>. One in ten (10%; among rail travellers 11%) say these are not important, with 5% saying they are not important at all.

One in twenty say this is not applicable (5%), while 2% say they don't know.

**Q5.8** How important is the quality of the following services to you?  
**Parking facilities for cars and bikes at stations (including parking facilities for persons with disabilities) (% - EU26)**



Base: all respondents (n=25,537)

<sup>26</sup> Q5 How important is the quality of the following services to you? 5.8 Parking facilities for cars and bikes at stations (including parking facilities for persons with disabilities)

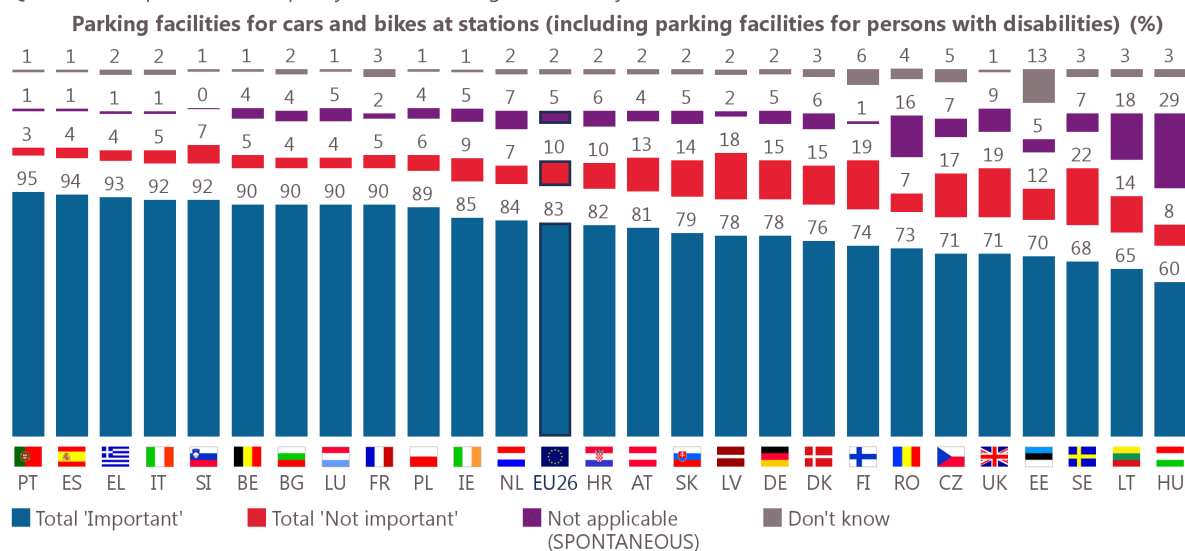
At least six in ten respondents in each country say **parking facilities for cars and bikes at stations** are important. Those in Portugal (95%), Spain (94%), and Greece (93%) are the most likely to say these are important, compared to 60% in Hungary, 65% in Lithuania and 68% in Sweden.

Respondents in Sweden (22%), Finland and the United Kingdom (both 19%) are the most likely to say this is not important.

In each country respondents are more likely to think this important than not important. The highest relative majority is seen in Portugal (95% vs 3%, +92 pp), Spain (94% vs 4%, +90 pp) and Greece (93% vs 4%, +89 pp) and the lowest in Sweden (68% vs 22%, +46 pp), Lithuania (65% vs 14%, +51 pp), the United Kingdom (71% vs 19%, +52 pp) and Hungary (60% vs 8%, +52 pp).

Almost three in ten of respondents in Hungary say this is not applicable (29%), as do 18% in Lithuania and 16% in Romania.

Q5.8 How important is the quality of the following services to you?



The **socio-demographic analysis** shows:

- Respondents who completed their education aged 16 or older are the most likely to say cleanliness and good maintenance of stations, or parking facilities for cars and bikes is important.
- Respondents who live in rural villages (86%) or small/mid-sized towns (85%) are more likely to say parking facilities are important, compared to those in large towns (78%).
- Frequent (96%) and occasional travellers (97%) are more likely to say cleanliness and good maintenance of stations is important, compared to non-travellers (83%). Occasional travellers are the most likely to say the quality of parking facilities is important (86%).
- Those who travel for holidays (87%), business trips (86%) or leisure (85%) are more likely to say the quality of parking facilities is important, compared to those who mainly travel to and from work (80%).

**Q5** How important is the quality of the following services to you?  
(%)

	Cleanliness and good maintenance of stations		Parking facilities for cars and bikes at stations (including parking facilities for persons with disabilities)	
	Total 'Important'	Total 'Not important'	Total 'Important'	Total 'Not important'
EU26	94	3	83	10
<b>Education (End of)</b>				
15-	89	5	78	9
16-19	93	3	84	8
20+	95	3	84	10
Still studying	96	3	81	14
<b>Subjective urbanisation</b>				
Rural village	92	3	86	7
Small/mid size town	94	3	85	9
Large town	94	3	78	14
<b>Travel frequency</b>				
Frequent traveller	96	4	76	18
Occasional traveller	97	3	86	10
Non-traveller	83	4	78	7
<b>Reason for travel</b>				
Work	97	3	80	14
Business	97	3	86	12
Holidays	96	3	87	8
Leisure	97	3	85	11

Base: all respondents (n=25,537)

### 3 Priorities: comparing satisfaction and importance

In this section, we explore the relation between the satisfaction with and the perceived importance of rail services. With the questions Q4 and Q5 several aspects were tested whether respondents are satisfied with them and regard them as important. In the following plots, the results are combined to provide insights in the priorities of these aspects of rail travel. While along the x-axis the results for total 'satisfied' for each country is displayed, the results for total 'important' is displayed along the y-axis.

For the comparison, the relative satisfaction and the relative importance are used - for each country the difference between those satisfied and those dissatisfied, or those who rate an issue as important and those who rate it as not important respectively, is calculated.<sup>27</sup>

The grey horizontal line that represents the average relative satisfaction crosses the grey vertical line representing the average relative importance at a point which represents the average relative satisfaction and average relative importance assigned to the topic at the EU level.

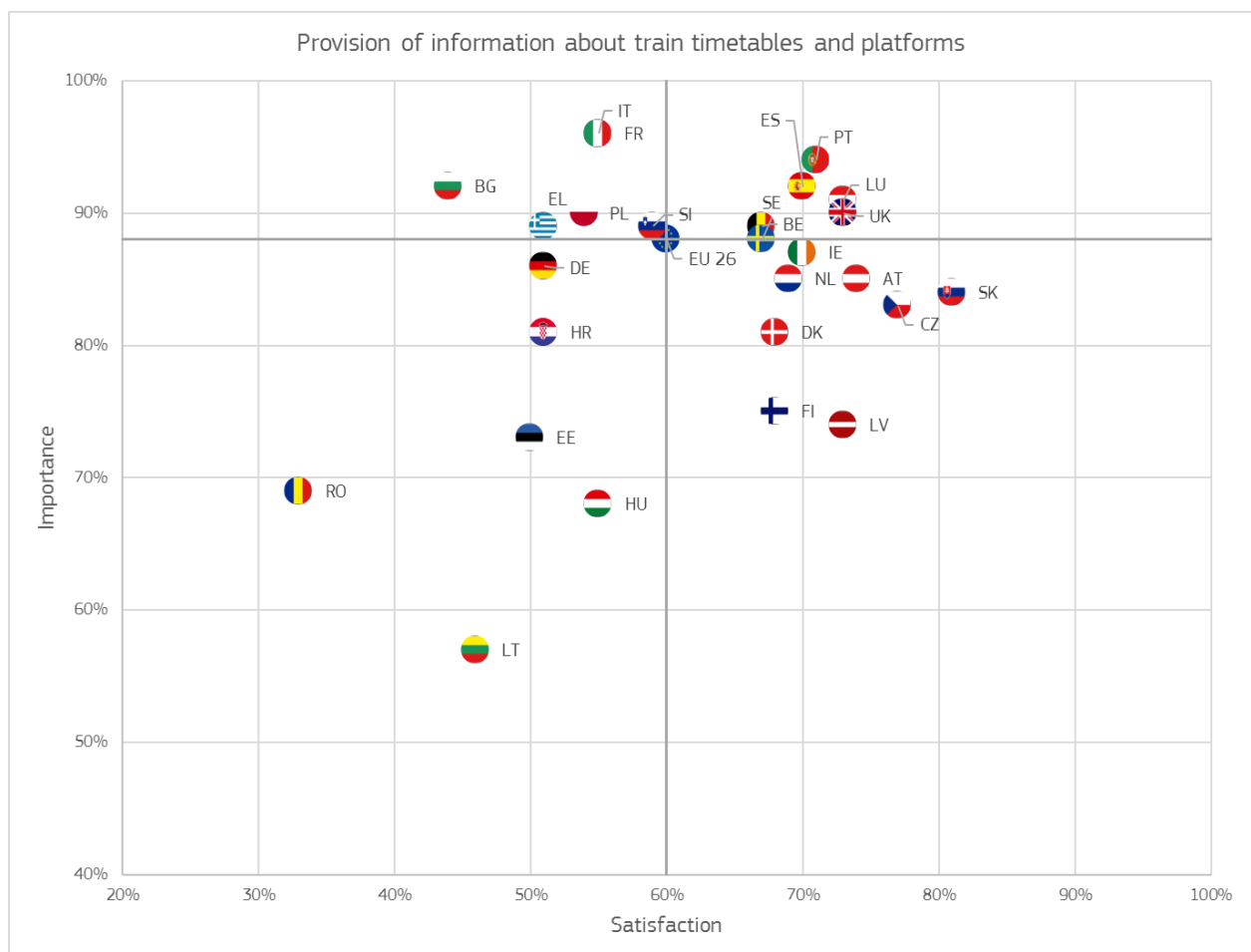
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<sup>27</sup> The result can as well be negative, when the share of those who are dissatisfied or do not rate an issue as important is larger than the share of those who are satisfied or rate an issue as important.

## Provision of information about train timetables and platforms

Regarding the provision of information about train timetables and platforms, the level of satisfaction in 14 Member States is above the EU average. However, there are differences in the importance respondents ascribe to this specific service. In Portugal, Spain, Luxembourg, the United Kingdom, Belgium and Sweden, this topic is regarded as more important than by the respondents on the EU level. On the other hand, while respondents in Slovakia, the Czech Republic, Austria, Latvia, Ireland, the Netherlands, Denmark and Finland are relatively satisfied, they consider this service as less important.

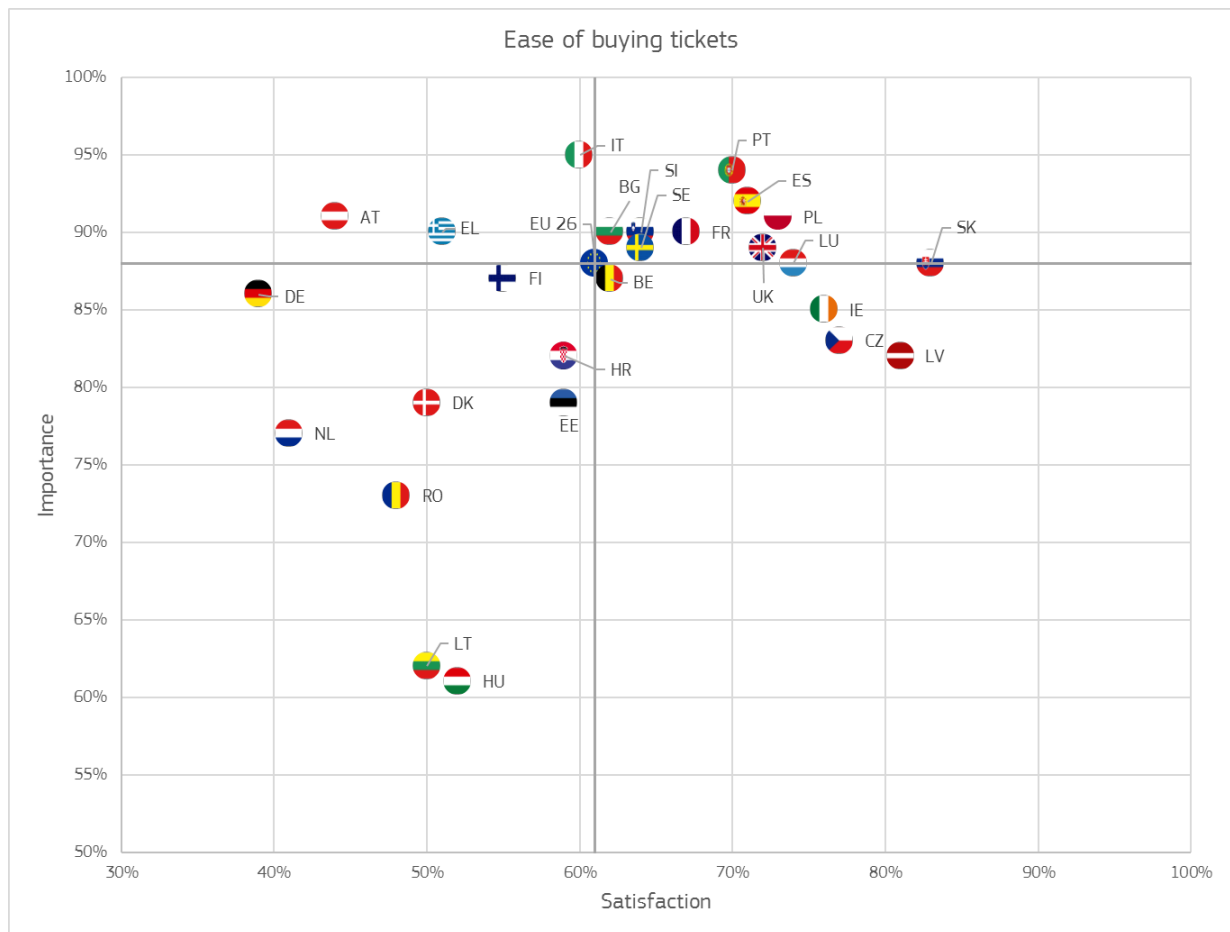
Respondents in Hungary, Germany, Croatia, Estonia, Lithuania and Romania are less satisfied with the provision of information about train timetables and platforms than respondent in the EU as a whole, and at the same time they are less likely to consider this service important than the respondents on average on the EU level. Conversely, respondents in Slovenia, Italy, France, Poland, Greece and Bulgaria are yet less satisfied with the provision of information about trains and timetables than respondents at EU level but at the same time they consider this topic more important than respondents in the EU in general.



### Ease of buying tickets

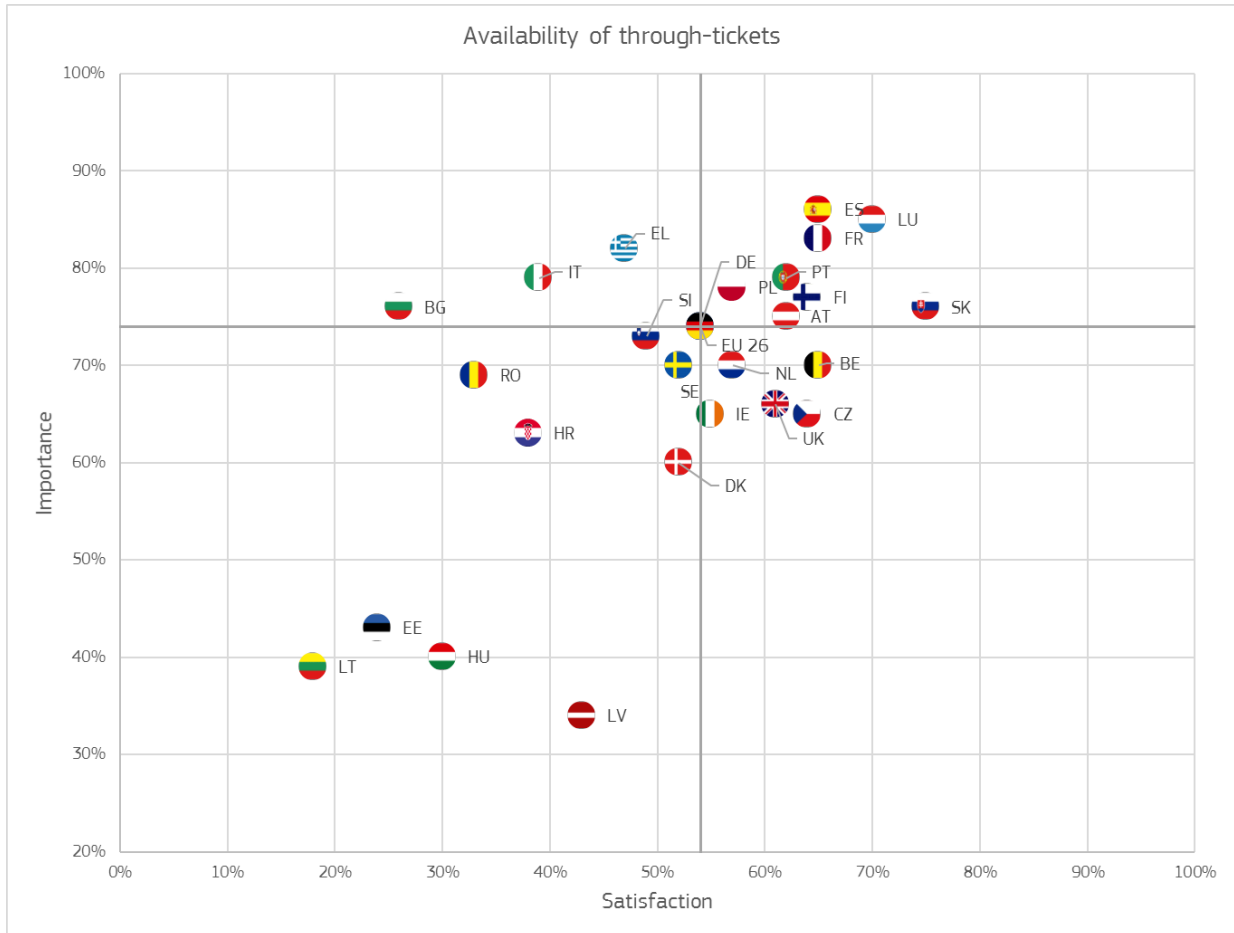
In three Member States, respondents are less satisfied with the ease of buying tickets than those in the EU in general but at the same time consider this service more important than respondents in the EU in general. These Member States are Italy, Greece and Austria.

On the other side, in four Member States – Belgium, Ireland, Czech Republic and Latvia – respondents are more satisfied with the ease of buying tickets than those in the EU in general, but at the same time consider this service less important than respondents in the EU in general..



### Availability of through-tickets

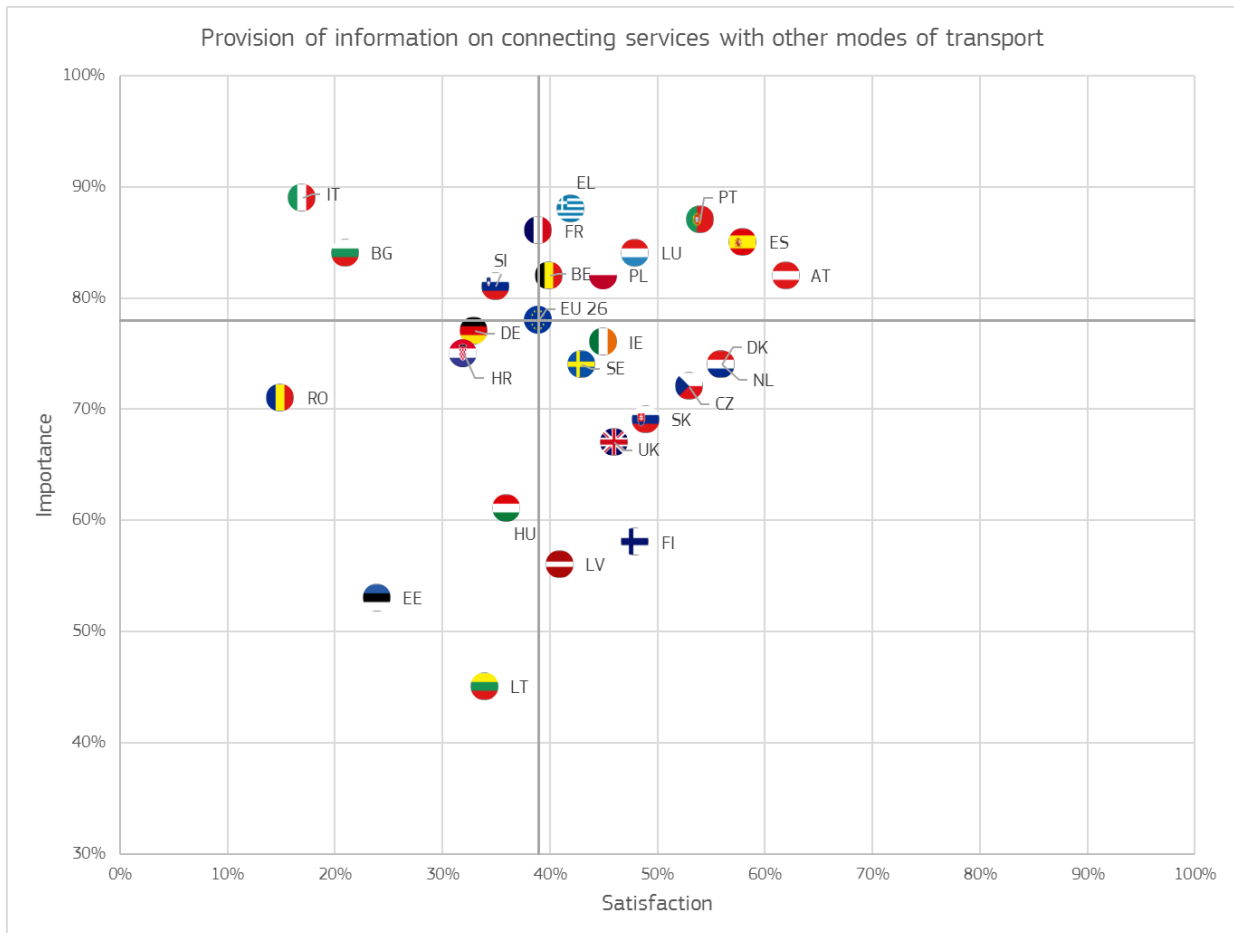
Respondents in Greece, Italy and Bulgaria are less satisfied with the availability of through-tickets but at the same time consider this service more important than respondents in the EU in general.





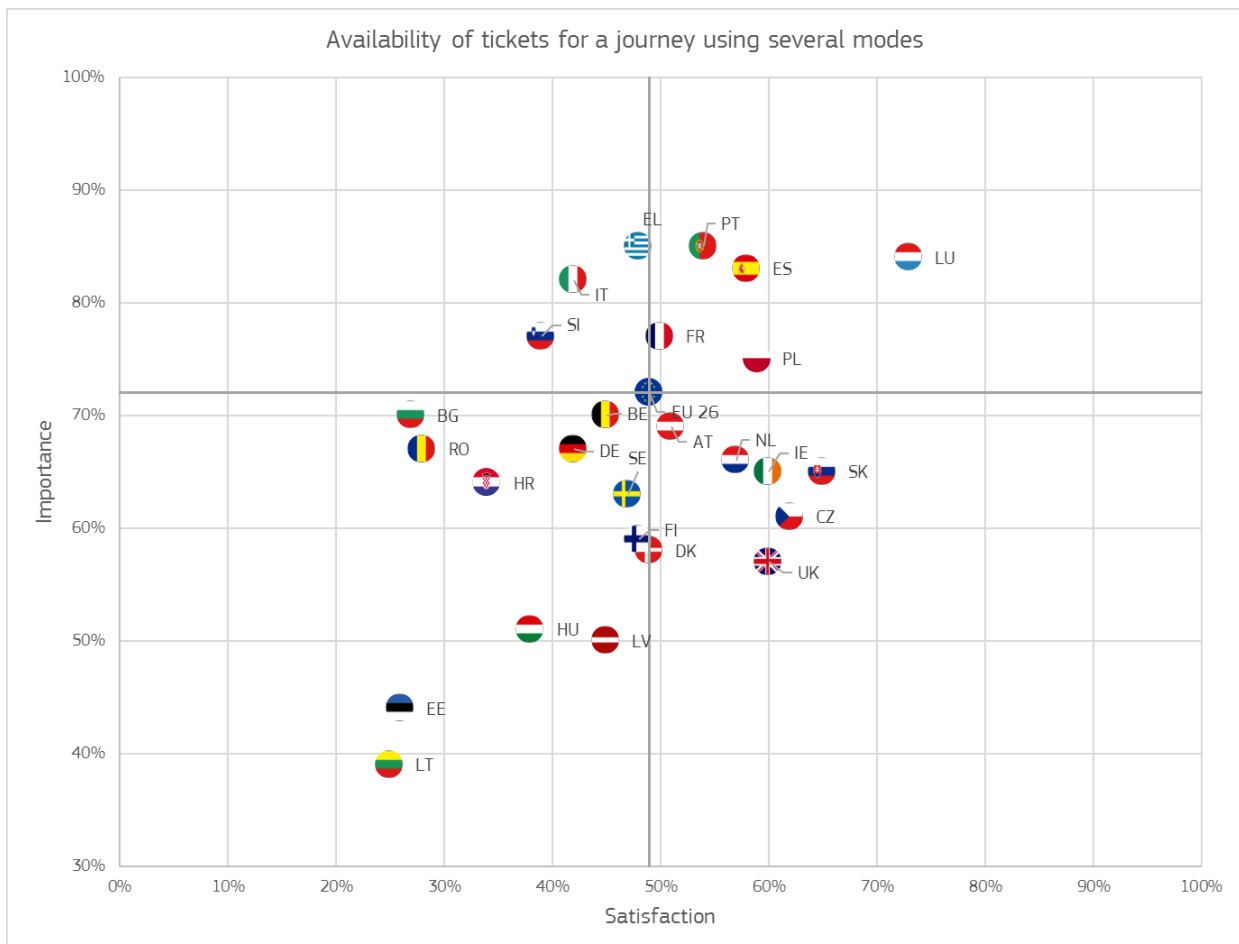
**Provision of information on connecting services with other modes of transport**

In six Member States – Germany, Croatia, Estonia, Lithuania, Hungary and Romania - respondents are less satisfied with the provision of information on connecting services with other modes of transport and at the same time this service is for these respondents less important than to respondents in the EU in general..



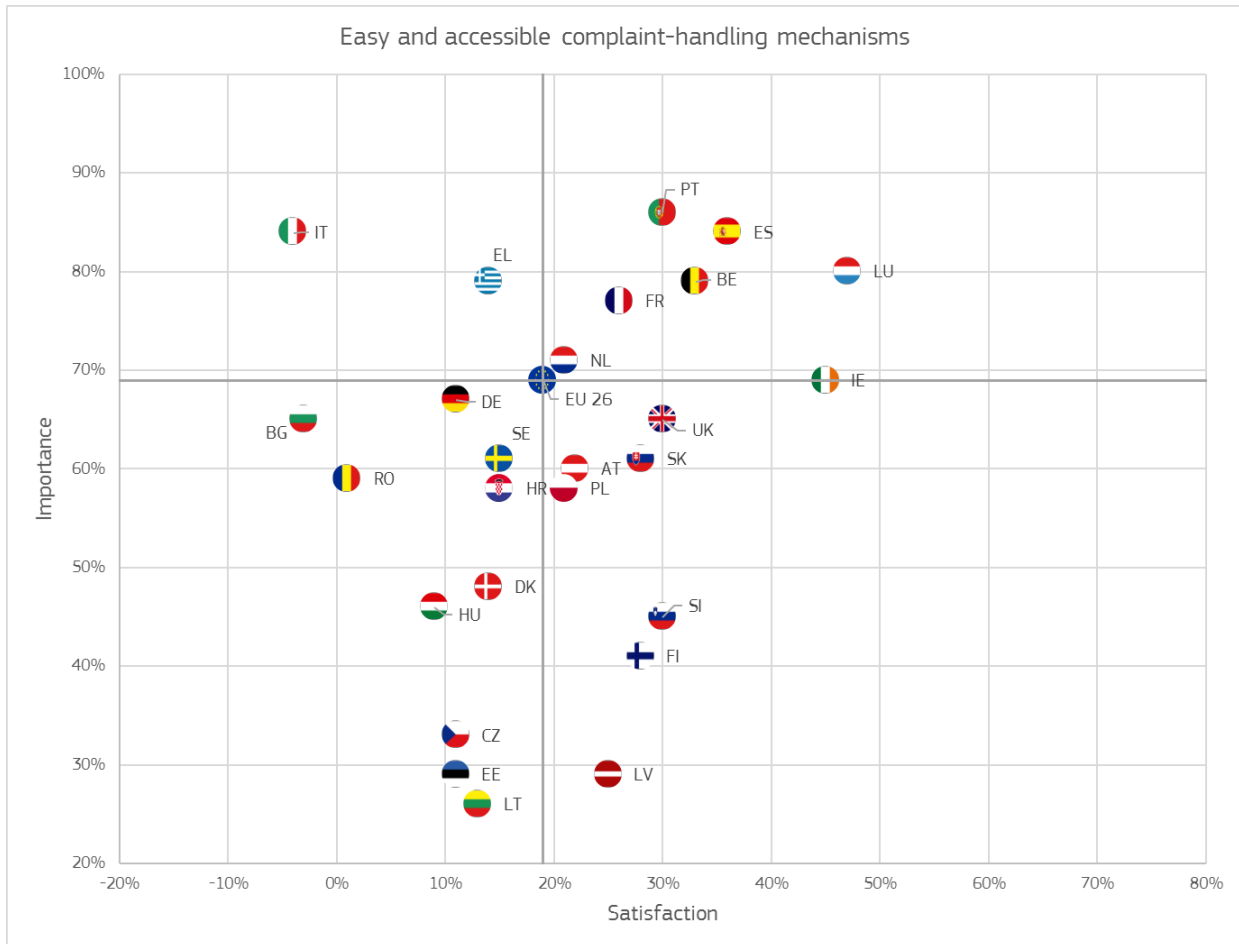
### Availability of tickets for a journey using several modes

In Spain, France, Luxembourg, Poland and Portugal, respondents are more satisfied with the availability of tickets for a journey using several modes than respondents in the EU in general, and at the same time this service is for these respondents more important than to respondents in the EU in general.



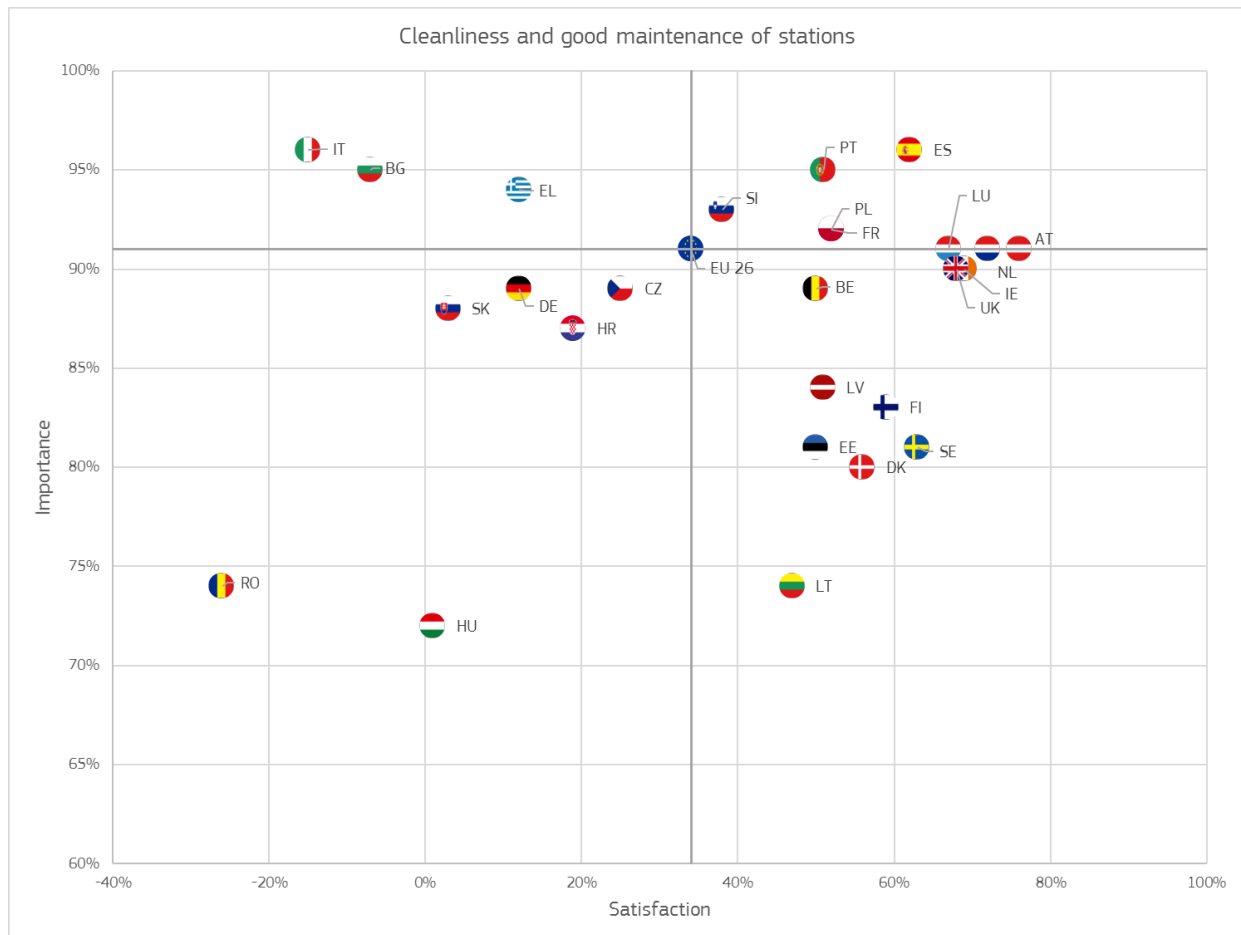
### Easy and accessible complaint-handling mechanisms

Respondents in Greece and Italy have a low satisfaction regarding easy and accessible complaint-handling mechanisms, but think that this service is important.



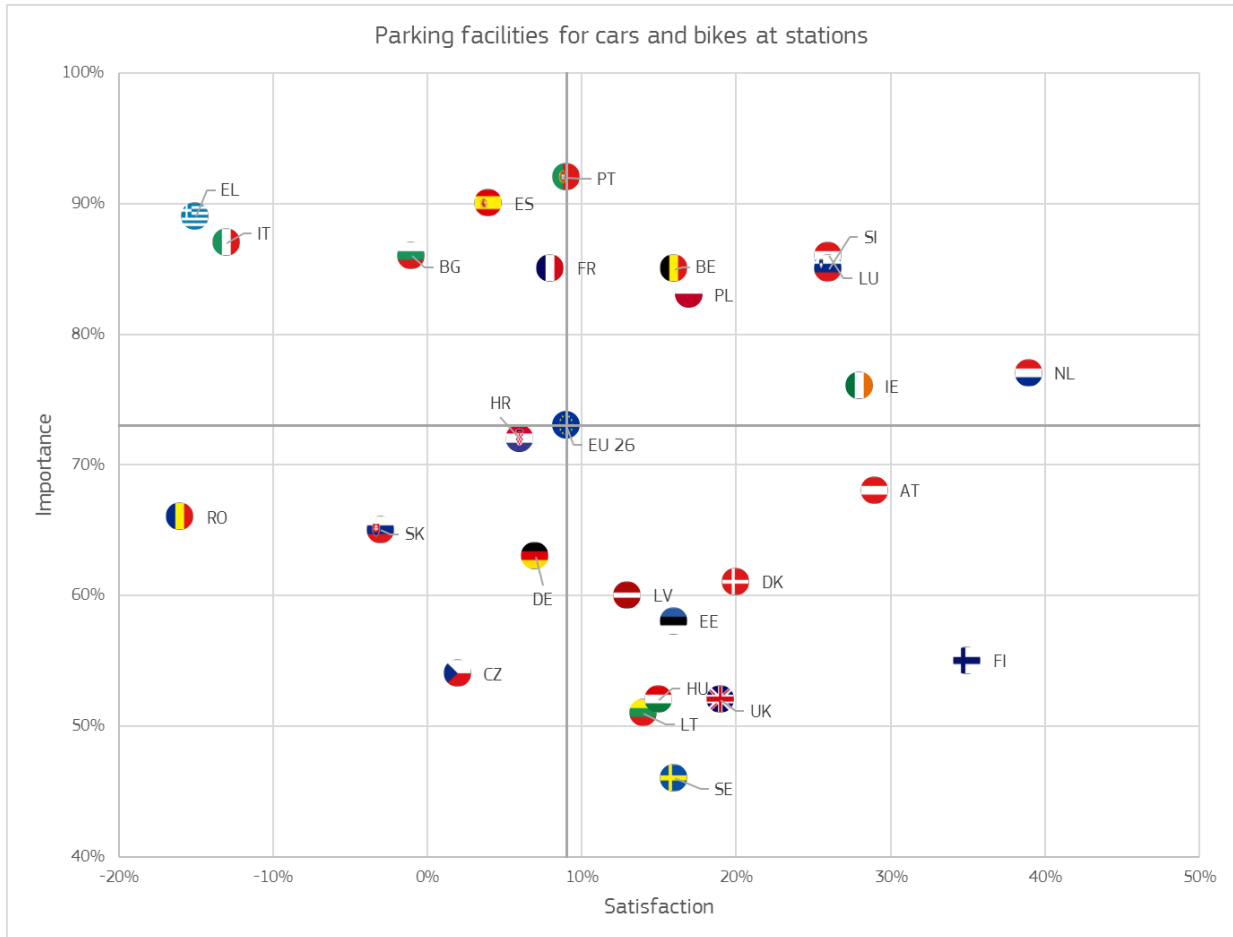
### Cleanliness and good maintenance of stations

In three Member States, respondents are relatively dissatisfied with the cleanliness and good maintenance of stations, but are more likely to think that this topic is important than the EU average. These Member States are Greece, Bulgaria, and Italy.



### Parking facilities for cars and bikes at stations

In five Member States, respondents are relatively dissatisfied with parking facilities for cars and bikes at stations and at the same time consider this topic to be relative important. These Member States are France, Spain, Bulgaria, Italy and Greece.



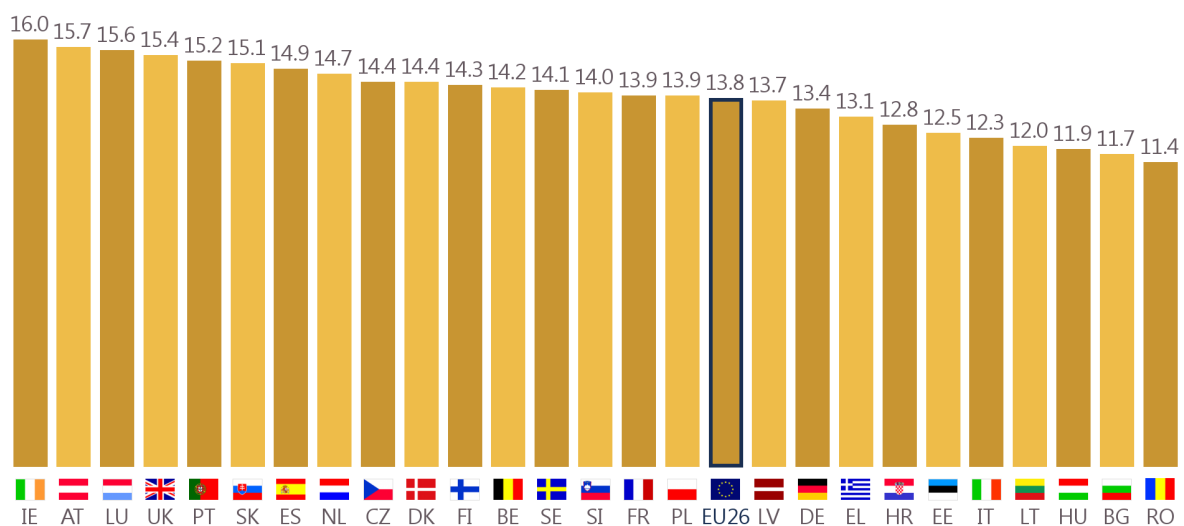
## 4 Satisfaction index of railway services

An index of satisfaction with railway services was created using the responses to Q4.<sup>28</sup> For each item in Q4, responses were given a score between 0 (very dissatisfied) and 3 (very satisfied). The scores for each item were added together and an average was created. The higher the index, the greater the level of satisfaction.

In the calculation of the indexes below, those who answered 'not applicable' and 'don't know' were considered and were awarded 1.5 points.

Respondents in Ireland (16.0), Austria (15.7) and Luxembourg (15.6) have the highest satisfaction with railway services, while those in Romania (11.4), Bulgaria (11.7) and Hungary (11.9) have the lowest.

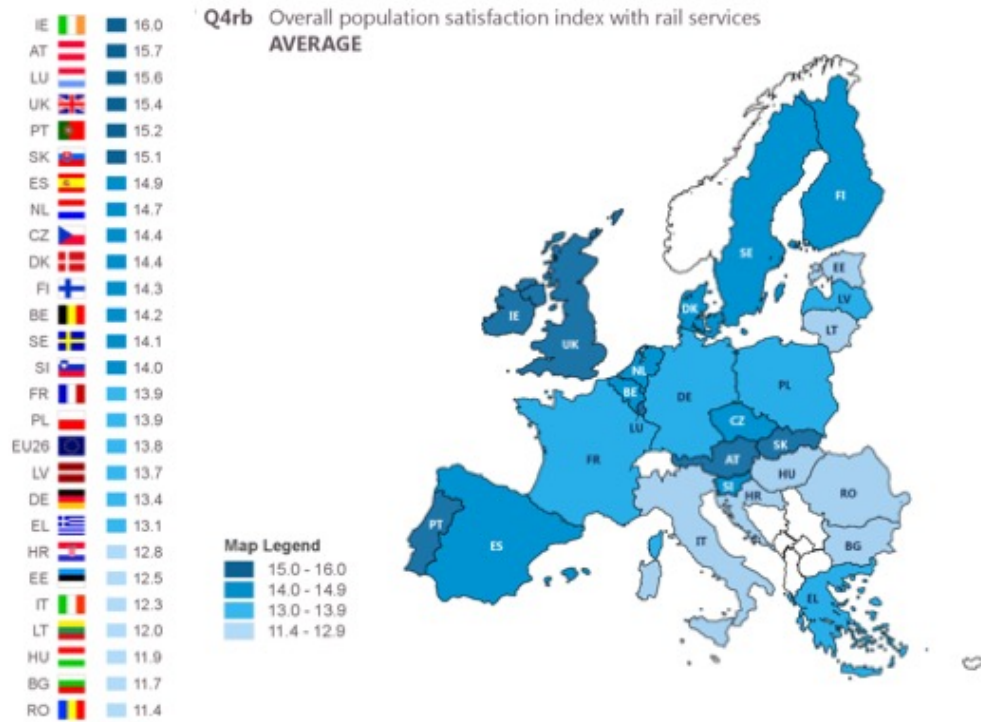
**Q4rb** Overall population satisfaction index with rail services  
**AVERAGE**



Base: all respondents (n=25,537)

<sup>28</sup> In general, the index is not comparable to the results of the 2013 survey.

Those living in countries in the northern, western and central parts of Europe are generally more likely to be satisfied with railway transport overall than those living in countries in eastern and southern parts of Europe.



Base: all respondents (n=25,537)

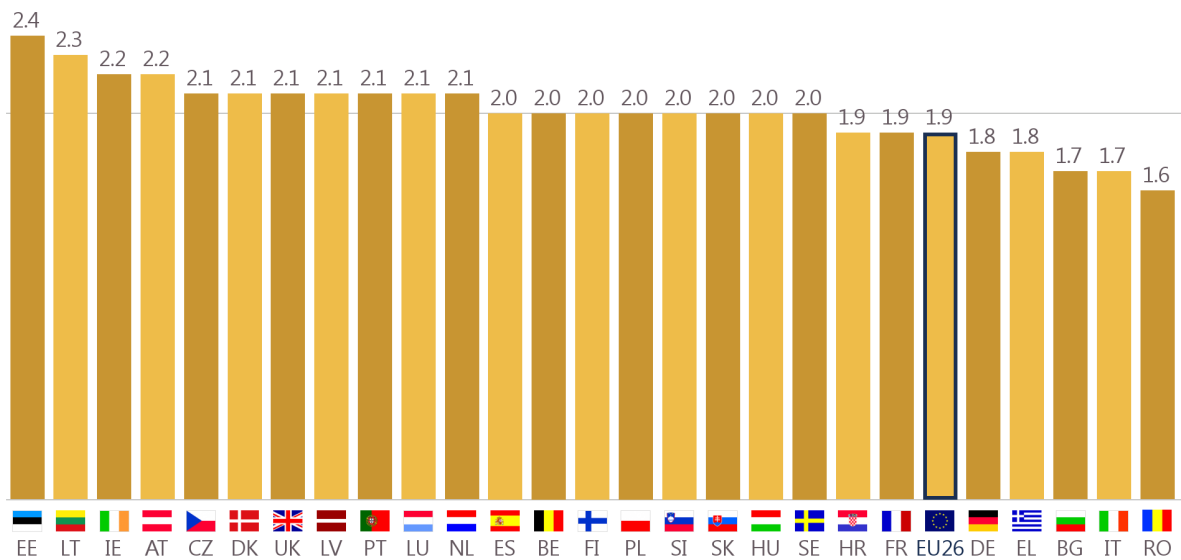
In an alternative calculation of the satisfaction indexes with rail services, only the answers of rail passengers is considered, that is, respondents who answered 'not applicable' and 'don't know' are not considered for the calculation of the indexes.<sup>29</sup>,

For each item in Q4, responses of rail passengers were given a score between 0 (very dissatisfied) and 3 (very satisfied). The scores for each item were added together and an average was created.

The higher the index, the greater the level of satisfaction.

Rail passengers in Estonia (2.4), Lithuania (2.3) and Ireland and Austria (both 2.2) have the highest satisfaction with railway services, while those in Romania (1.6), Italy and Bulgaria (both 1.7) have the lowest.

**Q4r** Overall rail passengers satisfaction index with rail services  
**AVERAGE**

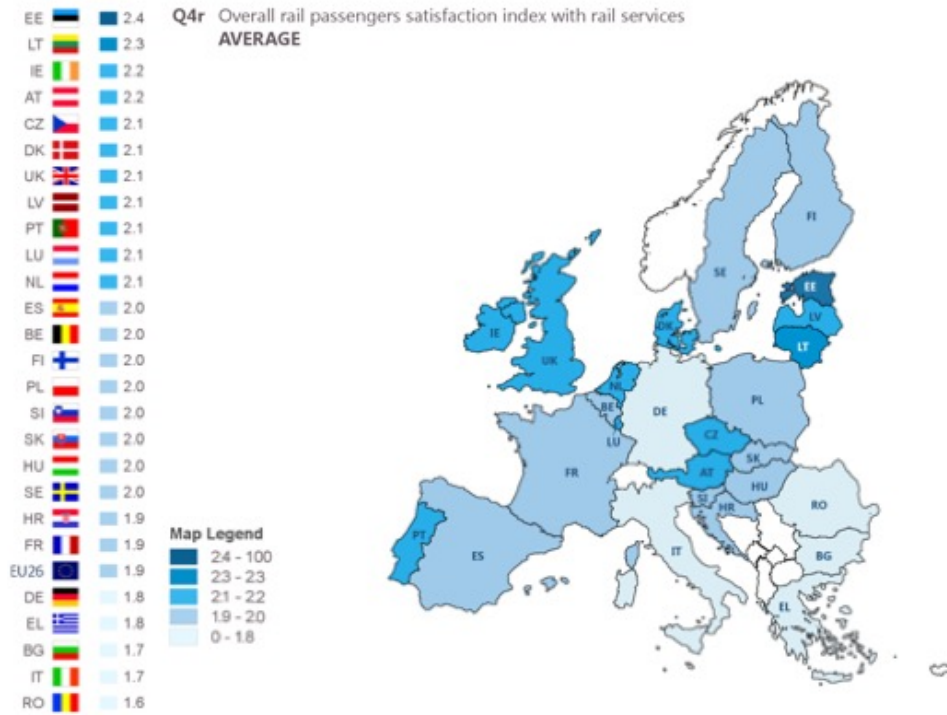


Base: those who answered at least one question in Q4 (n=24,090)

<sup>29</sup> See also the annex: Levels of satisfaction of rail passengers with the different features of rail stations, rail travel and rail accessibility calculated excluding respondents who answered 'not applicable' and 'don't know'.



Rail passengers living in countries in central and western areas of the EU are generally the most likely to have higher satisfaction indexes.



Base: those who answered at least one question in Q4 (n=24,090)

### III. SATISFACTION WITH RAIL TRAVEL

This section of the report considers a range of factors relating to satisfaction with rail travel, including the availability and reliability of train services, the provision of information, onboard wifi, onboard assistance and the cleanliness and good maintenance of trains.

An overall satisfaction with rail transport index will be presented and discussed.

## 1 Availability and reliability

### a. Frequency of trains

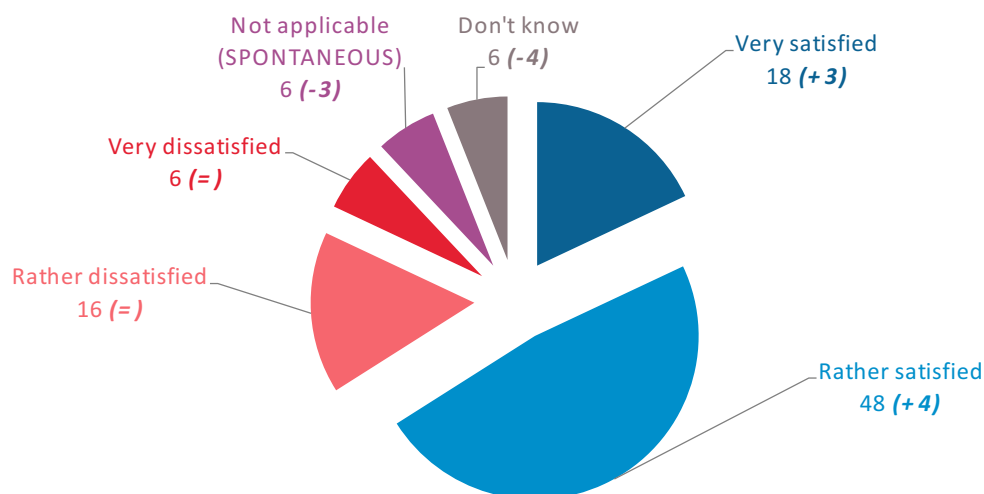
#### The majority of respondents are satisfied with the frequency of trains

Two thirds of respondents (66%) are satisfied with the frequency of trains, with 48% saying they are rather satisfied. More than one in five (22%) are dissatisfied, with 6% very dissatisfied.

Just over one in twenty say this does not apply, while 6% say they don't know.

Compared to 2013, respondents are now more likely to be satisfied (+7 pp), and in particular to be rather satisfied (+4 pp).

**Q6.1** Are you satisfied or not with the following features of railway travel?  
Frequency of the trains (% - EU26)



(Jan. 2018 - Sept. 2013)

Base: all respondents (n=25,537)

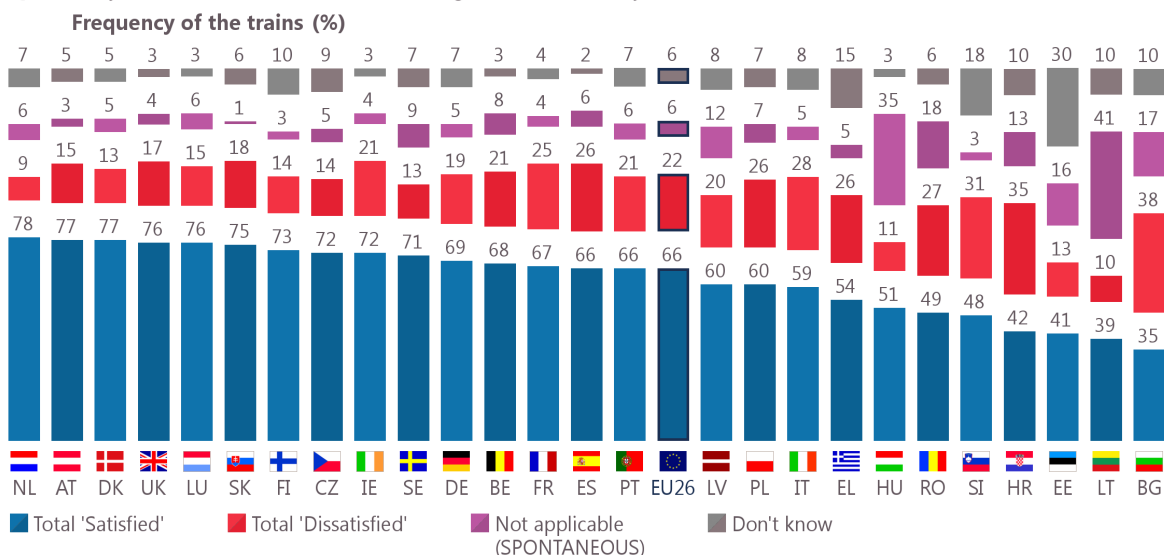
In 20 countries the majority of respondents are satisfied with **the frequency of trains**. Respondents in the Netherlands (78%), Austria, Denmark (both 77%), the United Kingdom and Luxembourg (both 76%) are the most likely to be satisfied.

Respondents in the Netherlands (9%), Lithuania (10%) and Hungary (11%) are least likely to be dissatisfied with the frequency of trains.

A relative majority of respondents in all but one country is satisfied with the frequency of trains. The exception is Bulgaria, where respondents are more likely to be dissatisfied. The highest levels of relative satisfaction are seen in the Netherlands (78% satisfied vs 9% dissatisfied, +69 pp), Denmark (77% vs 13%, +64 pp) and Austria (77% vs 15%, +62 pp), and the lowest in Bulgaria (35% vs 38%, -3 pp), Croatia (42% vs 35%, +7 pp) and Slovenia (48% vs 31%, +17 pp).

High levels of 'not applicable' responses are seen amongst respondents in Lithuania (41%) and Hungary (35%), and high levels of 'don't know' responses are seen amongst those in Estonia (30%).




























Q6.1 Are you satisfied or not with the following features of railway travel?



Base: all respondents (n=25,537)

In 20 countries, respondents are now more likely than in 2013 to say they are satisfied with the frequency of trains, and this is particularly the case in Slovakia (+26 pp), Poland (+21 pp) and Estonia (+20 pp). The largest decline in satisfaction is observed in Hungary (-5 pp).

**Q6.1** Are you satisfied or not with the following features of railway travel?  
**Frequency of the trains (%)**

		Total 'Satisfied'	Jan. 2018 - Sept. 2013	Total 'Dissatisfied'	Jan. 2018 - Sept. 2013	Not applicable (SPONTANEOUS)	Jan. 2018 - Sept. 2013	Don't know
EU26		66	▲ 7	22	=	6	▼ 3	6
SK		75	▲ 26	18	=	1	▼ 20	6
PL		60	▲ 21	26	▼ 6	7	▼ 10	7
EE		41	▲ 20	13	▼ 2	16	▲ 11	30
CZ		72	▲ 13	14	▼ 3	5	▼ 2	9
LV		60	▲ 12	20	▼ 8	12	▲ 2	8
IT		59	▲ 12	28	▼ 4	5	▼ 2	8
EL		54	▲ 11	26	▲ 6	5	▼ 20	15
AT		77	▲ 10	15	▲ 1	3	▼ 7	5
DK		77	▲ 7	13	▼ 1	5	▼ 2	5
SI		48	▲ 6	31	▲ 9	3	▼ 11	18
NL		78	▲ 5	9	▼ 1	6	=	7
DE		69	▲ 5	19	▼ 3	5	=	7
ES		66	▲ 5	26	▲ 8	6	▼ 8	2
RO		49	▲ 5	27	▼ 1	18	▲ 8	6
HR		42	▲ 5	35	▲ 9	13	▲ 1	10
PT		66	▲ 4	21	▲ 6	6	▲ 2	7
SE		71	▲ 3	13	▲ 3	9	▲ 2	7
BG		35	▲ 3	38	▲ 6	17	▼ 3	10
LT		39	▲ 2	10	▼ 1	41	▼ 1	10
LU		76	▲ 1	15	▲ 6	6	▼ 3	3
IE		72	=	21	▲ 6	4	▼ 3	3
BE		68	=	21	▲ 2	8	=	3
FR		67	=	25	▲ 1	4	▼ 1	4
UK		76	▼ 1	17	▲ 7	4	=	3
FI		73	▼ 2	14	▲ 1	3	▲ 1	10
HU		51	▼ 5	11	▼ 7	35	▲ 19	3

Base: all respondents (n=25,537)

The **socio-demographic analysis** shows:

- The younger the respondent, the more likely they are to be satisfied: 72% of 15-24 year olds are satisfied with the frequency of trains, compared to 63% of those aged 40+.
- Respondents in large towns (69%) are more likely to be satisfied than those in small/mid-sized towns (66%) or rural villages (62%).
- Occasional (72%) and frequent travellers (69%) are more likely to be satisfied than non-travellers (43%).
- Respondents who travel for leisure are the most likely to be satisfied, particularly compared to those who travel on business trips (75% vs 69%).

**Q6.1** Are you satisfied or not with the following features of railway travel?

**Frequency of the trains (%)**

	Total 'Satisfied'	Total 'Dissatisfied'
EU26	66	22
<b>Age</b>		
15-24	72	24
25-39	68	23
40-54	63	25
55+	63	20
<b>Subjective urbanisation</b>		
Rural village	62	22
Small/mid size town	66	24
Large town	69	20
<b>Travel frequency</b>		
Frequent traveller	69	29
Occasional traveller	72	22
Non-traveller	43	17
<b>Reason for travel</b>		
Work	70	28
Business	69	26
Holidays	71	22
Leisure	75	20

Base: all respondents (n=25,537)

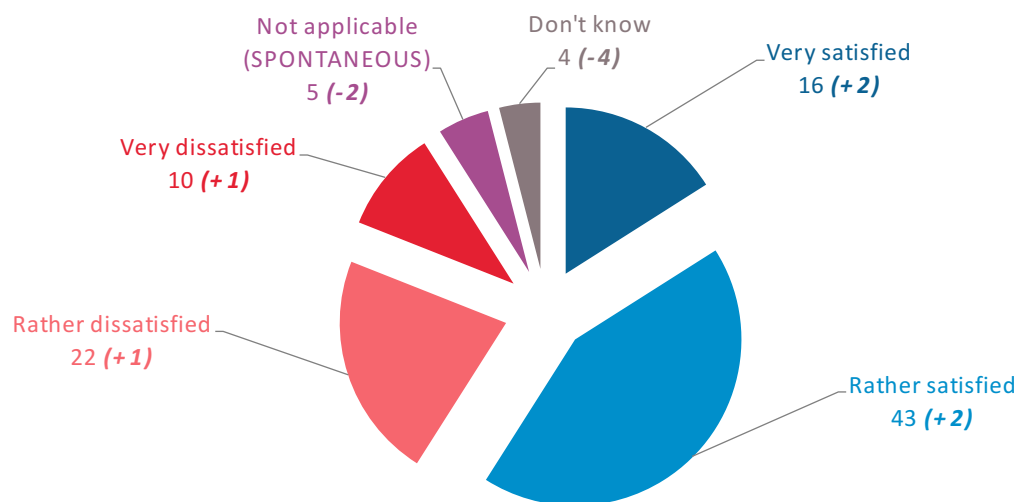
### b. Punctuality and reliability

#### The majority of respondents are satisfied with the punctuality and reliability of railway travel

Almost six in ten are satisfied with the punctuality and reliability of railway travel (59%; among rail travellers 64%), with 16% saying they are very satisfied. Almost one third (32%; among rail travellers 34%) are dissatisfied, with 10% very dissatisfied. One in twenty (5%) say this is not applicable, while 4% don't know.

Respondents are more likely to be satisfied than they were in 2013 (+4 pp).

**Q6.2** Are you satisfied or not with the following features of railway travel?  
**Punctuality and reliability (% - EU26)**



(Jan. 2018 - Sept. 2013)

Base: all respondents (n=25,537)

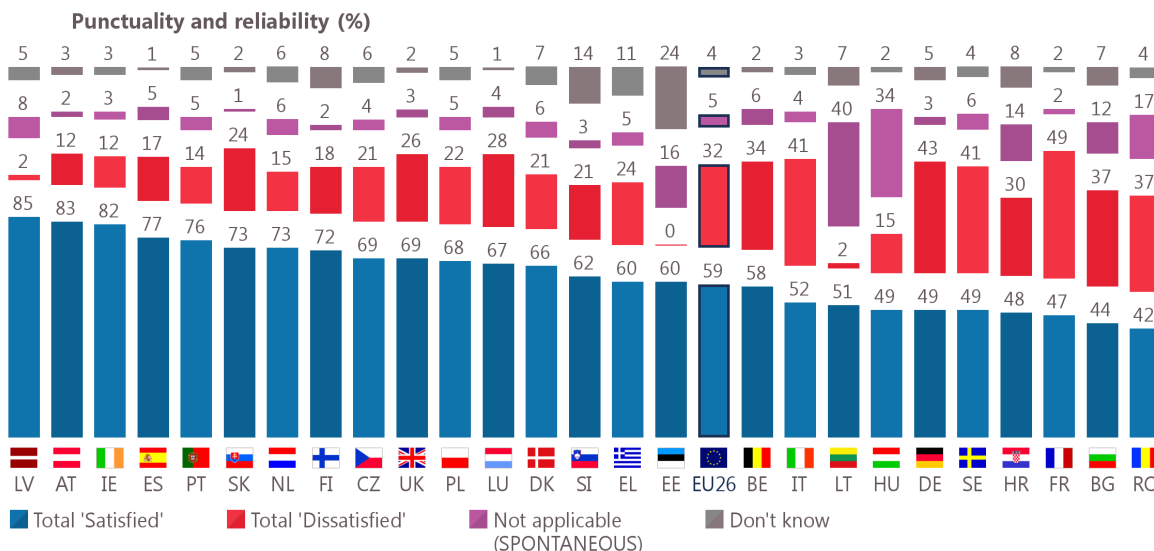
There is a fairly wide range of satisfaction levels across countries. Respondents in Latvia (85%), Austria (83%) and Ireland (82%) are the most likely to be satisfied with **the punctuality and reliability of rail travel**, compared to 42% in Romania, 44% in Bulgaria and 47% in France.

Respondents in Estonia (<1%), Lithuania and Latvia (both 2%) are the least likely to say they are dissatisfied with this aspect of rail travel.

A relative majority of respondents in all but one country is satisfied with the punctuality and reliability of rail travel. The exception is France, where respondents are more likely to be dissatisfied. The highest levels of relative satisfaction are seen in Latvia (85% vs 2%, +83 pp), Austria (83% vs 12%, +71 pp) and Ireland (82% vs 12%, +70 pp) and the lowest in France (47% vs 49%, -2 pp), Romania (42% vs 37%, +5 pp) and Germany (49% vs 43%, +6 pp).

High levels of 'not applicable' responses are seen amongst respondents in Lithuania (40%) and Hungary (34%), and high levels of 'don't know' responses are seen amongst those in Estonia (24%).

Q6.2 Are you satisfied or not with the following features of railway travel?



Base: all respondents (n=25,537)

Compared to 2013, respondents in Poland (+32 pp), Estonia (+21 pp) and Slovakia (+19 pp) are now more likely to be satisfied with punctuality and reliability, while those in France are now less likely to be satisfied (-10 pp).

**Q6.2** Are you satisfied or not with the following features of railway travel?  
**Punctuality and reliability (%)**

		Total 'Satisfied'	Jan. 2018 - Sept. 2013	Total 'Dissatisfied'	Jan. 2018 - Sept. 2013	Not applicable (SPONTANEOUS)	Jan. 2018 - Sept. 2013	Don't know
EU26		59	▲ 4	32	▲ 2	5	▼ 2	4
PL		68	▲ 32	22	▼ 18	5	▼ 11	5
EE		60	▲ 21	0	▼ 1	16	▲ 11	24
SK		73	▲ 19	24	▲ 6	1	▼ 17	2
NL		73	▲ 17	15	▼ 13	6	=	6
LV		85	▲ 11	2	▼ 3	8	=	5
AT		83	▲ 10	12	=	2	▼ 6	3
EL		60	▲ 10	24	▲ 8	5	▼ 19	11
IT		52	▲ 10	41	▼ 3	4	▼ 1	3
CZ		69	▲ 8	21	▼ 1	4	▼ 1	6
DK		66	▲ 8	21	▼ 3	6	▼ 1	7
SI		62	▲ 8	21	▲ 9	3	▼ 10	14
PT		76	▲ 7	14	▲ 1	5	▲ 2	5
HR		48	▲ 7	30	▲ 3	14	▲ 3	8
ES		77	▲ 6	17	▲ 6	5	▼ 8	1
FI		72	▲ 5	18	▼ 5	2	=	8
IE		82	▲ 4	12	▲ 3	3	▼ 4	3
BE		58	▲ 3	34	=	6	▼ 1	2
BG		44	▲ 2	37	▲ 9	12	▼ 5	7
DE		49	▲ 1	43	▲ 1	3	=	5
RO		42	▲ 1	37	▲ 2	17	▲ 8	4
SE		49	▼ 1	41	▲ 6	6	▲ 1	4
HU		49	▼ 2	15	▼ 12	34	▲ 20	2
LT		51	▼ 3	2	=	40	▲ 4	7
UK		69	▼ 4	26	▲ 12	3	▼ 2	2
LU		67	▼ 4	28	▲ 13	4	▼ 5	1
FR		47	▼ 10	49	▲ 10	2	▼ 1	2

Base: all respondents (n=25,537)



The **socio-demographic analysis** shows only two notable differences:

- Occasional travellers (66%) are more likely to be satisfied with punctuality and reliability than frequent travellers (55%) or non-travellers (40%).
- Respondents who travel for leisure (68%) and holidays (65%) are more likely to be satisfied than those who travel for business trips (59%) or to and from work (54%).

**Q6.2** Are you satisfied or not with the following features of railway travel?

**Punctuality and reliability**  
(%)

	Total 'Satisfied'	Total 'Dissatisfied'
EU26	59	32
<b>Travel frequency</b>		
Frequent traveller	55	44
Occasional traveller	66	31
Non-traveller	40	24
<b>Reason for travel</b>		
Work	54	44
Business	59	40
Holidays	65	33
Leisure	68	29

Base: all respondents (n=25,537)

## 2 Services and maintenance on the train

### a. Provision of information during the journey

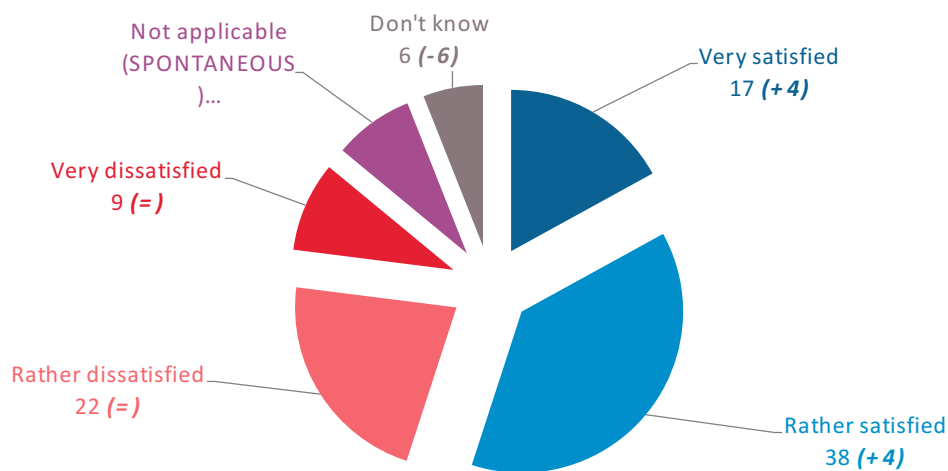
#### The majority are satisfied with the provision of information during the journey, while only 17% are very satisfied

More than half of the respondents (55%; among rail travellers 61%) are satisfied with the provision of information during a train journey, particularly in the case of delays, with 17% saying they are very satisfied. Almost one third (31%; among rail travellers 33%) are dissatisfied, with 9% very dissatisfied.

Almost one in ten say this is not applicable (8%), while 6% say they don't know.

Respondents are more likely to be satisfied than they were in 2013 (+8 pp) with a four-point increase in the proportion who are very satisfied, and a four-point increase in the proportion who are rather satisfied.

**Q6.3** Are you satisfied or not with the following features of railway travel?  
**Provision of information during the journey, in particular in case of delay**  
 (% - EU26)



(Jan. 2018 - Sept. 2013)

Base: all respondents (n=25,537)

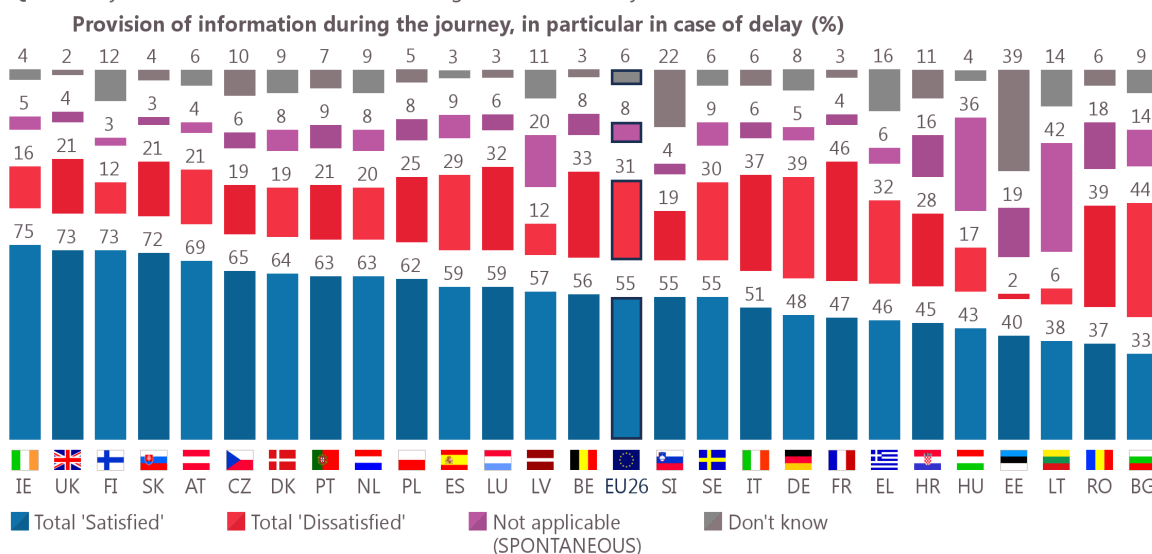
There is a wide range of opinion across countries. At least seven in ten respondents in Ireland (75%), the United Kingdom, Finland (both 73%) and Slovakia (72%) are satisfied **with the provision of information during the journey**.

Respondents in Estonia (2%), Lithuania (6%), Latvia and Finland (both 12%) are least likely to be dissatisfied.

A relative majority of respondents in all but two countries is satisfied with the provision of information during the journey. The highest levels of relative satisfaction are observed amongst those in Finland (73% vs 12%, +61 pp), Ireland (75% vs 16%, +59 pp) and the United Kingdom (73% vs 21%, +52 pp). The two countries where respondents are more likely to be dissatisfied are Bulgaria (33% vs 44%, -11 pp) and Romania (37% vs 39%, -2 pp).

High levels of 'not applicable' responses are seen amongst respondents in Lithuania (42%) and Hungary (36%) and high levels of 'don't know' responses are seen amongst those in Estonia (39%) and Slovenia (14%).




























Q6.3 Are you satisfied or not with the following features of railway travel?



Base: all respondents (n=25,537)

In all but two countries, respondents are now more likely to be satisfied with the provision of information during the journey, with the largest increases seen amongst those in Poland (+28 pp), Slovakia (+25 pp) and Estonia (+24 pp). The exceptions are Lithuania, where there has been no change, and Hungary where there has been a slight decline (-5 pp).

**Q6.3** Are you satisfied or not with the following features of railway travel?  
**Provision of information during the journey, in particular in case of delay (%)**

		Total 'Satisfied'	Jan. 2018 - Sept. 2013	Total 'Dissatisfied'	Jan. 2018 - Sept. 2013	Not applicable (SPONTANEOUS)	Jan. 2018 - Sept. 2013	Don't know
EU26		55	▲ 8	31	=	8	▼ 2	6
PL		62	▲ 28	25	▼ 13	8	▼ 10	5
SK		72	▲ 25	21	▲ 4	3	▼ 20	4
EE		40	▲ 24	2	▼ 5	19	▲ 13	39
SI		55	▲ 14	19	▲ 4	4	▼ 11	22
IE		75	▲ 13	16	▼ 6	5	▼ 3	4
AT		69	▲ 13	21	▲ 1	4	▼ 8	6
CZ		65	▲ 12	19	▼ 1	6	▼ 2	10
DK		64	▲ 12	19	▼ 4	8	▼ 2	9
IT		51	▲ 12	37	▼ 1	6	▼ 2	6
PT		63	▲ 11	21	=	9	▲ 3	7
NL		63	▲ 10	20	▼ 6	8	▼ 1	9
SE		55	▲ 10	30	▼ 1	9	▲ 2	6
EL		46	▲ 9	32	▲ 7	6	▼ 20	16
DE		48	▲ 8	39	▼ 3	5	▼ 2	8
LV		57	▲ 7	12	▼ 4	20	▲ 7	11
LU		59	▲ 6	32	▲ 8	6	▼ 8	3
BE		56	▲ 6	33	=	8	▼ 4	3
FI		73	▲ 5	12	▼ 4	3	=	12
HR		45	▲ 5	28	▲ 5	16	▲ 4	11
ES		59	▲ 4	29	▲ 10	9	▼ 7	3
FR		47	▲ 4	46	▼ 1	4	▼ 2	3
UK		73	▲ 3	21	▲ 7	4	▼ 2	2
RO		37	▲ 1	39	▲ 1	18	▲ 8	6
BG		33	▲ 1	44	▲ 13	14	▼ 7	9
LT		38	=	6	▼ 1	42	▼ 2	14
HU		43	▼ 5	17	▼ 7	36	▲ 19	4

Base: all respondents (n=25,537)

The **socio-demographic analysis** shows:

- The younger the respondent, the more likely they are to be satisfied with the provision of information on the journey: 65% of 15-24 year olds are, compared to 51% of those aged 55+.
- Occasional travellers (61%) are more likely to be satisfied than frequent travellers (56%) or non-travellers (36%).

**Q6.3** Are you satisfied or not with the following features of railway travel?

**Provision of information during the journey, in particular in case of delay (%)**

	Total 'Satisfied'	Total 'Dissatisfied'
EU26	55	31
<b>Age</b>		
15-24	65	32
25-39	57	33
40-54	56	30
55+	51	31
<b>Travel frequency</b>		
Frequent traveller	56	42
Occasional traveller	61	32
Non-traveller	36	23

*Base: all respondents (n=25,537)*

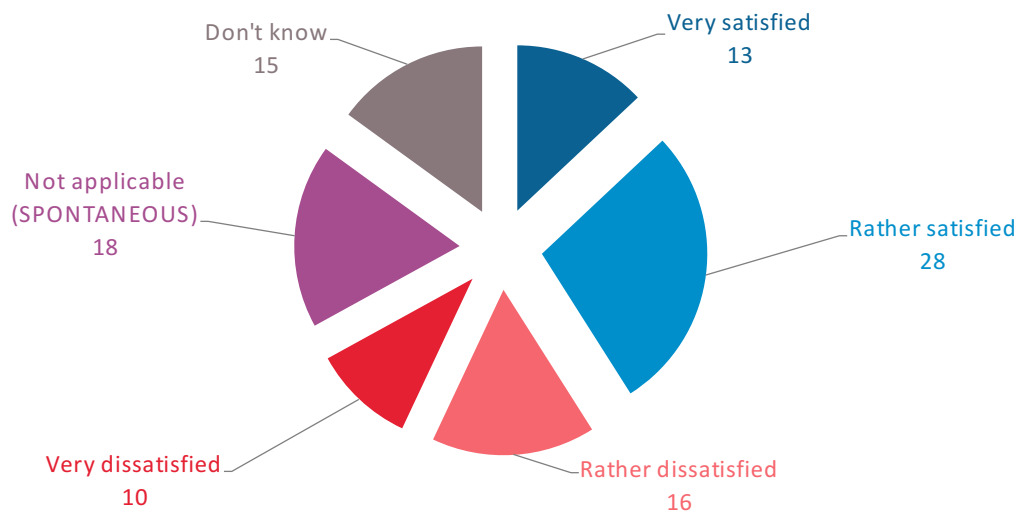
## b. Availability of wifi

### Only a minority of respondents are satisfied with the availability of WiFi on trains

Just over four in ten are satisfied with the availability of wifi on trains (41%; among rail travellers 42%), with 13% very satisfied. More than one quarter are dissatisfied (26%; among rail travellers 31%), with 10% saying they are very dissatisfied.

Almost one in five respondents say this is not applicable (18%), while 15% say they don't know.

**Q6.4** Are you satisfied or not with the following features of railway travel?  
**Availability of wifi on trains (% - EU26)**



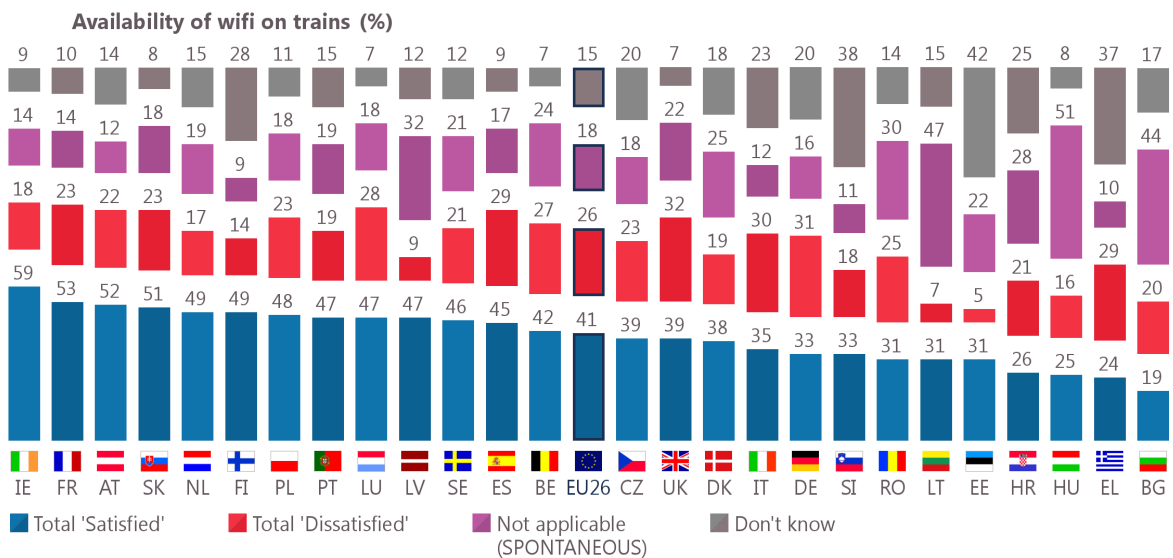
Base: all respondents (n=25,537)

There are only four countries where the majority are satisfied with **the availability of WIFI on trains**: Ireland (59%), France (53%), Austria (52%) and Slovakia (51%). Respondents in Estonia (5%), Lithuania (7%) and Latvia (9%) are least likely to be dissatisfied with the availability of wifi on trains.

A relative majority of respondents in all but two countries is satisfied with the availability of wifi on trains. The highest levels of relative satisfaction are seen in Ireland (59% vs 18%, +41 pp), Latvia (47% vs 9%, +38 pp) and Finland (49% vs 14%, +35 pp). The two countries where respondents are more likely to be dissatisfied are Greece (24% vs 19%, -5 pp) and Bulgaria (19% vs 20%, -1 pp).

There are high levels of 'not applicable' and don't know responses in a number of countries.

**Q6.4** Are you satisfied or not with the following features of railway travel?



The **socio-demographic analysis** illustrates:

- Respondents aged 40-54 are the most likely to be satisfied with the availability of wifi on trains, particularly compared to those aged 25-39 (45% vs 38%).
- Manual workers are the most likely to be satisfied, particularly compared to those who are not working (47% vs 39%).
- Occasional travellers (43%) are more likely to be satisfied than frequent travellers (39%) or non-travellers (33%).
- Respondents who travel to go on holidays (48%) are the most likely to be satisfied, particularly compared to those who travel for business trips (36%).

**Q6.4** Are you satisfied or not with the following features of railway travel?

**Availability of wifi on trains (%)**

	Total 'Satisfied'	Total 'Dissatisfied'
EU26	41	26
<b>Age</b>		
15-24	40	49
25-39	38	38
40-54	45	25
55+	39	13
<b>Respondent occupation scale</b>		
Self-employed	40	30
Employee	41	33
Manual workers	47	21
Not working	39	21
<b>Travel frequency</b>		
Frequent traveller	39	42
Occasional traveller	43	28
Non-traveller	33	10
<b>Reason for travel</b>		
Work	37	47
Business	36	48
Holidays	48	26
Leisure	43	27

Base: all respondents (n=25,537)



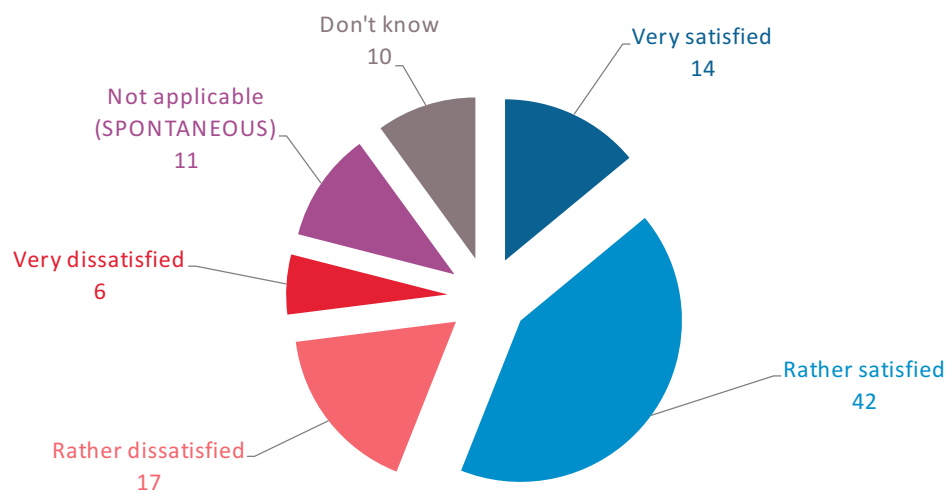
## c. Assistance on the train

**The majority of respondents are satisfied with the availability of assistance on trains**

More than half of respondents (56%: among rail travellers 61%) say they are satisfied with the availability of assistance on trains, with 14% saying they are very satisfied. Almost one quarter (23%: among rail travellers 24%) are dissatisfied, with 6% very dissatisfied.

Just over one in ten say this is not applicable (11%), while 10% say they don't know.

**Q6.5** Are you satisfied or not with the following features of railway travel?  
Availability of assistance on trains (% - EU26)



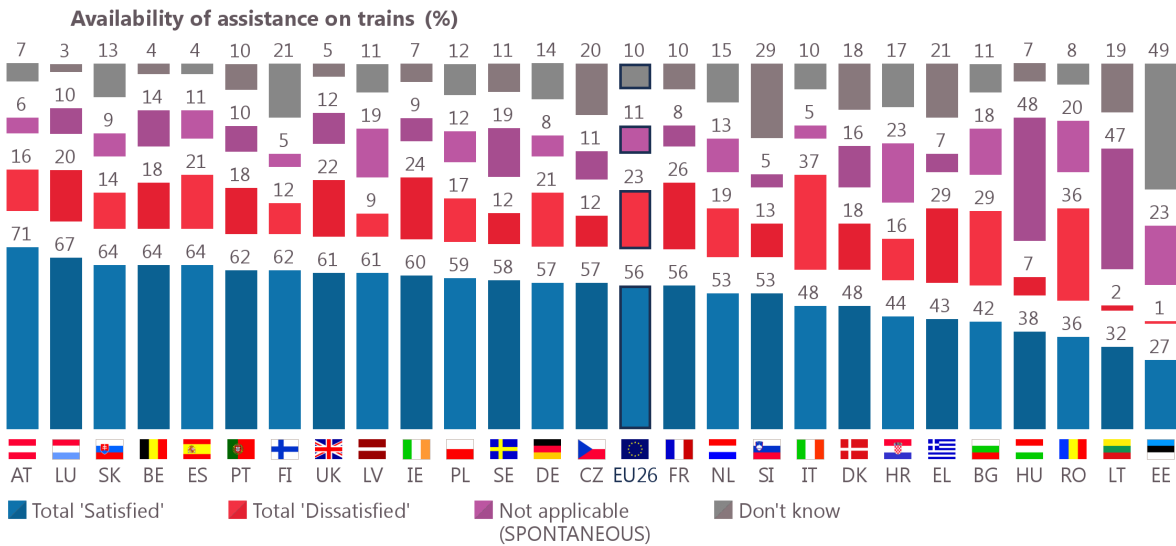
Base: all respondents (n=25,537)

There is a wide range of satisfaction with **the availability of assistance on trains**. Respondents in Austria (71%), Luxembourg (67%), Slovakia, Belgium and Spain (all 64%) are the most likely to be satisfied. On the other hand, respondents in Estonia (1%), Lithuania (2%) and Hungary (7%) are least likely to be dissatisfied.

Looking at relative satisfaction shows in all but one country respondents are most likely to be satisfied with the availability of assistance on trains. The highest relative satisfaction is observed in Austria (71% vs 16%, +55 pp), Latvia (61% vs 9%, +52 pp), Slovakia (64% vs 14%, +50) and Finland (62% vs 12%, +50), and the lowest in Italy (48% vs 37%, +11 pp), Bulgaria (42% vs 29%, +13 pp) and Greece (43% vs 29%, +14 pp). In Romania the proportion who are satisfied and dissatisfied is the same (both 36%).

There are high levels of 'not applicable' and don't know responses in a number of countries.

**Q6.5** Are you satisfied or not with the following features of railway travel?




Base: all respondents (n=25,537)

The **socio-demographic analysis** illustrates:

- The younger the respondent, the more likely they are to be satisfied: 67% of 15-24 year olds are satisfied with the availability of assistance on trains, compared to 51% of those aged 55+.
- Occasional (60%) and frequent (59%) travellers are more likely to be satisfied than non-travellers (37%).

**Q6.5** Do you or someone in your household have any accessibility issues when using different methods of transport?  
(%)

	Total 'Satisfied'	Total 'Dissatisfied'
EU26	56	23
 <b>Age</b>		
15-24	67	25
25-39	59	23
40-54	54	25
55+	51	20
<b>Travel frequency</b>		
Frequent traveller	59	29
Occasional traveller	60	24
Non-traveller	37	16

*Base: all respondents (n=25,537)*

## d. Cleanliness and good maintenance

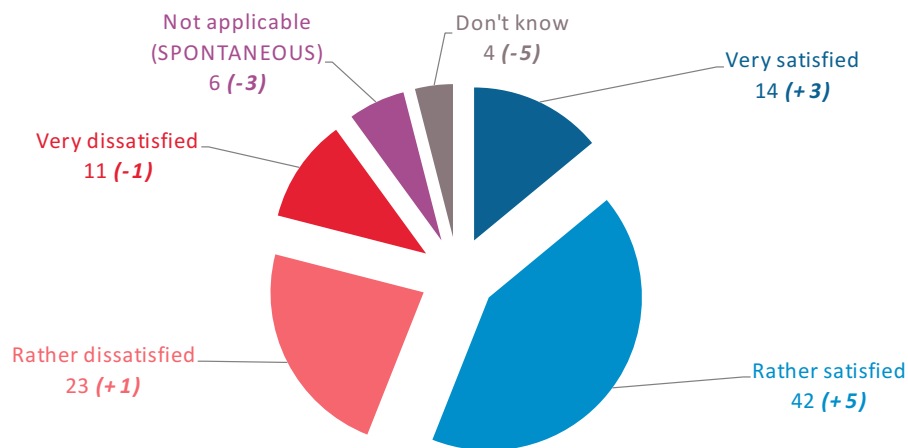
**The majority of respondents are satisfied with the cleanliness and good maintenance of rail carriages**

More than half (56%; among rail travellers 61%) are satisfied with the cleanliness and good maintenance of rail carriages, with 14% very satisfied. Just over one third (34%; among rail travellers 36%), on the other hand, are dissatisfied, with 11% very dissatisfied.

Just over one in twenty say this is not applicable (6%), while 4% say they don't know.

Respondents are more likely to be satisfied with the cleanliness and good maintenance of rail carriages than they were in 2013 (+8 pp), and in particular to be rather satisfied (+5 pp).

**Q6.6** Are you satisfied or not with the following features of railway travel?  
**Cleanliness and good maintenance of rail carriages, including the train toilets**  
 (% - EU26)



(Jan. 2018 - Sept. 2013)

Base: all respondents (n=25,537)

There is a wide range of satisfaction with **the cleanliness and good maintenance of rail carriages**. At least seven in ten respondents in Austria (77%), Ireland, Finland (both 74%) and Spain (72%) are satisfied. At least half of all respondents in Bulgaria (62%), Italy (55%) and Romania (54%) are dissatisfied with the cleanliness and good maintenance of rail carriages.

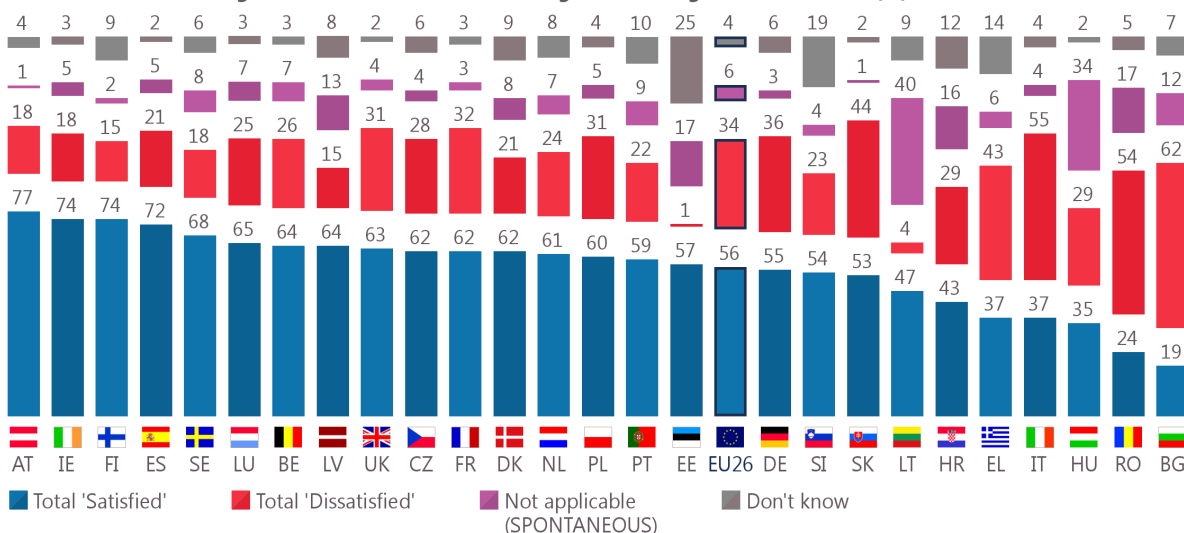
Respondents in Estonia (1%), Lithuania (4%), Latvia and Finland (both 15%) are least likely to be dissatisfied with the cleanliness and good maintenance of rail carriages.

In all but four countries, respondents are more likely to be satisfied than dissatisfied, with the highest relative satisfaction observed in Austria (77% vs 18%, +59 pp), Finland (74% vs 15%, +59 pp), Ireland (74% vs 18%, +56pp) and Estonia (57% vs 1%, +56pp). There are four countries where respondents are more likely to be dissatisfied: Bulgaria (19% vs 62%, -43 pp), Romania (24% vs 54%, -30 pp), Italy (37% vs 55%, -18 pp) and Greece (37% vs 43%, -6 pp).

Large proportions in Lithuania (40%) and Hungary (34%) say this is not applicable, while 25% in Estonia say they don't know.

**Q6.6** Are you satisfied or not with the following features of railway travel?




























**Cleanliness and good maintenance of rail carriages, including the train toilets (%)**



Base: all respondents (n=25,537)

In 20 countries, respondents are now more likely to be satisfied with the cleanliness and good maintenance of rail carriages than they were in 2013, and this is particularly the case in Poland (+31 pp), Estonia (+22 pp) and Slovakia (+21 pp). Respondents in the UK, on the other hand, are now less likely to be satisfied (-5 pp).

**Q6.6** Are you satisfied or not with the following features of railway travel?  
**Cleanliness and good maintenance of rail carriages, including the train toilets (%)**


		Total 'Satisfied'	Jan. 2018 - Sept. 2013	Total 'Dissatisfied'	Jan. 2018 - Sept. 2013	Not applicable (SPONTANEOUS)	Jan. 2018 - Sept. 2013	Don't know
EU26		56	▲ 8	34	=	6	▼ 3	4
PL		60	▲ 31	31	▼ 15	5	▼ 11	4
EE		57	▲ 22	1	▼ 3	17	▲ 12	25
SK		53	▲ 21	44	▲ 4	1	▼ 18	2
CZ		62	▲ 15	28	▼ 6	4	▼ 2	6
AT		77	▲ 12	18	=	1	▼ 8	4
DE		55	▲ 11	36	▼ 7	3	▼ 1	6
IT		37	▲ 11	55	▼ 4	4	▼ 2	4
LV		64	▲ 10	15	▼ 5	13	▲ 2	8
DK		62	▲ 8	21	=	8	▼ 1	9
NL		61	▲ 8	24	▼ 6	7	=	8
HR		43	▲ 8	29	▼ 2	16	▲ 5	12
EL		37	▲ 8	43	▲ 11	6	▼ 21	14
SI		54	▲ 7	23	▲ 6	4	▼ 10	19
IE		74	▲ 6	18	▼ 1	5	▼ 2	3
SE		68	▲ 6	18	=	8	▲ 1	6
ES		72	▲ 5	21	▲ 9	5	▼ 10	2
BE		64	▲ 5	26	▼ 1	7	▼ 2	3
PT		59	▲ 4	22	▲ 4	9	▲ 3	10
BG		19	▲ 3	62	▲ 10	12	▼ 6	7
RO		24	▲ 2	54	▲ 1	17	▲ 8	5
HU		35	▲ 1	29	▼ 15	34	▲ 20	2
LU		65	=	25	▲ 8	7	▼ 5	3
LT		47	=	4	=	40	▲ 1	9
FI		74	▼ 2	15	▲ 1	2	=	9
FR		62	▼ 2	32	▲ 3	3	▼ 2	3
UK		63	▼ 5	31	▲ 12	4	▼ 1	2

Base: all respondents (n=25,537)

The **socio-demographic analysis** shows:

- The younger the respondent, the more likely they are to be satisfied: 61% of 15-24 year olds are satisfied with the cleanliness and good maintenance of rail carriages, compared to 54% of those aged 55+.
- Occasional (61%) and frequent (58%) travellers are more likely to be satisfied than non-travellers (39%).

**Q6.6** Do you or someone in your household have any accessibility issues when using different methods of transport?  
(%)

	Total 'Satisfied'	Total 'Dissatisfied'
EU26	56	34
 <b>Age</b>		
15-24	61	36
25-39	56	37
40-54	56	34
55+	54	31
<b>Travel frequency</b>		
Frequent traveller	58	39
Occasional traveller	61	36
Non-traveller	39	22

*Base: all respondents (n=25,537)*

## e. Availability of seats

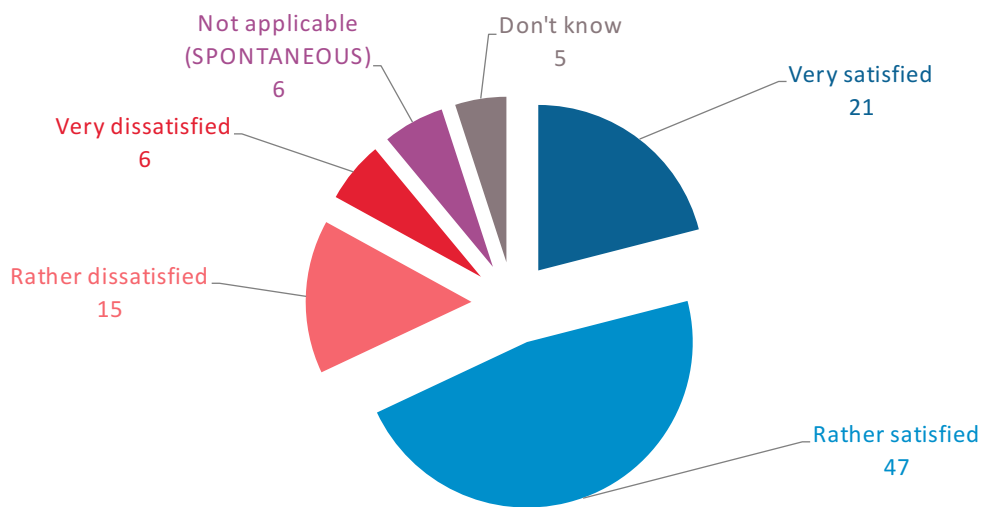
**More than two thirds of respondents are satisfied with the availability of seats on trains**

Almost seven in ten respondents (68%; among rail travellers 73%) are satisfied with the availability of seats on trains, with 21% saying they are very satisfied. Just over one in five are dissatisfied (21%; among rail travellers 23%), with 6% very dissatisfied.

Just over one in twenty respondents (6%) say this is not applicable, while 5% say they don't know.

**Q6.7** Are you satisfied or not with the following features of railway travel?

**Availability of seats on trains (% - EU26)**



Base: all respondents (n=25,537)

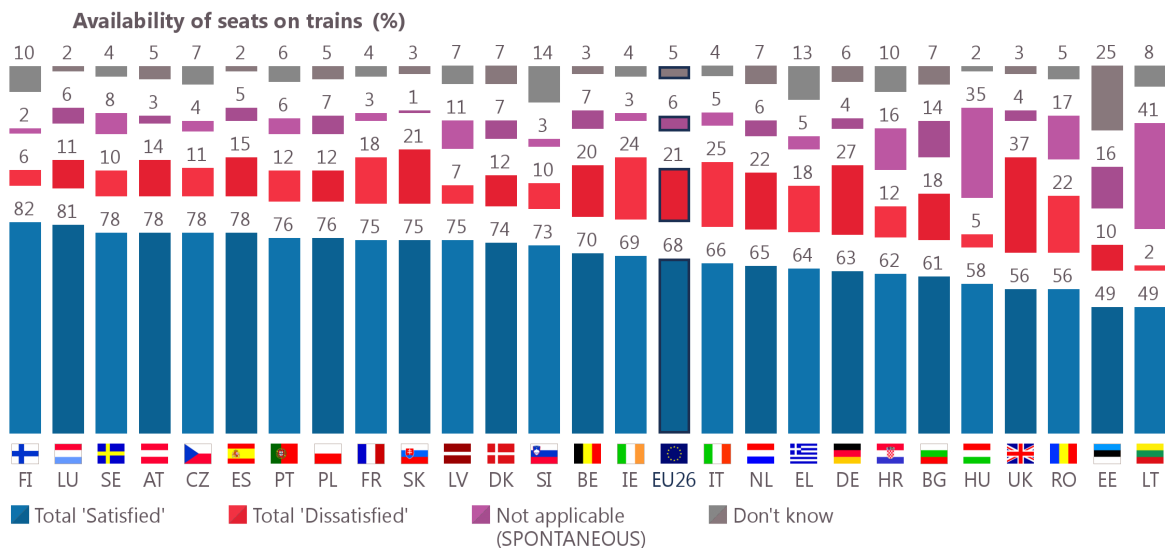


In all but two countries the majority of respondents are satisfied with **the availability of seats on trains**, with those in Finland (82%), Luxembourg (81%), Sweden, Austria, the Czech Republic and Spain (all 78%) the most likely to be satisfied. Respondents in Lithuania (2%), Hungary (5%), Finland (6%) and Latvia (7%) are least likely to be dissatisfied.

However, a relative majority of respondents in all countries is satisfied with the availability of seats on trains. The highest levels of relative satisfaction are seen in Finland (82% vs 6%, +76 pp), Luxembourg (81% vs 11%, +70 pp) and Sweden (78% vs 10%, +68 pp) and the lowest amongst those in the United Kingdom (56% vs 37%, +19 pp), Romania (56% vs 22%, +34 pp) and Germany (63% vs 27%, +36 pp).

High levels of 'not applicable' responses are seen amongst respondents in Lithuania (41%) and Hungary (35%), and high levels of 'don't know' responses are seen amongst those in Estonia (25%) and Latvia (7%).

Q6.7 Are you satisfied or not with the following features of railway travel?





Base: all respondents (n=25,537)

The **socio-demographic analysis** shows:

- The younger the respondent, the more likely they are to be satisfied: 74% of 15-24 year olds are satisfied with the availability of seats, compared to 66% of those aged 55+.
- The longer a respondent remained in education, the more likely they are to be satisfied: 70% who completed education aged 20+ are satisfied with this aspect, compared to 62% of those who completed aged 15 or younger.
- Occasional travellers (75%) are more likely to be satisfied than frequent travellers (68%) or non-travellers (46%).
- Respondents who travel to go on holidays (78%) are the most likely to be satisfied, particularly compared to those who predominantly travel to and from work (67%).

**Q6.7** Are you satisfied or not with the following features of railway travel?

**Availability of seats on trains (%)**

	Total 'Satisfied'	Total 'Dissatisfied'
EU26	68	21
 Age		
15-24	74	23
25-39	70	23
40-54	67	23
55+	66	19
 Education (End of)		
15-	62	20
16-19	65	22
20+	70	21
Still studying	74	22
<b>Travel frequency</b>		
Frequent traveller	68	30
Occasional traveller	75	21
Non-traveller	46	15
<b>Reason for travel</b>		
Work	67	31
Business	71	26
Holidays	78	18
Leisure	74	23

Base: all respondents (n=25,537)

### 3 Satisfaction index with railway travels

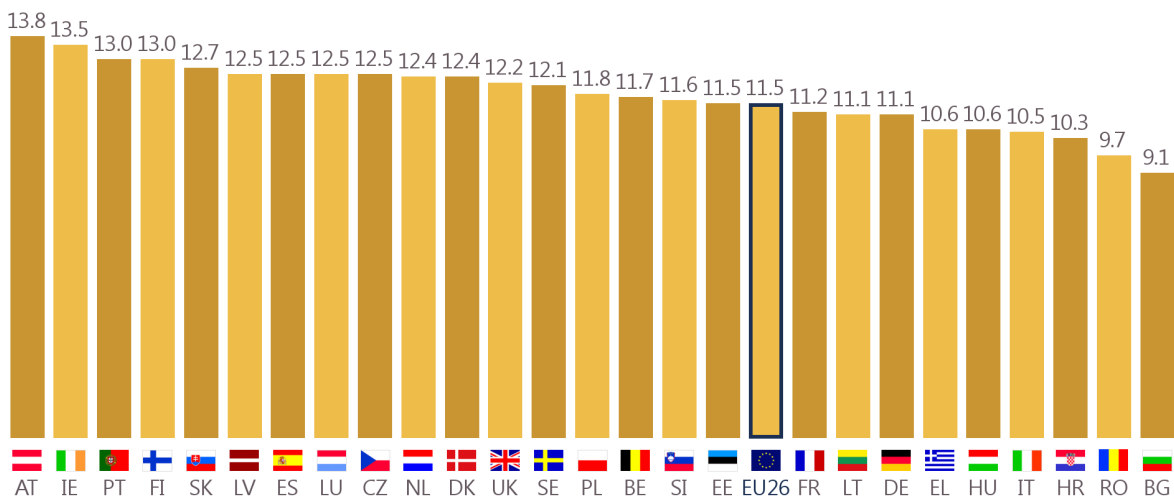
An index of satisfaction with railway travels was created using the responses to Q6.<sup>30</sup>

For each item in Q6, responses were given a score between 0 (very dissatisfied) and 3 (very satisfied). The scores for each item were added together and an average created. The higher the index, the greater the level of satisfaction.

In the calculation of the indexes below, those who answered 'not applicable' and 'don't know' were considered and were awarded 1.5 points.

The results show respondents in Austria (13.8), Ireland (13.5), Portugal and Finland (both 13.0) are the most likely to be satisfied with railway travels, while those in Bulgaria (9.1), Romania (9.7) and Croatia (10.3) are the least likely to be satisfied.

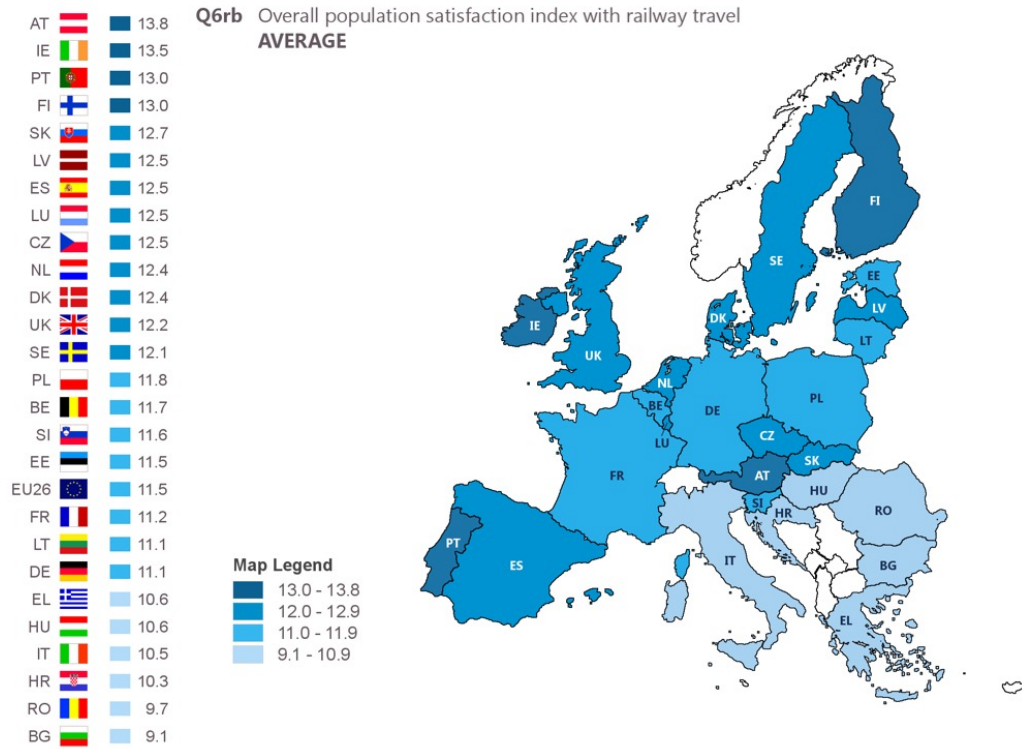
**Q6rb** Overall population satisfaction index with railway travel  
**AVERAGE**



Base: all respondents (n=25,537)

<sup>30</sup> In general, the index is not comparable to the results of the 2013 survey.

Those living in some southern and eastern European countries are on average less satisfied with railway travel than respondents in other parts of Europe.



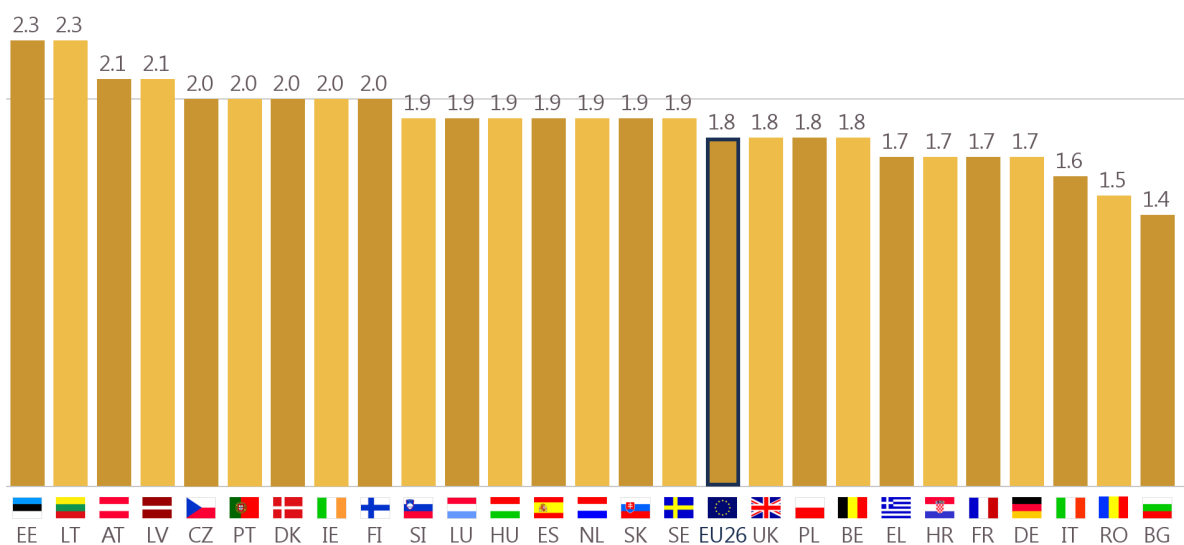
Base: all respondents (n=25,537)

In an alternative calculation of the satisfaction indexes with railway travels, only the answers of rail passengers are considered, that is, respondents who answered 'not applicable' and 'don't know' are not included in the calculation of the indexes.<sup>31</sup>

For each item in Q6, responses of rail passengers were given a score between 0 (very dissatisfied) and 3 (very satisfied). The scores were added together and an average was created.

The results show rail passengers in Estonia, Lithuania (both 2.3), Austria and Latvia (both 2.1) are the most likely to be satisfied with railway travels, while those in Bulgaria (1.4), Romania (1.5) and Italy (1.6) are the least likely to be satisfied.

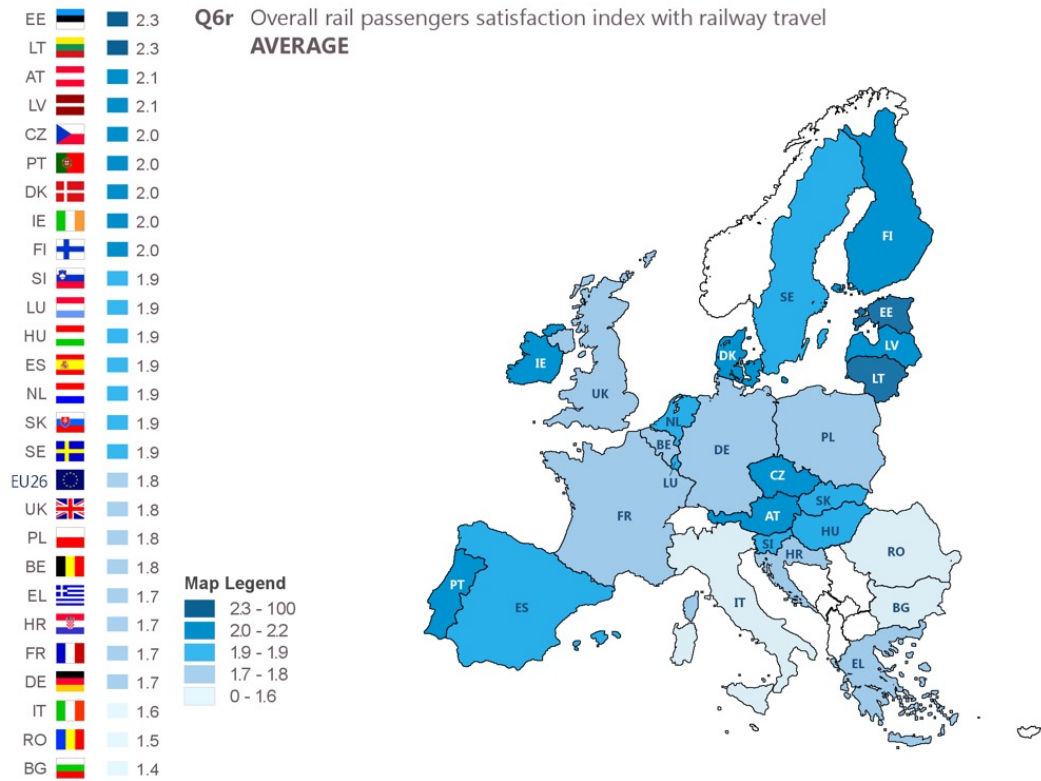
**Q6r** Overall rail passengers satisfaction index with railway travel  
**AVERAGE**



Base: those who answered at least one question in QA6 (n=23,922)

<sup>31</sup> See also the annex: Levels of satisfaction of rail passengers with the different features of rail stations, rail travel and rail accessibility calculated excluding responses of those who answered 'not applicable' and 'don't know'.

Rail passengers living in countries in the northern, western and central parts of Europe are more likely to be satisfied with railway travels than those living in countries in the east and south.



Base: those who answered at least one question in QA6 (n=23,922)

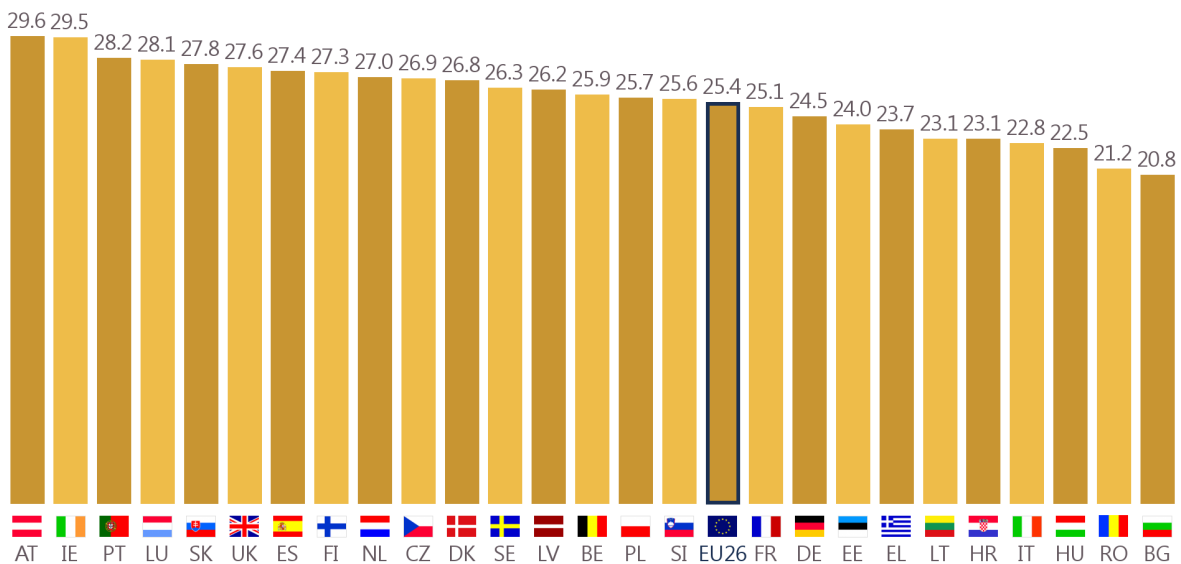
## 4 Overall satisfaction index of railway transport

Using the results from each item in Q4 and Q6, an overall satisfaction with railway transport index was created.<sup>32</sup> For each item in Q4 and Q6, responses were given a score between 0 (very dissatisfied) and 3 (very satisfied). The scores for each item were added together and an average created. The higher the index, the greater the level of satisfaction.

In the calculation of the indexes below, those who answered 'not applicable' and 'don't know' were considered and were awarded 1.5 points.

Respondents in Austria (29.6), Ireland (29.5), Portugal (28.2) and Luxembourg (28.1) have the highest overall railway satisfaction index, while those in Bulgaria (20.8), Romania (21.2) and Hungary (22.5) have the lowest.

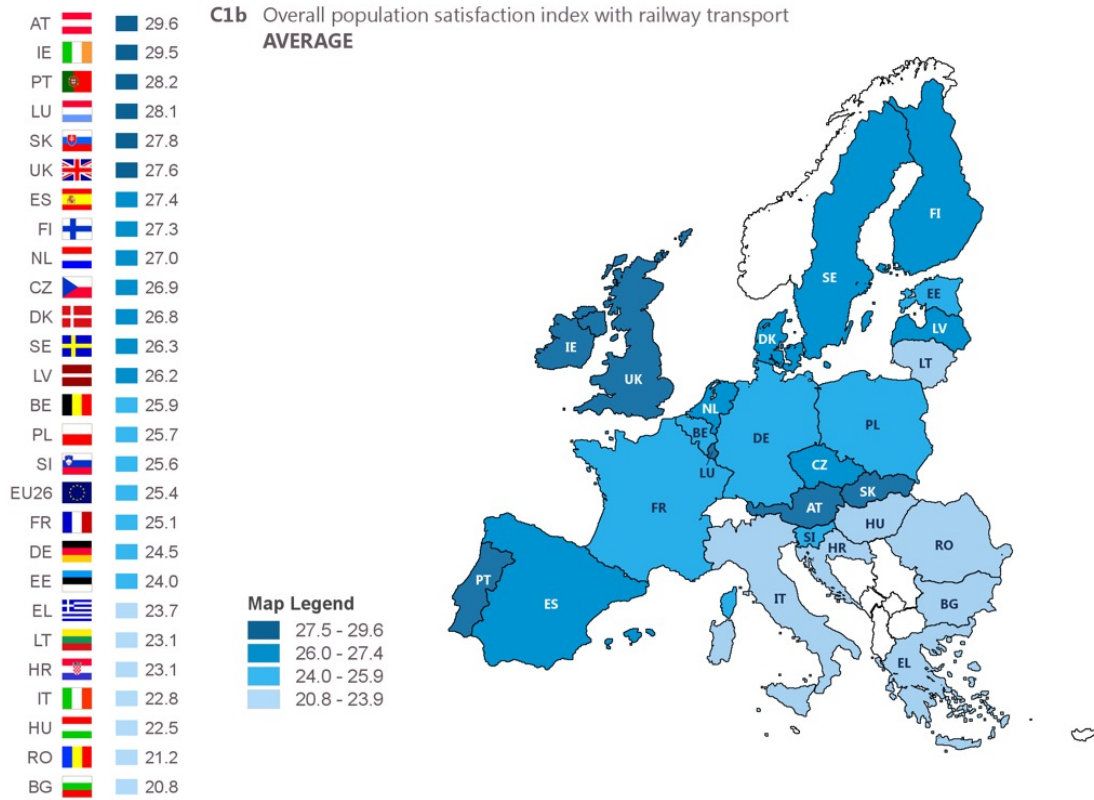
**C1b** Overall population satisfaction index with railway transport  
**AVERAGE**



Base: all respondents (n=25,537)

<sup>32</sup> In general, the index is not comparable to the results of the 2013 survey.

Respondents living in some central, northern and western European countries are most satisfied with railway transport.



Base: all respondents (n=25,537)

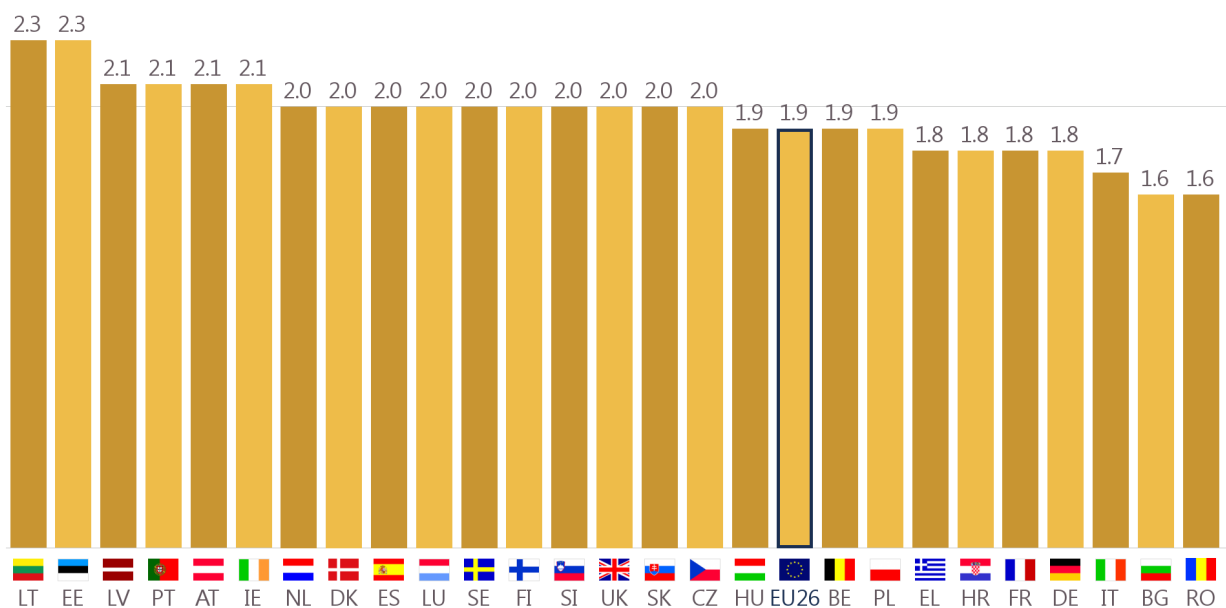


In an alternative calculation of the overall satisfaction indexes with railway transport, only the answers of rail passengers are considered, that is, respondents who answered 'not applicable' and 'don't know' are not considered for the calculation of the indexes.<sup>33</sup>

For each item in Q4 and Q6, responses of rail passengers were given a score between 0 (very dissatisfied) and 3 (very satisfied). An overall score was calculated and an average created. The higher the index, the greater the level of satisfaction.

Rail passengers in Lithuania, Estonia (both 2.3), Latvia, Portugal, Austria and Ireland (all 2.1) have the highest overall railway satisfaction index, while those in Romania, Bulgaria (both 1.6) and Italy (1.7) have the lowest.

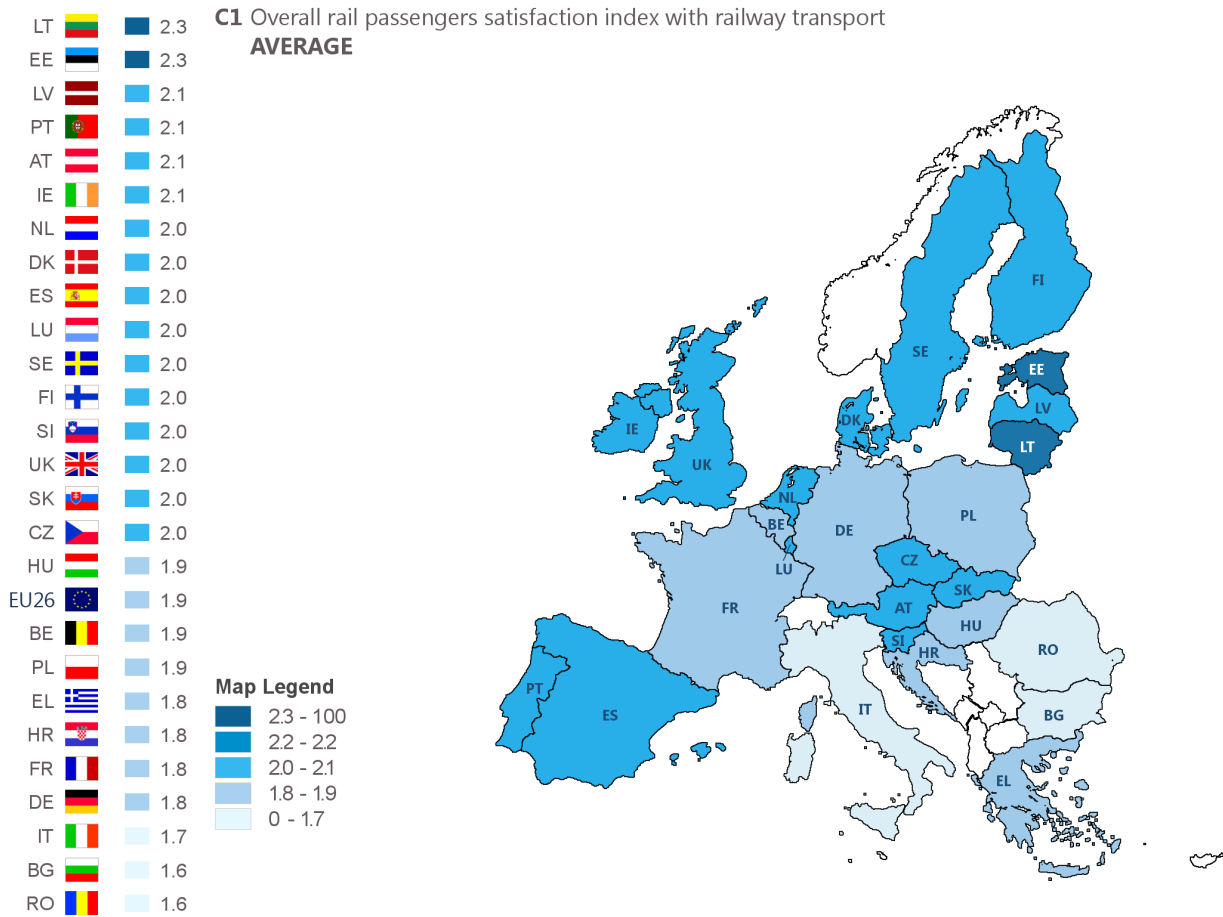
**C1 Overall rail passengers satisfaction index with railway transport**  
**AVERAGE**



Base: those who answered at least one question in QA4 and QA6 (n=24,374)

<sup>33</sup> See also the annex: Levels of satisfaction of rail passengers with the different features of rail stations, rail travel and rail accessibility calculated excluding respondents of those who answered 'not applicable' and 'don't know'.

Rail passengers living in countries in the northern, western and central parts of Europe are generally more likely to be satisfied with railway transport overall than those living in countries in the east and south.



Base: those who answered at least one question in QA4 and QA6 (n=24,374)

## IV. SATISFACTION WITH THE ACCESSIBILITY OF RAIL TRAVEL

This section of the report explores respondents' satisfaction with the accessibility of rail travel, from the booking process and travel information through to the accessibility of stations and carriages.

### 1 Accessibility of tickets and information

#### a. Accessibility of the booking process

#### Half of the respondents are satisfied with the accessibility of the booking process

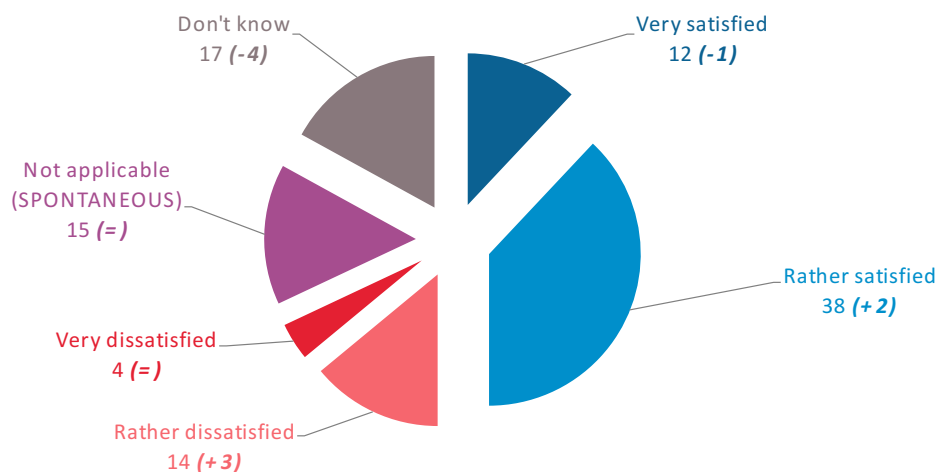
Half (50%; among rail travellers 53%) of all respondents say that they are satisfied with the accessibility of the booking process, with 12% saying they are very satisfied. Fewer than one in five (18%; among rail travellers 18% as well) are dissatisfied, with 4% very dissatisfied.

More than one in ten respondents say this is not applicable (15%), while 17% say they don't know.

The results are stable compared to 2013.

**Q7.2** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility.

**Accessibility of the booking process, including pre-journey information about accessibility of the service and infrastructure and assistance (% - EU26)**



(Jan. 2018 - Sept. 2013)

Base: all respondents (n=25,537)

In ten countries the majority of respondents are satisfied with the accessibility of the booking process, with those in Luxembourg (67%), Ireland (64%) and Belgium (63%) the most likely to be satisfied. At the other end of the scale 21% in Estonia, 24% in Bulgaria and 28% in Hungary are satisfied. Respondents in Bulgaria (31%), Romania (29%) and Portugal (26%) are the most likely to be dissatisfied.

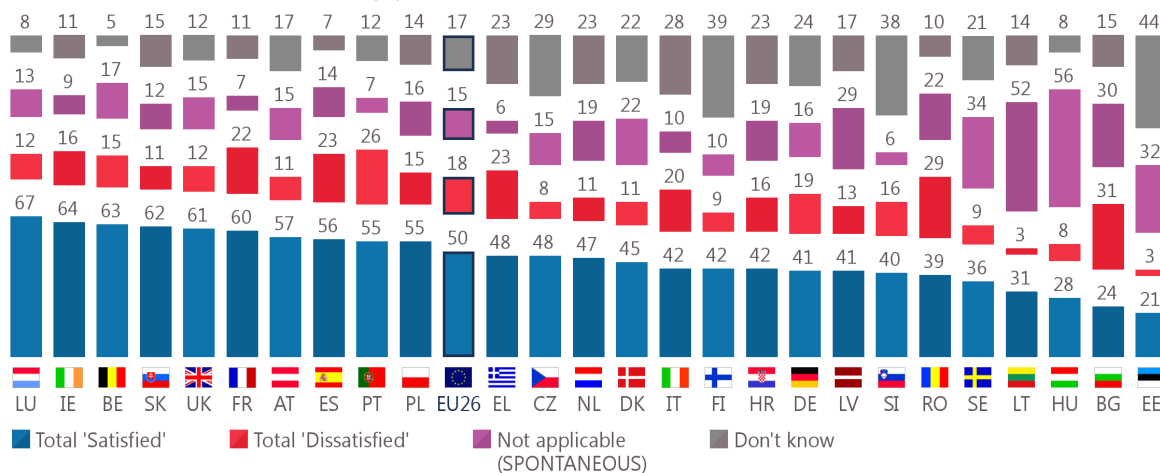
Respondents in Estonia, Lithuania (both 3%) and Czech Republic (8%) are least likely to be dissatisfied.

Looking at relative satisfaction shows respondents in all but one country are most likely to be satisfied, with the highest relative satisfaction seen in Luxembourg (67% vs 12%, +55 pp), Slovakia (62% vs 11%, +51) and the United Kingdom (61% vs 12%, +49 pp). In Bulgaria, on the other hand, respondents are more likely to be dissatisfied (24% vs 31%, -7 pp).

In a number of countries there are high proportions of respondents who say this is not applicable, or that they don't know.

**Q7.2** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility.

**Accessibility of the booking process, including pre-journey information about accessibility of the service and infrastructure and assistance (%)**






























Base: all respondents (n=25,537)

Compared to 2013, respondents in Slovakia (+26 pp), Luxembourg (+17 pp) and Slovenia (+16 pp) are now more likely to be satisfied with the accessibility of the booking process. In contrast, those in Finland (-15 pp), Hungary (-13 pp) and the United Kingdom (-10 pp) are now less likely to be satisfied.

**Q7.2** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility.

**Accessibility of the booking process, including pre-journey information about accessibility of the service and infrastructure and assistance (%)**

		Total 'Satisfied'	Jan. 2018 - Sept. 2013	Total 'Dissatisfied'	Jan. 2018 - Sept. 2013	Not applicable (SPONTANEOUS)	Jan. 2018 - Sept. 2013	Don't know
EU26		50	▲ 1	18	▲ 3	15	=	17
SK		62	▲ 26	11	▼ 1	12	▼ 17	15
LU		67	▲ 17	12	▲ 2	13	▼ 10	8
SI		40	▲ 16	16	▲ 3	6	▼ 13	38
PL		55	▲ 14	15	=	16	▼ 9	14
PT		55	▲ 14	26	▲ 7	7	▲ 3	12
AT		57	▲ 11	11	▲ 4	15	▼ 10	17
EL		48	▲ 11	23	▲ 1	6	▼ 18	23
HR		42	▲ 11	16	▼ 1	19	▲ 6	23
CZ		48	▲ 10	8	=	15	▲ 3	29
NL		47	▲ 10	11	▼ 3	19	▼ 1	23
BE		63	▲ 9	15	▲ 3	17	▼ 5	5
IT		42	▲ 8	20	▲ 1	10	▼ 5	28
EE		21	▲ 8	3	▲ 1	32	▲ 25	44
DK		45	▲ 5	11	▼ 2	22	▲ 5	22
SE		36	▲ 4	9	▲ 1	34	▲ 15	21
ES		56	▲ 3	23	▲ 10	14	▼ 4	7
IE		64	▼ 2	16	▲ 4	9	▼ 2	11
BG		24	▼ 3	31	▲ 11	30	▲ 8	15
LV		41	▼ 4	13	▲ 3	29	▲ 15	17
LT		31	▼ 4	3	▼ 1	52	▲ 3	14
DE		41	▼ 5	19	=	16	▲ 2	24
FR		60	▼ 6	22	▲ 5	7	▼ 1	11
RO		39	▼ 6	29	▲ 10	22	▲ 14	10
UK		61	▼ 10	12	▲ 4	15	▲ 6	12
HU		28	▼ 13	8	▼ 1	56	▲ 26	8
FI		42	▼ 15	9	▲ 1	10	▲ 5	39

Base: all respondents (n=25,537)

The **socio-demographic analysis** highlights the following:

- The younger the respondent, the more likely they are to be satisfied: 68% of those aged 15-24 are satisfied with the accessibility of the booking process, compared to 44% of those aged 55+.
- Respondents who completed education aged 16-19 are the most likely to be satisfied (52%).
- Manual workers are the most likely to be satisfied, particularly compared to the self-employed (54% vs 47%).
- Frequent (56%) and occasional (52%) travellers are more likely to be satisfied than non-travellers (38%).
- Respondents who travel for holidays (58%) or to and from work (57%) are more likely to be satisfied than those who travel for leisure (53%) or for business trips (46%).

**Q7.2** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility

**Accessibility of the booking process, including pre-journey information about accessibility of the service and infrastructure and assistance (%)**

	Total 'Satisfied'	Total 'Dissatisfied'
EU26	50	18
<b>Age</b>		
15-24	68	16
25-39	52	18
40-54	47	17
55+	44	18
<b>Education (End of)</b>		
15-	46	17
16-19	52	16
20+	47	19
Still studying	66	15
<b>Respondent occupation scale</b>		
Self-employed	47	17
Employee	51	17
Manual workers	54	18
Not working	51	17
<b>Travel frequency</b>		
Frequent traveller	56	18
Occasional traveller	52	18
Non-traveller	38	16
<b>Reason for travel</b>		
Work	57	20
Business	46	16
Holidays	58	17
Leisure	53	17

Base: all respondents (n=25,537)

## b. Accessibility of travel information

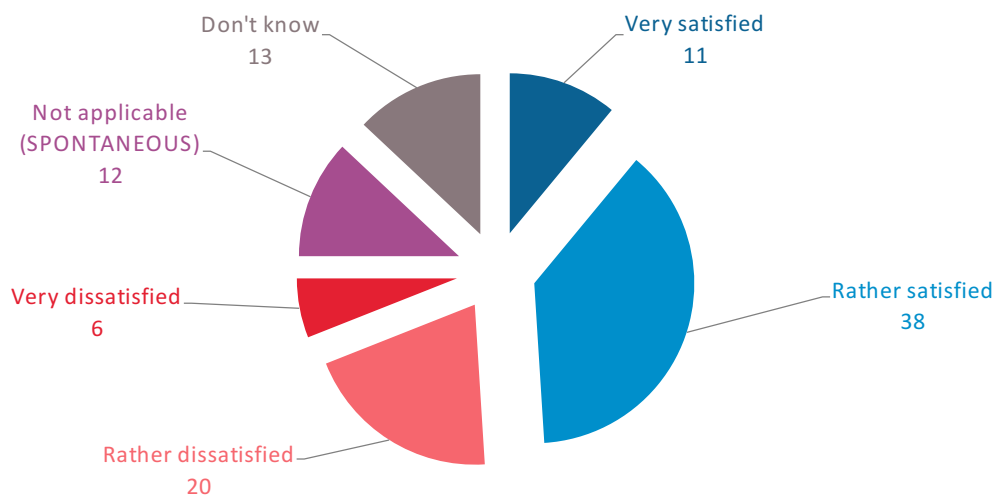
### Almost half of respondents are satisfied with the accessibility of travel information provided at the station and on-board trains

A large minority of respondents (49%; among rail travellers 52%) are satisfied with the accessibility of travel information provided at the station and on-board trains, with 11% saying they are very satisfied. Just over one quarter (26%; among rail travellers 27%) are dissatisfied, with 6% very dissatisfied.

More than one in ten respondents say that this is not applicable (12%) or that they don't know (13%).

**Q7.5** Are you satisfied or not with the following aspects of the accessibility of railway travel?  
Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility.

**Accessibility of travel information provided at the station and on-board trains, including in the event of delay (% - EU26)**



Base: all respondents (n=25,537)



There is a wide range of satisfaction with the accessibility of travel information. Respondents in Slovakia (69%), Ireland (66%) and the United Kingdom (65%) are the most likely to be satisfied, particularly compared to those in Bulgaria (25%), Estonia (27%) and Lithuania and Hungary (both 31%).

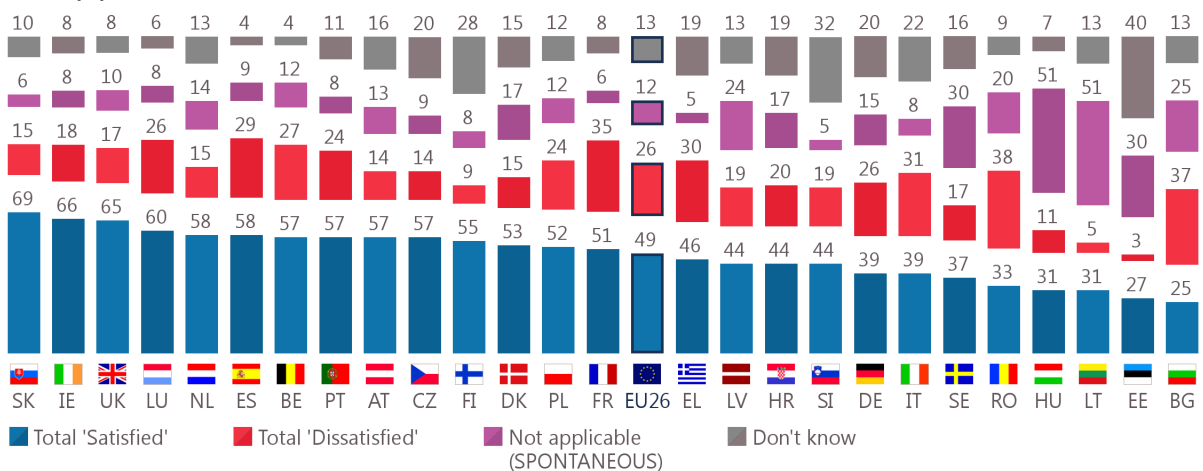
Respondents in Estonia (3%), Lithuania (5%) and Finland (9%) are least likely to be dissatisfied.

The relative satisfaction shows that in all but two countries respondents are most likely to be satisfied, with the highest relative satisfaction seen amongst those in Slovakia (69% vs 15%, +54 pp), Ireland (66% vs 18%, +48 pp) and the United Kingdom (65% vs 17%, +48 pp). The two countries where respondents are more likely to be dissatisfied are Bulgaria (25% vs 38%, -12 pp) and Romania (33% vs 37%, -5 pp).

In a number of countries there are high proportions of respondents who say this is not applicable, or that they don't know.

**Q7.5** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility.

**Accessibility of travel information provided at the station and on-board trains, including in the event of delay (%)**





Base: all respondents (n=25,537)

The **socio-demographic analysis** shows:

- Men are more likely to be satisfied with the accessibility of travel information, compared to women (52% vs 47%).
- The younger the respondent, the more likely they are to be satisfied: 66% of those aged 15-24 are satisfied, compared to 43% of those aged 55+.
- Frequent (55%) and occasional (52%) travellers are more likely to be satisfied than non-travellers (36%).
- Respondents who travel to and from work (55%), for leisure (54%) or for holidays (53%) are more likely to be satisfied than those who travel for business trips (45%).

**Q7.5** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility

**Accessibility of travel information provided at the station and on-board trains, including in the event of delay (%)**

	Total 'Satisfied'	Total 'Dissatisfied'
EU26	49	26
 <b>Gender</b>		
Male	52	24
Female	47	27
 <b>Age</b>		
15-24	66	22
25-39	51	24
40-54	48	25
55+	43	27
<b>Travel frequency</b>		
Frequent traveller	55	28
Occasional traveller	52	26
Non-traveller	36	21
<b>Reason for travel</b>		
Work	55	28
Business	45	26
Holidays	53	29
Leisure	54	24

Base: all respondents (n=25,537)

## 2 Accessibility of stations and trains

### a. Accessibility of stations

#### The majority of respondents are satisfied with the accessibility of stations or platforms

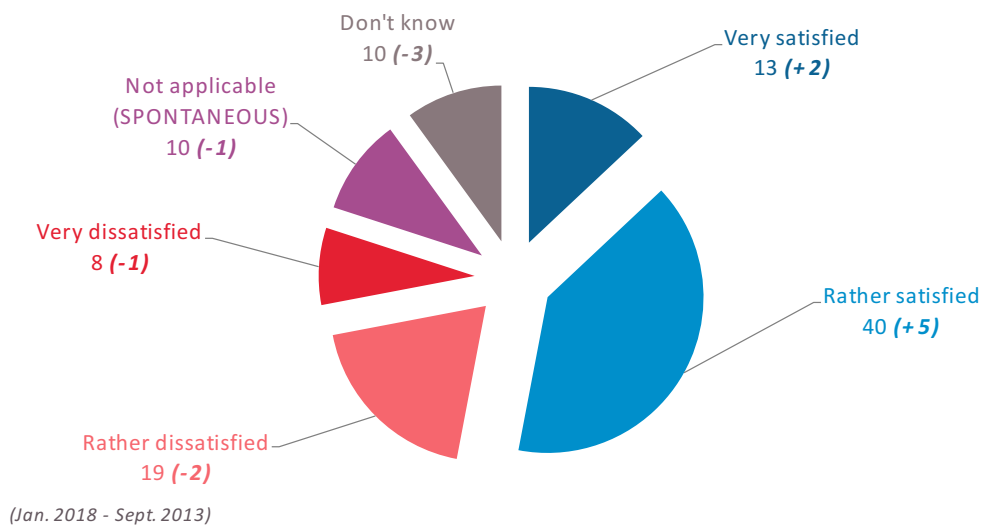
In this section, 'accessibility' means accessibility for persons with disabilities or persons with reduced mobility. Just over half of respondents (53%; among rail travellers 57%) are satisfied with the accessibility of stations or platforms, with 13% saying they are very satisfied. More than on quarter (27%; among rail travellers 27% as well) are dissatisfied, with 8% very dissatisfied.

One in ten say this is not applicable (10%) or that they don't know (10%).

Compared to 2013, respondents are more likely to be satisfied (+7 pp), and in particular to be rather satisfied (+5 pp).

**Q7.1** Are you satisfied or not with the following aspects of the accessibility of railway travel?  
Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility.

#### Accessibility of stations or platforms (% - EU26)



Base: all respondents (n=25,537)

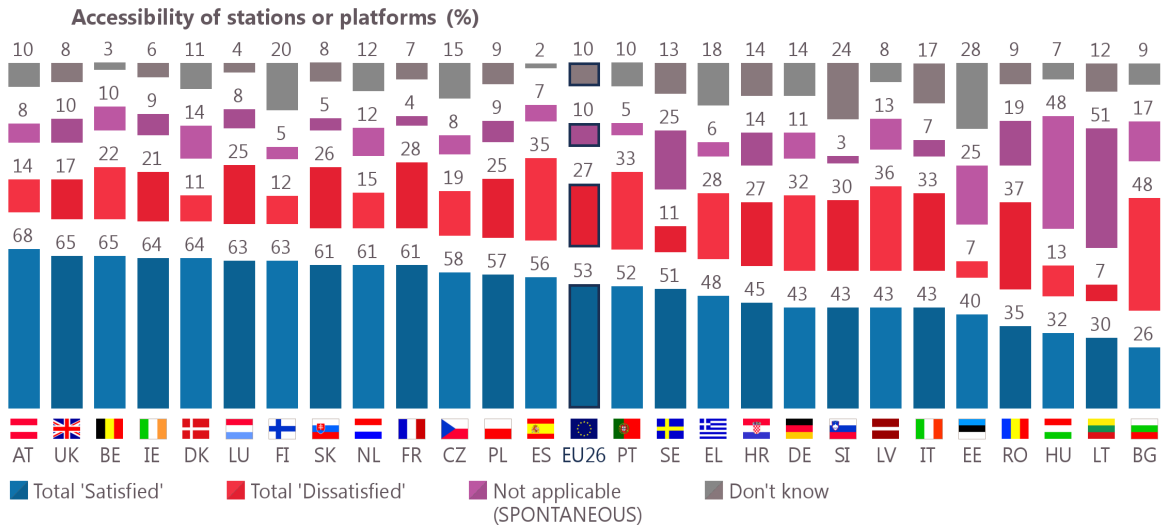
Once again there is a wide range of satisfaction across countries, with those in Austria (68%), the United Kingdom, Belgium (both 65%) and Ireland and Denmark (both 64%) the most likely to be satisfied with **the accessibility of stations or platforms**.

In 14 countries at least one quarter are dissatisfied with the accessibility of stations or platforms, with the highest proportions seen in Bulgaria (48%), Romania (37%) and Latvia (36%). Respondents in Lithuania, Estonia (both 7%), Sweden and Denmark (both 11%) are least likely to be dissatisfied.

Looking at relative satisfaction shows respondents in all but two countries are most likely to be satisfied, with the highest relative satisfaction seen in Austria (68% vs 14%, +54 pp), Denmark (64% vs 11%, +53 pp) and Finland (63% vs 12%, +51 pp). The two countries where respondents are more likely to be dissatisfied are Bulgaria (26% satisfied vs 48% dissatisfied, -22 pp) and Romania (35% vs 37%, -2 pp).

In a number of countries there are high proportions of respondents who say this is not applicable, or that they don't know.

**Q7.1** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility.



In 20 countries, respondents are now more likely to be satisfied with the accessibility of stations or platforms, with the largest increases seen amongst those in Slovakia (+24 pp), Poland (+22 pp) and Estonia (+16 pp). The largest decrease in satisfaction is seen in Lithuania (-5 pp).

**Q7.1** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility.

**Accessibility of stations or platforms (%)**

		Total 'Satisfied'	Jan. 2018 - Sept. 2013	Total 'Dissatisfied'	Jan. 2018 - Sept. 2013	Not applicable (SPONTANEOUS)	Jan. 2018 - Sept. 2013	Don't know
EU26		53	▲ 7	27	▼ 3	10	▼ 1	10
SK		61	▲ 24	26	▲ 2	5	▼ 20	8
PL		57	▲ 22	25	▼ 13	9	▼ 9	9
EE		40	▲ 16	7	▼ 1	25	▲ 19	28
EL		48	▲ 15	28	▼ 4	6	▼ 16	18
HR		45	▲ 15	27	▼ 7	14	▲ 2	14
DK		64	▲ 14	11	▼ 6	14	▼ 1	11
CZ		58	▲ 14	19	▼ 9	8	▲ 1	15
AT		68	▲ 13	14	▼ 1	8	▼ 9	10
SE		51	▲ 12	11	▼ 1	25	▲ 8	13
IT		43	▲ 12	33	▼ 4	7	▼ 4	17
BE		65	▲ 10	22	▼ 7	10	▼ 1	3
SI		43	▲ 10	30	▲ 8	3	▼ 13	24
LV		43	▲ 8	36	▼ 8	13	▲ 6	8
NL		61	▲ 6	15	▼ 6	12	▲ 2	12
PT		52	▲ 6	33	▼ 2	5	▲ 4	10
FR		61	▲ 4	28	▼ 8	4	=	7
ES		56	▲ 4	35	▲ 10	7	▼ 7	2
LU		63	▲ 3	25	▲ 4	8	▼ 4	4
IE		64	▲ 1	21	▲ 1	9	=	6
RO		35	▲ 1	37	▲ 1	19	▲ 12	9
UK		65	=	17	▼ 1	10	▲ 3	8
FI		63	=	12	▼ 6	5	▲ 2	20
BG		26	=	48	▲ 12	17	=	9
DE		43	▼ 1	32	▼ 5	11	▲ 4	14
HU		32	▼ 4	13	▼ 12	48	▲ 24	7
LT		30	▼ 5	7	▼ 4	51	▲ 8	12

Base: all respondents (n=25,537)

The **socio-demographic analysis** illustrates the following:

- Men are more likely to be satisfied with the accessibility of stations and platforms, compared to women (58% vs 48%).
- The younger the respondent, the more likely they are to be satisfied: 66% of those aged 15-24 are satisfied, compared to 48% of those aged 55+.
- Manual workers are the most likely to be satisfied (60%).
- Frequent (59%) and occasional (57%) travellers are more likely to be satisfied than non-travellers (38%).
- Respondents who travel to and from work (61%), for leisure or for holidays (both 57%) are more likely to be satisfied than those who travel for business trips (49%).

**Q7.1** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility

**Accessibility of stations or platforms (%)**

	Total 'Satisfied'	Total 'Dissatisfied'
EU26	53	27
<b>Gender</b>		
Male	58	22
Female	48	31
<b>Age</b>		
15-24	66	24
25-39	54	27
40-54	52	26
55+	48	28
<b>Respondent occupation scale</b>		
Self-employed	53	26
Employee	52	28
Manual workers	60	23
Not working	53	27
<b>Travel frequency</b>		
Frequent traveller	59	28
Occasional traveller	57	27
Non-traveller	38	24
<b>Reason for travel</b>		
Work	61	26
Business	49	28
Holidays	57	28
Leisure	57	27

Base: all respondents (n=25,537)

## b. Assistance for persons with disabilities

### Just over four in ten are satisfied with the assistance by railway or station staff for persons with disabilities or reduced mobility

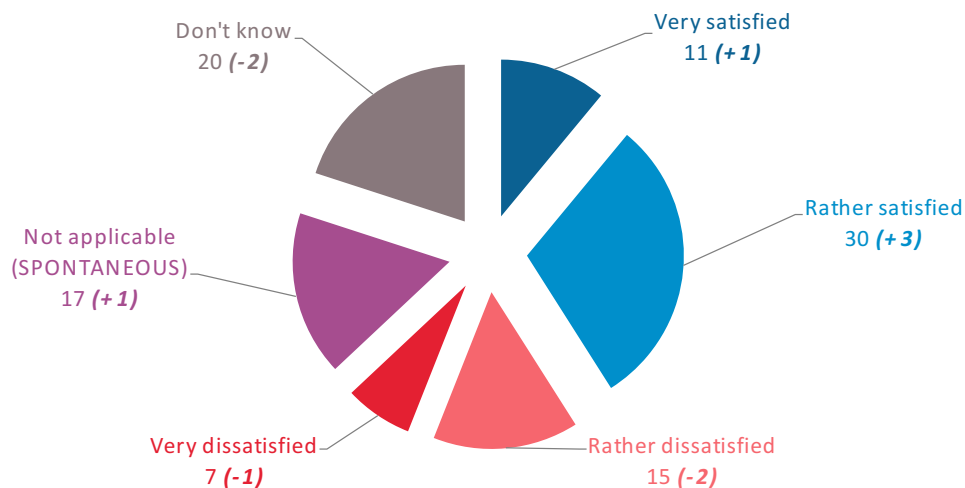
A minority of respondents (41%: among rail travellers 43%) are satisfied with the assistance by railway or station staff for persons with disabilities or reduced mobility, with 11% very satisfied. Just over one in five (22%; among rail travellers 23%) are dissatisfied, with 7% saying they are very dissatisfied.

Almost one in five (17%) say this is not applicable, while 20% say they don't know.

Respondents are slightly more likely to be satisfied than they were in 2013 (+4 pp).

**Q7.3** Are you satisfied or not with the following aspects of the accessibility of railway travel?  
Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility.

**Assistance by railway or station staff for persons with disabilities or persons with reduced mobility (% - EU26)**



(Jan. 2018 - Sept. 2013)

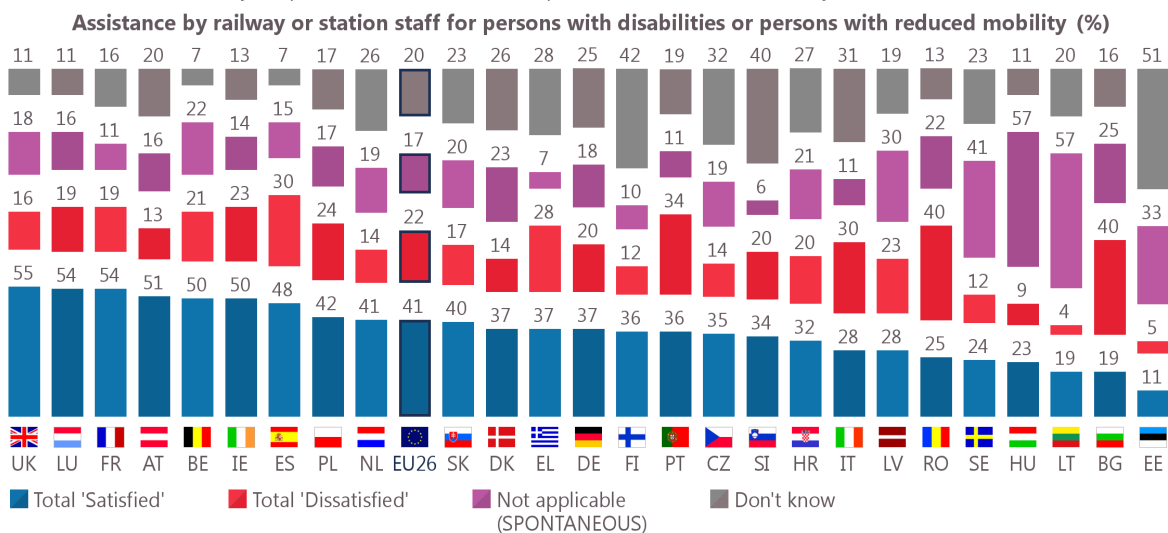
Base: all respondents (n=25,537)

Satisfaction with the assistance **the assistance by railway or station staff for persons with disabilities or reduced mobility** varies considerably across countries. Respondents in the United Kingdom (55%), Luxembourg, France (both 42%) and Austria (51%) are the most likely to be satisfied. Dissatisfaction is lowest amongst respondents in Lithuania (4%), Estonia (5%) and Hungary (9%).

The relative satisfaction shows respondents in all but three countries are most likely to be satisfied, with the highest relative satisfaction seen in the United Kingdom (55% vs 16%, +39 pp), Austria (51% vs 13%, +38 pp), France and Luxembourg (both 54% vs 19%, +35 pp). The three countries where respondents are more likely to be dissatisfied are Bulgaria (19% vs 40%, -21 pp), Romania (25% vs 40%, -15 pp) and Italy (28% vs 30%, -2 pp).

In a number of countries there are high proportions of respondents who say this is not applicable, or that they don't know.

**Q7.3** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility.






























Base: all respondents (n=25,537)



Compared to 2013, respondents in Poland (+17 pp), Slovakia (+14 pp) and Austria (+12 pp) are now more likely to be satisfied with the assistance by staff for persons with disabilities or reduced mobility, while those in Finland are now less likely to be satisfied (-10 pp).

**Q7.3** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility.

**Assistance by railway or station staff for persons with disabilities or persons with reduced mobility (%)**

		Total 'Satisfied'	Jan. 2018 - Sept. 2013	Total 'Dissatisfied'	Jan. 2018 - Sept. 2013	Not applicable (SPONTANEOUS)	Jan. 2018 - Sept. 2013	Don't know
EU26		41	▲ 4	22	▼ 3	17	▲ 1	20
PL		42	▲ 17	24	▼ 11	17	▼ 6	17
SK		40	▲ 14	17	▼ 2	20	▼ 10	23
AT		51	▲ 12	13	▼ 4	16	▼ 8	20
EL		37	▲ 9	28	▼ 3	7	▼ 16	28
LU		54	▲ 8	19	▼ 1	16	▼ 4	11
ES		48	▲ 7	30	▲ 8	15	▼ 4	7
DK		37	▲ 7	14	▼ 5	23	▲ 5	26
IT		28	▲ 7	30	▼ 2	11	▼ 3	31
EE		11	▲ 6	5	▼ 3	33	▲ 26	51
NL		41	▲ 5	14	▼ 3	19	▼ 1	26
SI		34	▲ 5	20	▲ 7	6	▼ 13	40
PT		36	▲ 3	34	▲ 1	11	▲ 9	19
RO		25	▲ 3	40	▲ 1	22	▲ 13	13
SE		24	▲ 2	12	▲ 4	41	▲ 19	23
DE		37	▲ 1	20	▼ 9	18	▲ 4	25
BG		19	▲ 1	40	▲ 12	25	▲ 4	16
CZ		35	=	14	▼ 3	19	▲ 7	32
HR		32	=	20	▼ 1	21	▲ 8	27
LV		28	=	23	▼ 7	30	▲ 17	19
FR		54	▼ 1	19	▼ 8	11	▲ 3	16
UK		55	▼ 3	16	▲ 2	18	▲ 6	11
BE		50	▼ 3	21	▲ 3	22	▲ 4	7
IE		50	▼ 3	23	▲ 4	14	▼ 1	13
LT		19	▼ 5	4	▼ 5	57	▲ 5	20
HU		23	▼ 8	9	▼ 10	57	▲ 29	11
FI		36	▼ 10	12	▼ 3	10	▲ 4	42

Base: all respondents (n=25,537)

The **socio-demographic analysis** shows:

- Men are more likely to be satisfied with the assistance the assistance by railway or station staff for persons with disabilities or reduced mobility, compared to women (44% vs 38%).
- The younger the respondent, the more likely they are to be satisfied: 56% of those aged 15-24 are satisfied, compared to 36% of those aged 55+.
- Manual workers are the most likely to be satisfied (46%).
- Frequent (50%) travellers are more likely to be satisfied than occasional (41%) travellers or non-travellers (33%).
- Respondents who travel to and from work (51%) are the most likely to be satisfied followed by those who travel for holidays (45%) or leisure (42%) or for business trips (35%).

**Q7.3** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility

**Assistance by railway or station staff for persons with disabilities or persons with reduced mobility (%)**

	Total 'Satisfied'	Total 'Dissatisfied'
EU26	41	22
<b>Gender</b>		
Male	44	19
Female	38	25
<b>Age</b>		
15-24	56	24
25-39	44	22
40-54	38	23
55+	36	21
<b>Respondent occupation scale</b>		
Self-employed	37	23
Employee	42	21
Manual workers	46	23
Not working	41	23
<b>Travel frequency</b>		
Frequent traveller	50	24
Occasional traveller	41	23
Non-traveller	33	19
<b>Reason for travel</b>		
Work	51	23
Business	35	21
Holidays	45	23
Leisure	42	23

Base: all respondents (n=25,537)

### c. Accessibility of train carriages

#### More than four in ten respondents are satisfied with the accessibility of train carriages

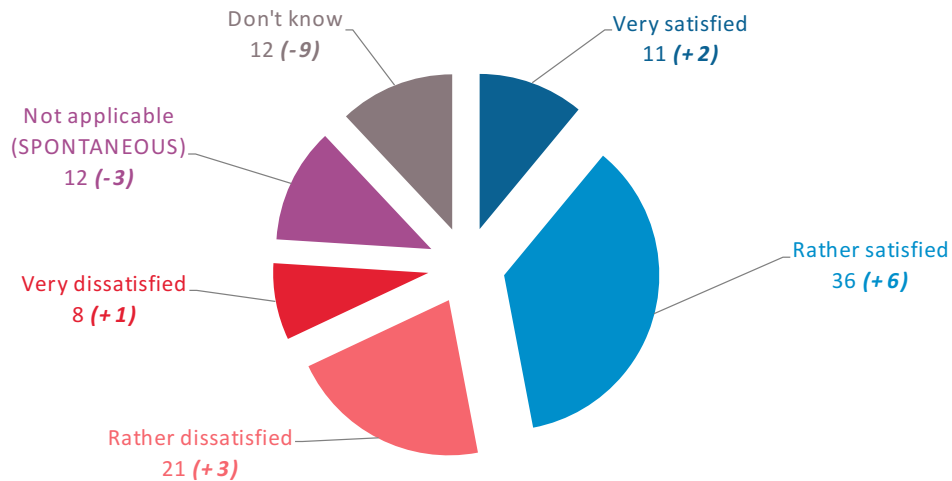
Almost half of the respondents (47%; among rail travellers 50%) are satisfied with the accessibility of train carriages, with 11% saying they are very satisfied. Almost three in ten (29%; among rail travellers 30%) are dissatisfied, with 8% very dissatisfied.

More than one in ten say this is not applicable (12%) or that they don't know (12%).

Respondents are more likely to be satisfied than they were in 2013 (+8 pp), and in particular to be rather satisfied (+6 pp).

**Q7.4** Are you satisfied or not with the following aspects of the accessibility of railway travel?  
Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility.

**Accessibility of train carriages (% - EU26)**



(Jan. 2018 - Sept. 2013)

Base: all respondents (n=25,537)

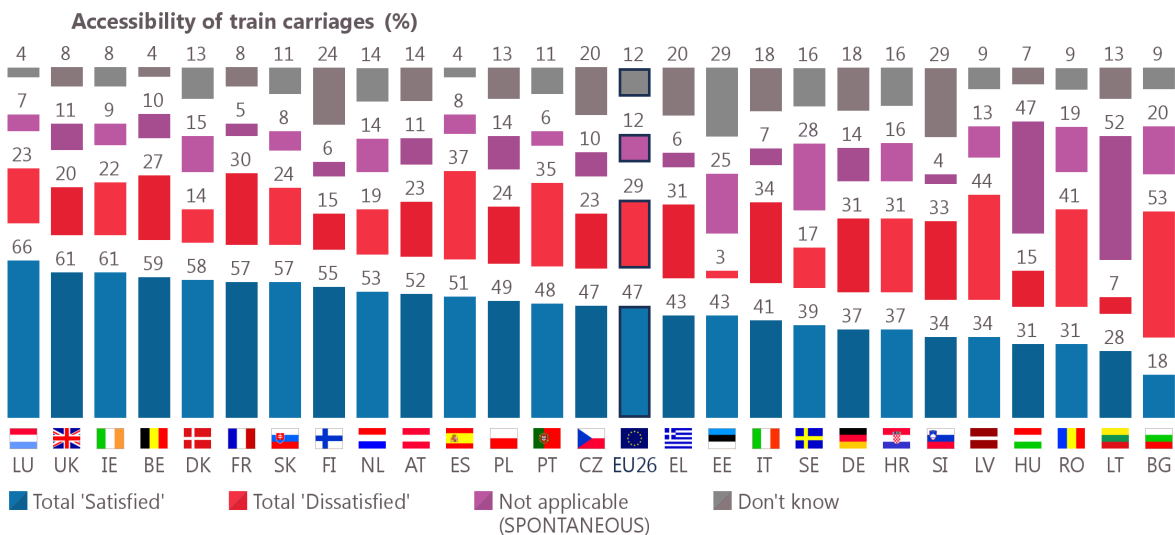
Satisfaction with **the accessibility of train carriages** is variable, with proportions ranging from 66% in Luxembourg and 61% in the United Kingdom and Ireland to 18% in Bulgaria, 28% in Lithuania and 31% in Hungary and Romania.

Respondents in Estonia (3%), Lithuania (7%) and Denmark (14%) are least likely to be dissatisfied.

Looking at relative satisfaction shows that respondents in all but three countries are most likely to be satisfied, with the highest relative satisfaction seen amongst those in Denmark (58% vs 14%, +44 pp), Luxembourg (66% vs 23%, +43 pp) and the United Kingdom (61% vs 20%, +41 pp). The three countries where respondents are most likely to be dissatisfied are Bulgaria (18% vs 53%, -35 pp), Romania (31% vs 41%, -10 pp) and Latvia (34% vs 44%, -10 pp).

In a number of countries there are high proportions of respondents who say this is not applicable, or that they don't know.

**Q7.4** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility.



Base: all respondents (n=25,537)

In all but four countries, respondents are now more likely to be satisfied with the accessibility of train carriages than they were in 2013, with the largest increases amongst those in Denmark (+34 pp), Estonia (+31 pp) and the Netherlands (+21 pp). The exceptions are Romania (-7 pp), Hungary (-5 pp), Bulgaria (-4 pp) and Lithuania (-3 pp).

**Q7.4** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility.

**Accessibility of train carriages (%)**

		Total 'Satisfied'	Jan. 2018 - Sept. 2013	Total 'Dissatisfied'	Jan. 2018 - Sept. 2013	Not applicable (SPONTANEOUS)	Jan. 2018 - Sept. 2013	Don't know
EU26		47	▲ 8	29	▲ 4	12	▼ 3	12
DK		58	▲ 34	14	▼ 4	15	▼ 5	13
EE		43	▲ 31	3	▼ 1	25	▲ 19	29
NL		53	▲ 21	19	▲ 1	14	▼ 7	14
AT		52	▲ 19	23	▲ 8	11	▼ 16	14
LU		66	▲ 18	23	▲ 4	7	▼ 11	4
SK		57	▲ 18	24	▲ 8	8	▼ 19	11
SE		39	▲ 18	17	▲ 6	28	▲ 7	16
PL		49	▲ 16	24	▼ 7	14	▼ 7	13
IT		41	▲ 16	34	▲ 5	7	▼ 8	18
EL		43	▲ 15	31	▼ 3	6	▼ 16	20
IE		61	▲ 11	22	▲ 1	9	▼ 6	8
CZ		47	▲ 11	23	▲ 5	10	▲ 1	20
FI		55	▲ 9	15	▼ 1	6	▲ 1	24
BE		59	▲ 6	27	▲ 7	10	▼ 7	4
FR		57	▲ 6	30	▼ 3	5	▼ 3	8
PT		48	▲ 6	35	▲ 8	6	▲ 3	11
HR		37	▲ 6	31	▲ 11	16	▲ 4	16
ES		51	▲ 5	37	▲ 15	8	▼ 10	4
DE		37	▲ 5	31	▲ 2	14	▼ 2	18
SI		34	▲ 5	33	▲ 20	4	▼ 14	29
UK		61	▲ 4	20	▲ 5	11	▼ 1	8
LV		34	▲ 4	44	▲ 15	13	=	9
LT		28	▼ 3	7	=	52	▲ 2	13
BG		18	▼ 4	53	▲ 25	20	▼ 1	9
HU		31	▼ 5	15	▼ 2	47	▲ 19	7
RO		31	▼ 7	41	▲ 12	19	▲ 11	9




Base: all respondents (n=25,537)

The **socio-demographic analysis** reveals:

- Men are more likely to be satisfied with the accessibility of train carriages, compared to women (51% vs 44%).
- The younger the respondent, the more likely they are to be satisfied: 64% of those aged 15-24 are satisfied, compared to 43% of those aged 55+.
- Manual workers are the most likely to be satisfied (55%).
- Frequent (52%) and occasional (50%) travellers are more likely to be satisfied than non-travellers (36%).
- Respondents who travel to and from work (54%), for holidays (51%) or leisure (50%) are more likely to be satisfied than those who travel for business trips (42%).

**Q7.4** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility

**Accessibility of train carriages (%)**

	Total 'Satisfied'	Total 'Dissatisfied'
EU26	47	29
 <b>Gender</b>		
Male	51	25
Female	44	32
 <b>Age</b>		
15-24	64	24
25-39	49	29
40-54	45	29
55+	43	29
 <b>Respondent occupation scale</b>		
Self-employed	47	27
Employee	46	31
Manual workers	55	24
Not working	48	28
<b>Travel frequency</b>		
Frequent traveller	52	32
Occasional traveller	50	30
Non-traveller	36	22
<b>Reason for travel</b>		
Work	54	30
Business	42	33
Holidays	51	31
Leisure	50	31

Base: all respondents (n=25,537)

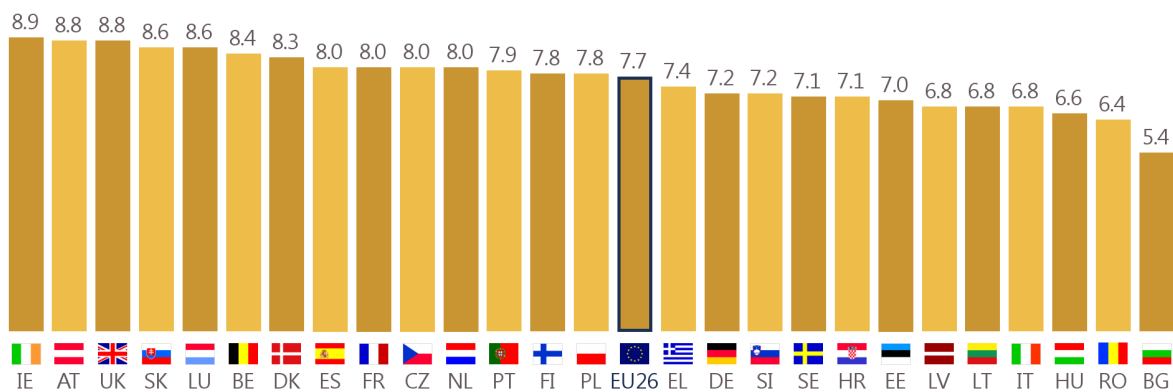
### 3 Satisfaction index of accessibility of railway stations

An index of satisfaction with the accessibility<sup>34</sup> of railway stations was created using the responses to Q7.<sup>35</sup> For each item in Q7, responses were given a score between 0 (very dissatisfied) and 3 (very satisfied). The scores for each item were added together and an average created. The higher the index, the greater the level of satisfaction.

In the calculation of the indexes below, those who answered 'not applicable' and 'don't know' were considered and were awarded 1.5 points.

The results show respondents in Ireland (8.9), Austria and the United Kingdom (both 8.8) have the highest satisfaction index, while those in Bulgaria (5.4), Romania (6.4) and Hungary (6.6) have the lowest.

**Q7rb** Overall population satisfaction index with the accessibility of railway stations  
**AVERAGE**

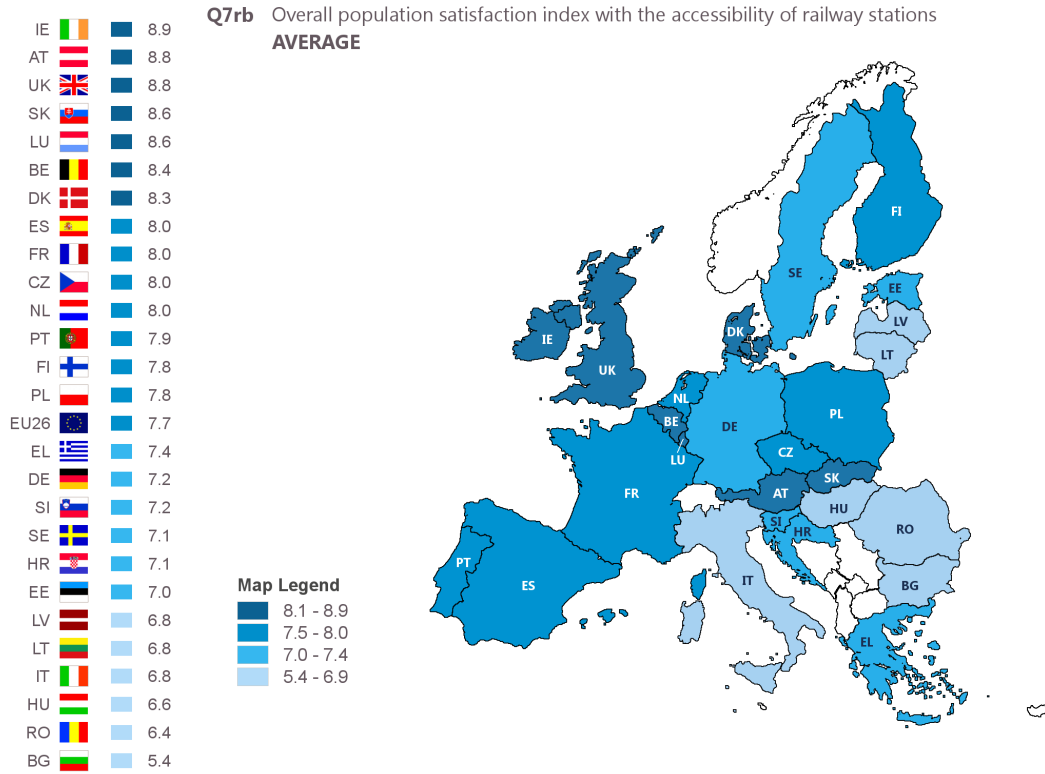


Base: all respondents (n=25,537)

<sup>34</sup> Accessibility in this context means general accessibility for all travelers, not just for persons with reduced mobility.

<sup>35</sup> In general, the index is not comparable to the results of the 2013 survey.

Respondents living in some central and western European countries have the highest satisfaction with the accessibility of railway stations.



Base: all respondents (n=25,537)



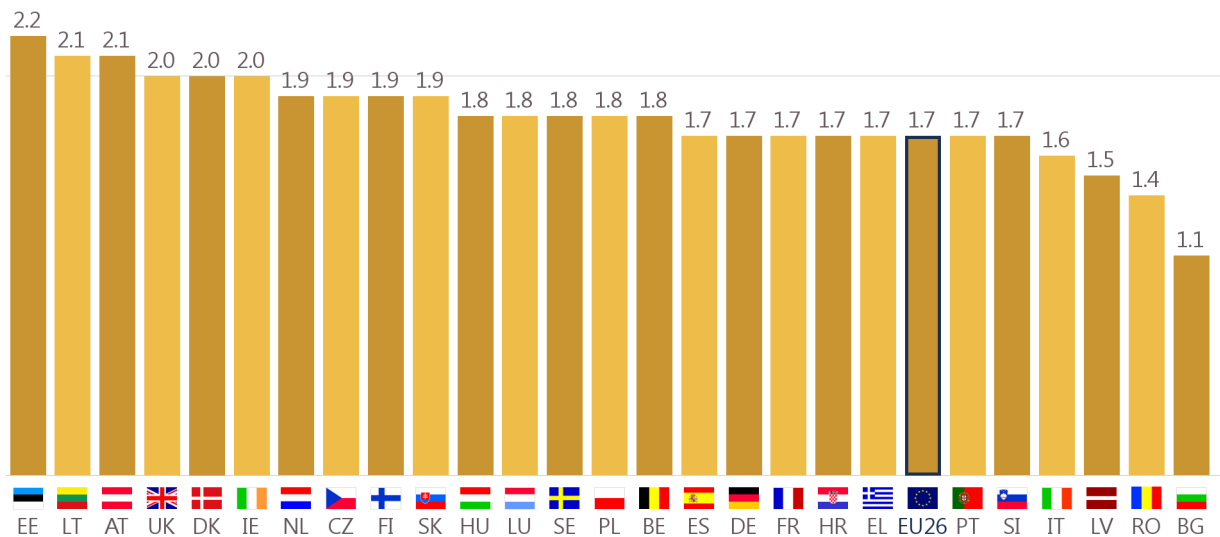
In an alternative calculation of the satisfaction index of accessibility of railway stations only the answers of rail passengers are considered, that is, respondents who answered 'not applicable' and 'don't know' are not considered for the calculation of the index.<sup>36</sup>

For each item in Q7, responses of rail passengers were given a score between 0 (very dissatisfied) and 3 (very satisfied). The scores for each item in Q7 were added together and an average created.

The higher the index, the greater the level of satisfaction.

The index results show respondents in Estonia (2.2), Austria and Lithuania (both 2.1) have the highest satisfaction index, while those in Bulgaria (1.1), Romania (1.4) and Latvia (1.5) have the lowest.

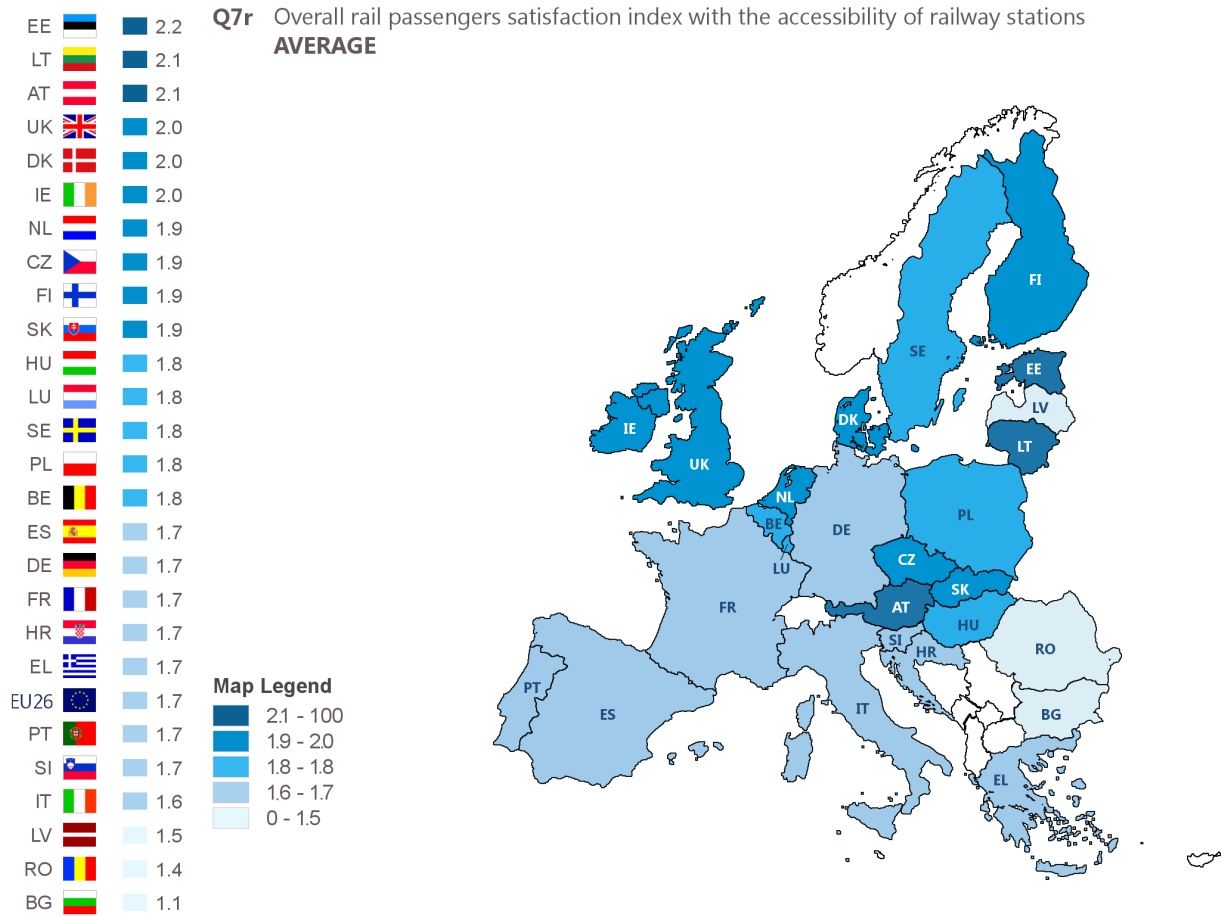
**Q7r** Overall rail passengers satisfaction index with the accessibility of railway stations  
**AVERAGE**



Base: respondents that answered at least one question in QA7 (n=21,862)

<sup>36</sup> See also the annex: Levels of satisfaction of rail passengers with the different features of rail stations, rail travel and rail accessibility calculated excluding respondents who answered 'not applicable' and 'don't know'.

Among rail passengers, there is no clear geographic pattern in the satisfaction with the accessibility of railway stations.



Base: respondents that answered at least one question in QA7 (n=21,862)

## V. REASONS FOR NOT TRAVELLING BY TRAIN

This section of the report explores the reasons non-travellers say prevent them from travelling by train.

### Difficulties in travelling to the station is the reason most mentioned that prevents respondents from travelling by train

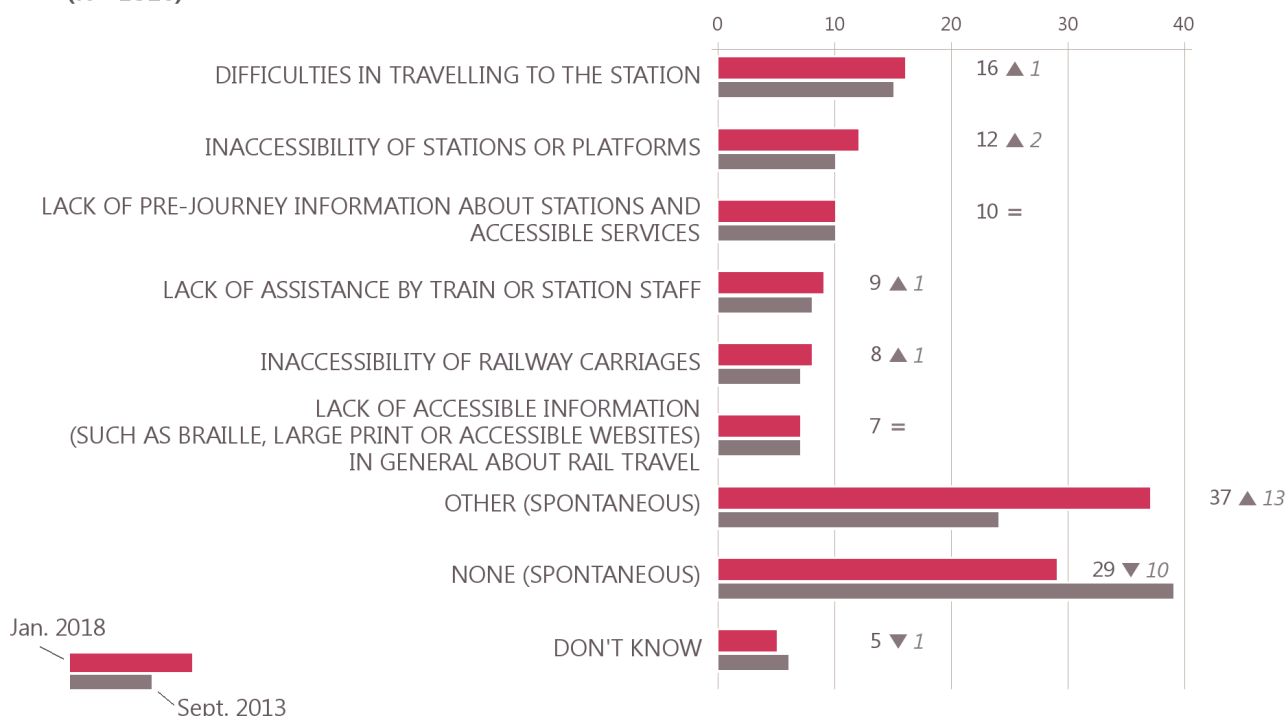
Respondents who never travel by train were asked what prevented them from doing so<sup>37</sup>. Among the reasons proposed, the most commonly mentioned is *difficulties travelling to the station* (16%), while 12% mention *the inaccessibility of stations or platforms*, and 10% mention *the lack of pre-journey information about stations and accessible services*.

Fewer than one in ten mention a *lack of assistance by train or station staff* (9%), *inaccessibility of railway carriages* (8%) or a *lack of accessible information* (7%).

However, more than one third of respondents answer *another reason* (37%), while 29% say *none of these reasons* apply.

Compared to 2013 the results are generally stable, although there has been a 13-point increase in the proportions answering *another reason*, and a ten-point decrease in the proportion who say that *none of the reasons* apply.

**Q8** Which of the following reasons, if any, prevent you from travelling by train? (MULTIPLE ANSWERS POSSIBLE)  
(% - EU26)



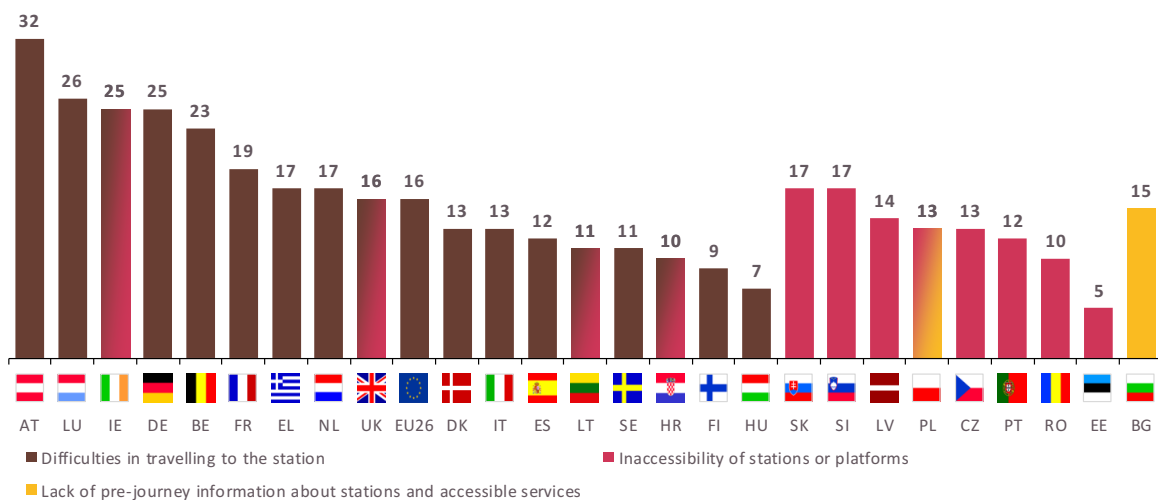
Base: respondents that never use rail (n=5,156)

<sup>37</sup> Q8 Which of the following reasons, if any, prevent you from travelling by train?

In 14 countries respondents are most likely to say difficulties in travelling to the station prevents them from travelling by train. In seven countries respondents are most likely to mention the inaccessibility of stations or platforms, while in Bulgaria respondents are most likely to mention a lack of pre-journey information.

In Ireland, the United Kingdom, Lithuania, and Croatia respondents are equally likely to mention difficulties in travelling to the station and the inaccessibility of stations or platforms. In Poland respondents are equally likely to mention the inaccessibility of stations or platforms and a lack of pre-journey information.

**Q8** Which of the following reasons, if any, prevent you from travelling by train? (MULTIPLE ANSWERS POSSIBLE)  
(% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: respondents that never use rail (n=5,156)

**Difficulties in travelling to the station** is mentioned by at least one quarter of respondents in Austria (32%), Luxembourg (26%), Germany and Ireland (both 25%)<sup>38</sup>. It is least likely to be mentioned by those in Estonia (3%) and Hungary (7%).

Respondents in Ireland (25%), Luxembourg (21%), Germany and Slovenia (both 17%) are the most likely to say the **inaccessibility of stations or platforms** prevent them from travelling by train, while those in Finland (3%), Sweden and Denmark (both 4%) are the least likely to say this.

Respondents in Luxembourg, Greece (both 16%), Germany, Belgium, and Bulgaria (all 15%) are the most likely to say a **lack of pre-journey information about stations and accessible services** prevents them from travelling by train, while those in Estonia, Lithuania, Denmark, and Hungary are the least likely to say this (all 1%).

A **lack of assistance by train or station staff** is most likely to be mentioned by respondents in Germany (18%), Luxembourg and France (both 14%), but isn't mentioned at all by those in Estonia, Lithuania, or Denmark (all 0%).

Those in Luxembourg (19%), Germany (15%), France and Austria (both 12%) are the most likely to mention the **inaccessibility of railway carriages**, compared to 1% in Estonia and Lithuania.

<sup>38</sup> Slovakia is not included in the discussion of country results due to low base size (47)

A **lack of accessible information** is most likely to be mentioned by respondents in Luxembourg (17%), Bulgaria (14%) and Belgium (13%), but it is not mentioned at all by those in Estonia (0%).

The share of those who spontaneously give **other** reasons is highest in Lithuania (57%) and Denmark (51%), while in Poland (16%), Luxembourg (22%) and Belgium (24%) less than a quarter give this answer.

Taking a broader view shows that more than half of non-travelling respondents in Ireland (54%), as well as 44% in Belgium and 43% in Luxembourg and France give **at least one** of these reasons for not travelling by train. This compares to 8% in Estonia, 14% in Hungary and 15% in Finland.

In many countries there have generally only been small changes in opinion since 2013, but there are some notable exceptions:<sup>39</sup>

- Respondents in Bulgaria are now more likely to mention **lack of pre-journey information** or a **lack of accessible information** (both +11 pp), a **lack of assistance by train or station staff** (+8 pp), or **difficulties in travelling to the station** (+6 pp), compared to 2013.
- Respondents in Luxembourg are now more likely to mention the **inaccessibility of railway carriages** (+13 pp), a **lack of pre-journey information** (+10 pp), a **lack of accessible information** or **inaccessible stations or platforms** (both +9 pp), or a **lack of assistance by train or station staff** (+7 pp).
- Respondents in Germany (+7 pp) are now more likely to mention **difficulties in travelling to the station**, while those in the United Kingdom (-12 pp) and Slovenia (-8 pp) are now less likely to do so.
- Respondents in Slovakia are now more likely to mention a lack of assistance by train or station staff (+9 pp).

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<sup>39</sup> The results for Denmark, Germany, Luxembourg, Austria; Slovakia, Finland and the UK should be interpreted with caution due to the low base size.

January-February 2018

Report

Q8 Which of the following reasons, if any, prevent you from travelling by train?  
(MULTIPLE ANSWERS POSSIBLE)  
(%)

		Difficulties in travelling to the station	Jan. 2018 - Sept. 2013	Inaccessibility of stations or platforms	Jan. 2018 - Sept. 2013	Lack of pre-journey information about stations and accessible services	Jan. 2018 - Sept. 2013	Lack of assistance by train or station staff	Jan. 2018 - Sept. 2013	Inaccessibility of railway carriages	Jan. 2018 - Sept. 2013	Lack of accessible information (such as Braille, large print or accessible websites) in general about rail travel	Jan. 2018 - Sept. 2013	Total 'At least one reason'	Jan. 2018 - Sept. 2013	Other	Jan. 2018 - Sept. 2013	Don't know/No answer	Jan. 2018 - Sept. 2013
EU26		16	▲ 1	12	▲ 2	10	▬	9	▲ 1	8	▲ 1	7	▬	33	▼ 1	37	▲ 13	29	▼ 1
BE		23	▲ 2	16	▲ 3	15	▼ 5	13	▬	11	▼ 4	13	▼ 2	44	▼ 1	24	▲ 3	32	▬
BG		11	▲ 6	11	▲ 6	15	▲ 11	11	▲ 8	8	▲ 6	14	▲ 11	32	▲ 17	25	▼ 9	43	▼ 7
CZ		9	▼ 9	13	▲ 1	2	▼ 5	3	▼ 4	6	▼ 3	8	▲ 3	27	▼ 4	28	▲ 12	40	▲ 5
DK		13	▼ 5	4	▼ 4	1	▼ 4	0	▼ 5	2	▼ 2	1	▼ 3	18	▼ 15	51	▲ 6	24	▲ 5
DE		25	▲ 7	17	▲ 5	15	▲ 3	18	▲ 1	15	▲ 4	10	▲ 1	39	▲ 4	35	▲ 11	20	▲ 1
EE		3	▼ 3	5	▲ 4	1	▬	0	▼ 1	1	▬	0	▬	8	▲ 1	48	▲ 22	43	▼ 10
IE		25	▼ 5	25	▲ 8	12	▲ 3	8	▬	10	▲ 4	7	▲ 1	54	▲ 3	27	▲ 8	24	▼ 3
EL		17	▲ 2	11	▲ 2	16	▲ 3	13	▲ 6	10	▲ 3	11	▲ 3	34	▲ 2	25	▲ 6	37	▬
ES		12	▲ 1	9	▲ 4	7	▲ 1	2	▼ 1	3	▼ 3	2	▼ 4	25	▲ 3	49	▲ 8	29	▼ 1
FR		19	▲ 1	15	▲ 6	13	▬	14	▲ 2	12	▲ 6	11	▲ 4	43	▲ 3	38	▲ 18	23	▼ 1
HR		10	▲ 3	10	▼ 5	2	▼ 2	1	▼ 1	5	▲ 2	4	▬	27	▼ 2	25	▲ 1	45	▼ 6
IT		13	▼ 1	10	▼ 2	4	▼ 8	3	▼ 6	3	▼ 5	3	▼ 4	31	▼ 12	49	▲ 28	21	▼ 3
LV		12	▼ 5	14	▼ 1	2	▼ 1	2	▬	3	▼ 4	3	▬	27	▼ 4	46	▲ 19	32	▼ 2
LT		11	▼ 5	11	▲ 5	1	▼ 1	0	▼ 1	1	▼ 1	1	▼ 1	22	▼ 4	57	▲ 17	24	▼ 5
LU		26	▲ 4	21	▲ 9	16	▲ 10	14	▲ 7	19	▲ 13	17	▲ 9	43	▲ 5	22	▼ 8	31	▲ 1
HU		7	▼ 4	5	▼ 3	1	▼ 3	1	▼ 1	4	▼ 4	3	▬	14	▼ 10	35	▲ 14	50	▼ 2
NL		17	▲ 1	8	▲ 3	10	▲ 2	9	▲ 6	10	▲ 6	7	▲ 2	33	▲ 2	36	▲ 4	26	▲ 3
AT		32	▬	8	▲ 2	10	▲ 5	9	▲ 2	12	▲ 3	8	▲ 6	42	▲ 1	30	▼ 7	17	▲ 8
PL		12	▲ 3	13	▲ 4	13	▲ 6	4	▬	7	▲ 4	7	▼ 1	37	▲ 10	16	▲ 3	38	▼ 3
PT		11	▼ 5	12	▲ 3	7	▬	6	▲ 3	5	▲ 1	6	▼ 2	26	▼ 2	34	▲ 8	38	▲ 2
RO		9	▲ 1	10	▬	6	▼ 4	7	▼ 2	7	▲ 1	4	▼ 3	23	▼ 6	38	▲ 4	28	▲ 1
SI		9	▼ 8	17	▲ 6	4	▬	2	▲ 1	3	▲ 1	3	▬	33	▲ 1	40	▲ 18	28	▼ 3
SK		10	▲ 1	17	▲ 2	0	▼ 3	12	▲ 9	0	▼ 4	3	▼ 4	38	▲ 7	28	▲ 1	25	▲ 5
FI		9	▼ 5	3	▼ 1	4	▼ 1	3	▼ 3	4	▬	3	▬	15	▼ 7	26	▲ 21	49	▲ 4
SE		11	▲ 1	4	▼ 7	4	▼ 3	1	▼ 3	6	▼ 3	3	▼ 2	19	▼ 12	41	▲ 19	32	▼ 4
UK		16	▼ 12	16	▼ 2	11	▬	12	▲ 3	11	▼ 3	10	▲ 5	34	▼ 8	42	▲ 30	29	▼ 3

Base: respondents that never use rail (n=5,156)

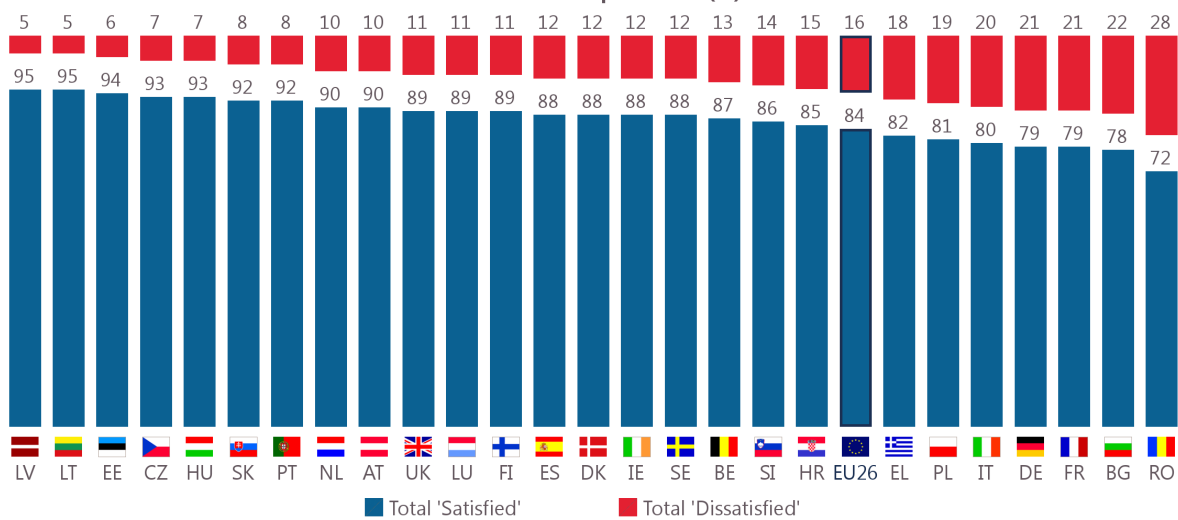
**ANNEX**

**Levels of satisfaction of rail passengers with the different features of rail stations, rail travel and rail accessibility excluding respondents who answered 'not applicable' and 'don't know'.**

This annex considers the answers of respondents to questions Q4, Q6 and Q7 without those who answered 'not applicable' and 'don't know'.

**Q4.1 Are you satisfied or not with the following services related to rail travel?**

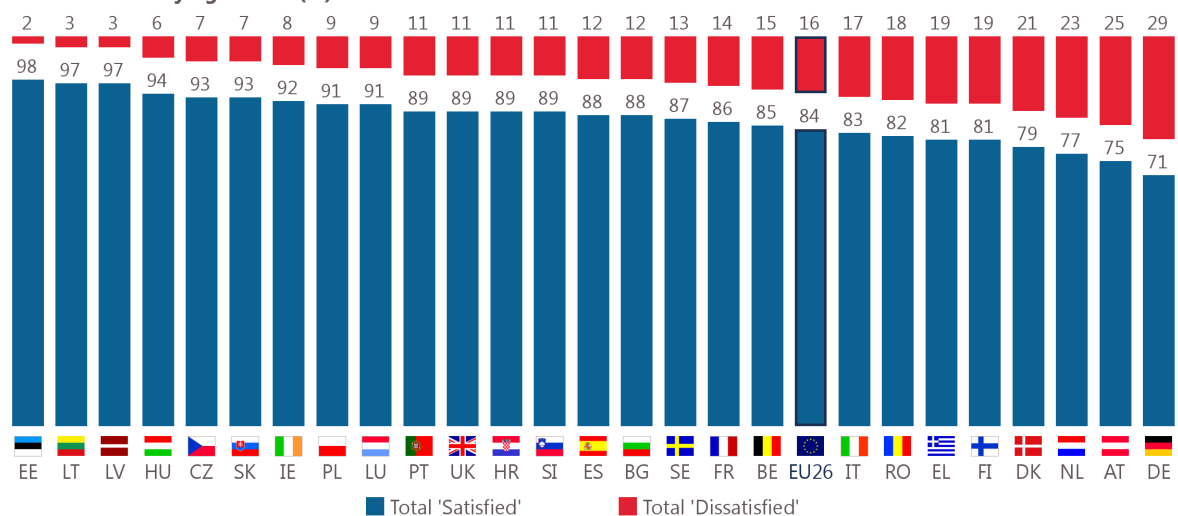
**Provision of information about train timetables and platforms (%)**



Base: all respondents, except those who answered 'not applicable' and 'don't know' (n=22,558)

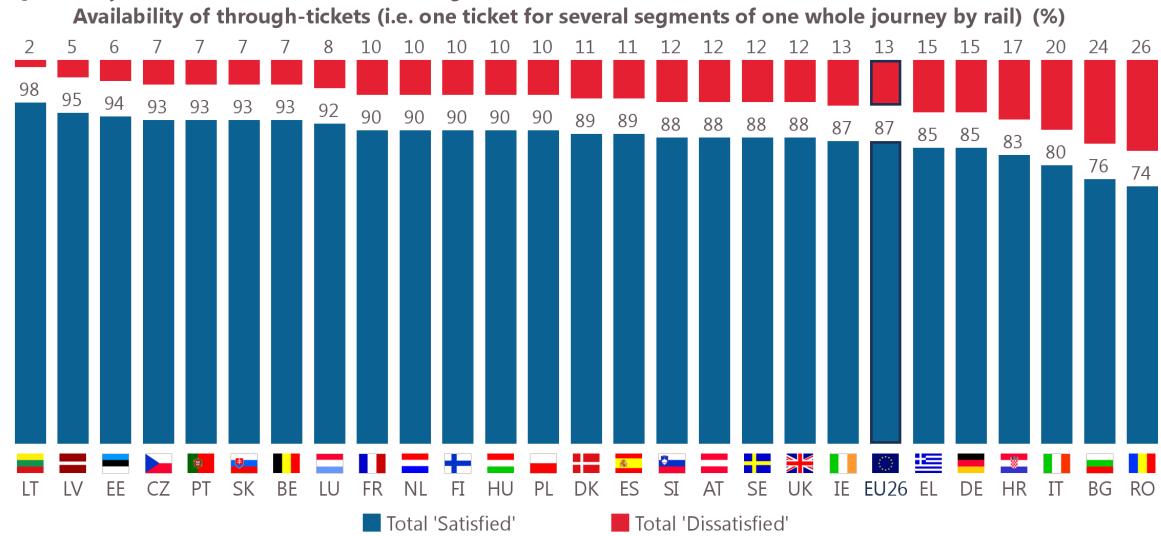
**Q4.2 Are you satisfied or not with the following services related to rail travel?**

**Ease of buying tickets (%)**



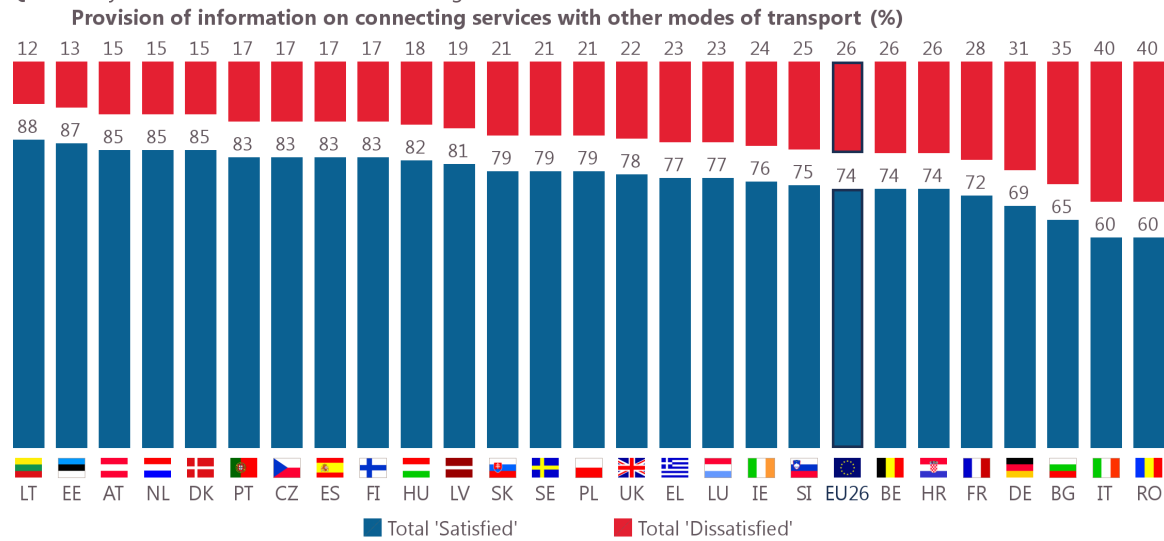
Base: all respondents, except those who answered 'not applicable' and 'don't know' (n=22,623)

**Q4.3** Are you satisfied or not with the following services related to rail travel?



Base: all respondents, except those who answered 'not applicable' and 'don't know' (n=18,876)

**Q4.4** Are you satisfied or not with the following services related to rail travel?

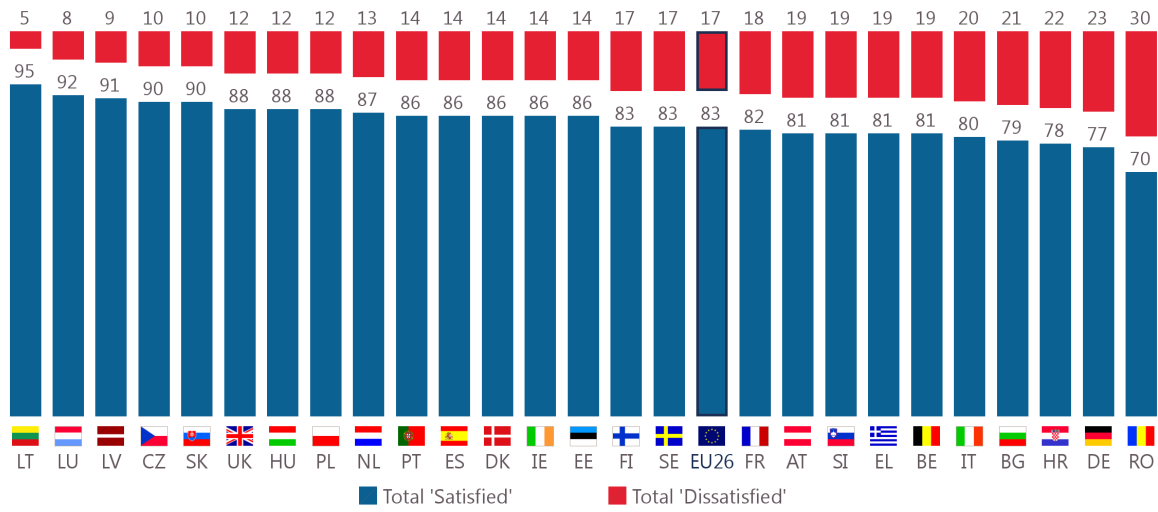


Base: all respondents, except those who answered 'not applicable' and 'don't know' (n=20,743)



**Q4.5** Are you satisfied or not with the following services related to rail travel?

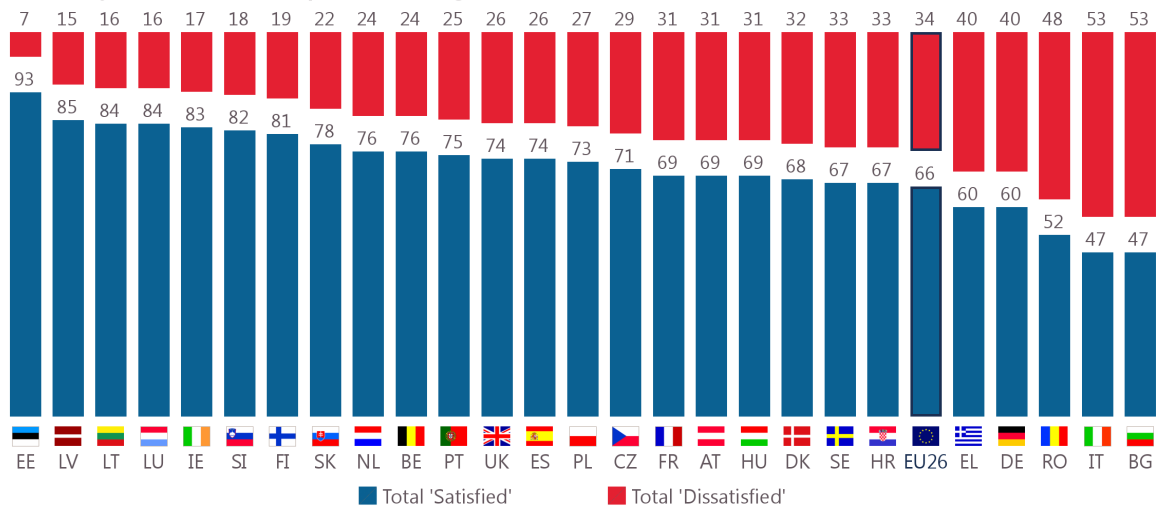
**Availability of tickets for a journey using several modes (i.e. tram, metro, bus, local trains) (%)**



Base: all respondents, except those who answered 'not applicable' and 'don't know' (n=19,062)

**Q4.6** Are you satisfied or not with the following services related to rail travel?

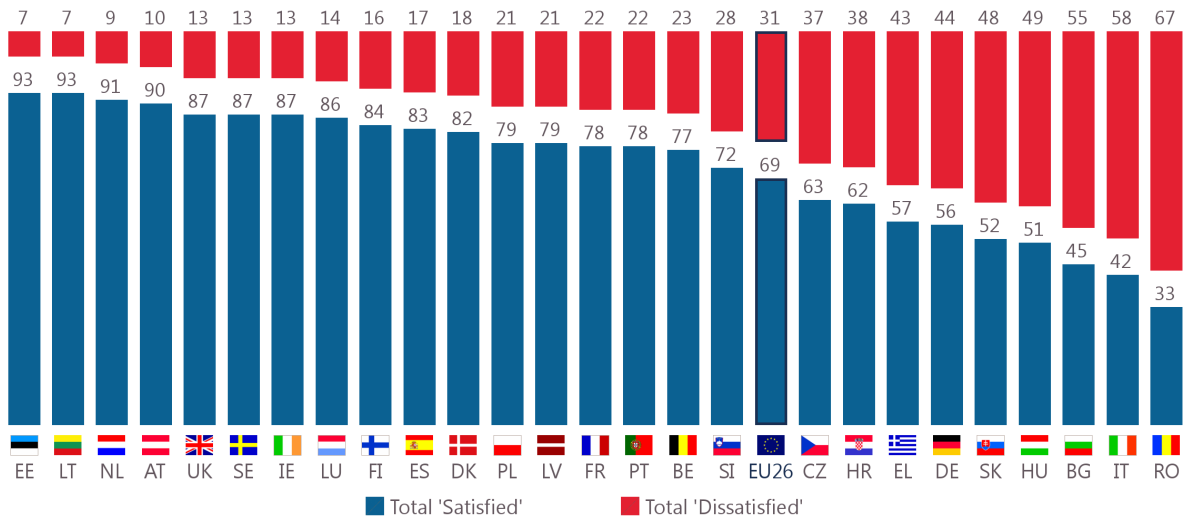
**Easy and accessible complaint-handling mechanisms (%)**



Base: all respondents, except those who answered 'not applicable' and 'don't know' (n=14,487)

**Q4.7** Are you satisfied or not with the following services related to rail travel?

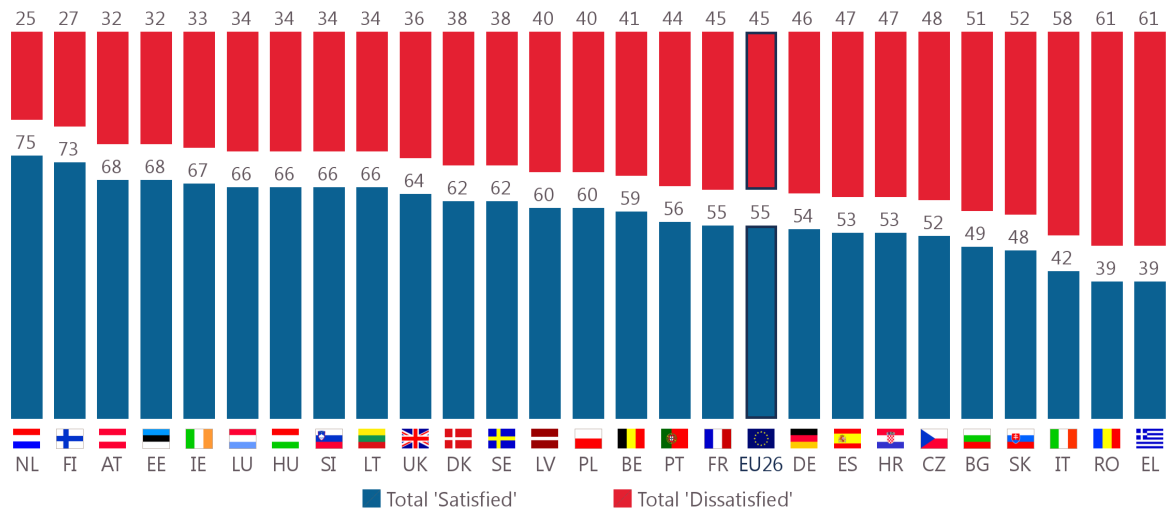
**Cleanliness and good maintenance of stations (%)**



Base: all respondents, except those who answered 'not applicable' and 'don't know' (n=23,060)

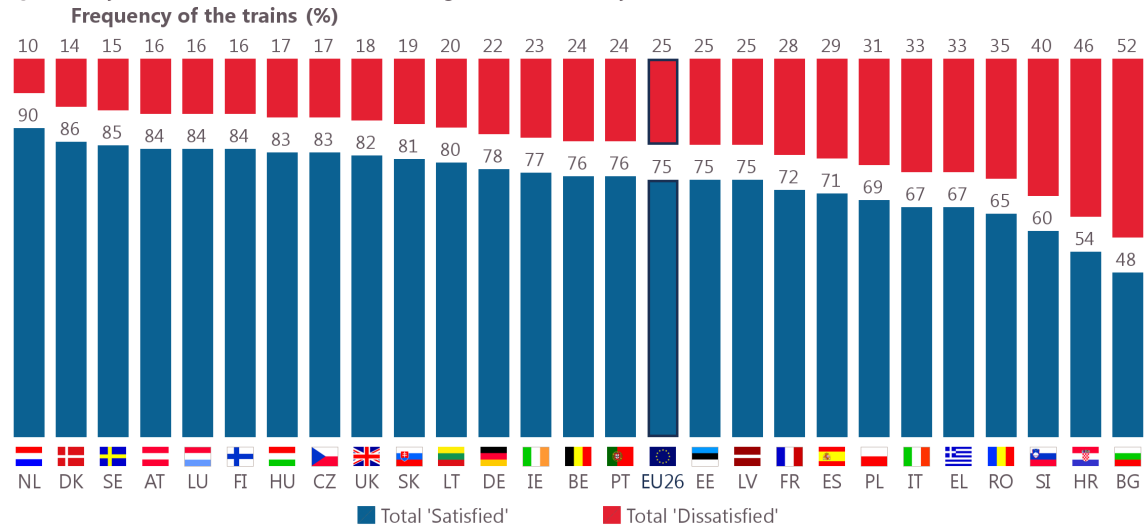
**Q4.8** Are you satisfied or not with the following services related to rail travel?

**Parking facilities for cars and bikes at stations (including parking facilities for persons with disabilities) (%)**



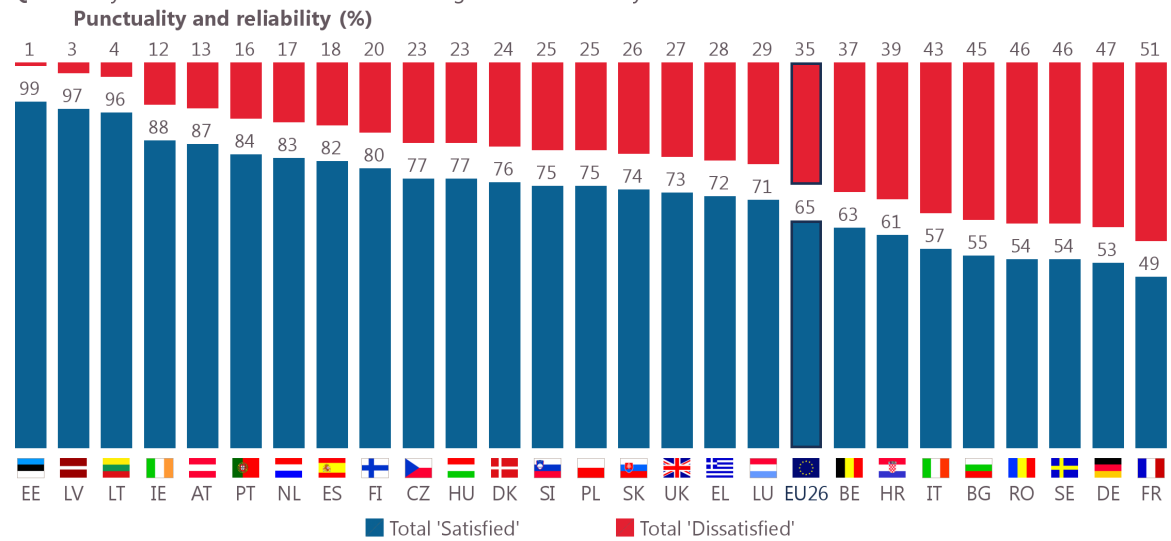
Base: all respondents, except those who answered 'not applicable' and 'don't know' (n=20,134)

**Q6.1** Are you satisfied or not with the following features of railway travel?



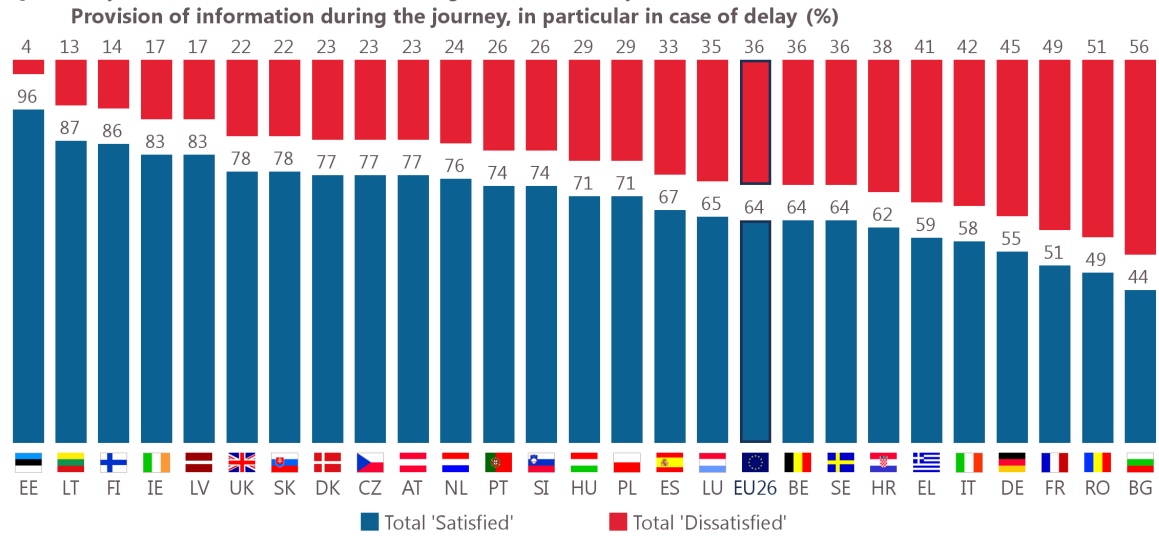
Base: all respondents, except those who answered 'not applicable' and 'don't know' (n=22,388)

**Q6.2** Are you satisfied or not with the following features of railway travel?



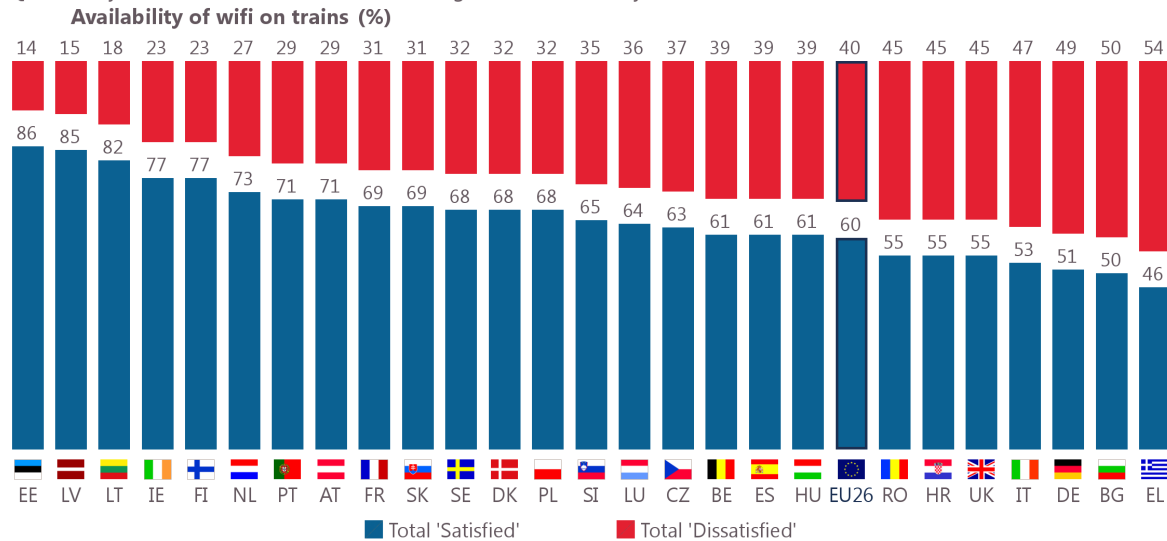
Base: all respondents, except those who answered 'not applicable' and 'don't know' (n=22,388)

**Q6.3** Are you satisfied or not with the following features of railway travel?



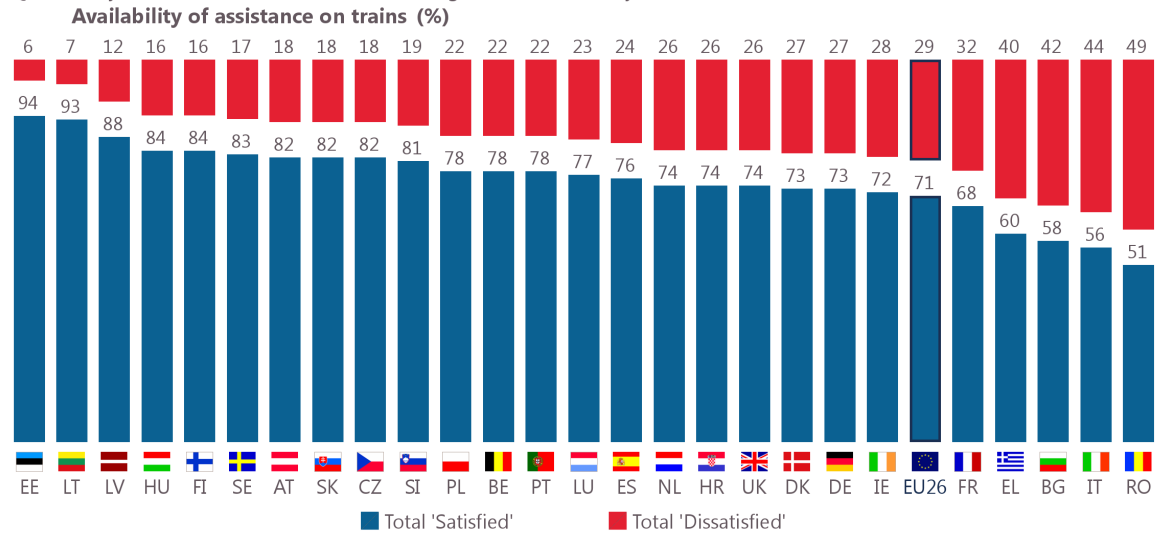
Base: all respondents, except those who answered 'not applicable' and 'don't know' (n=22,155)

**Q6.4** Are you satisfied or not with the following features of railway travel?



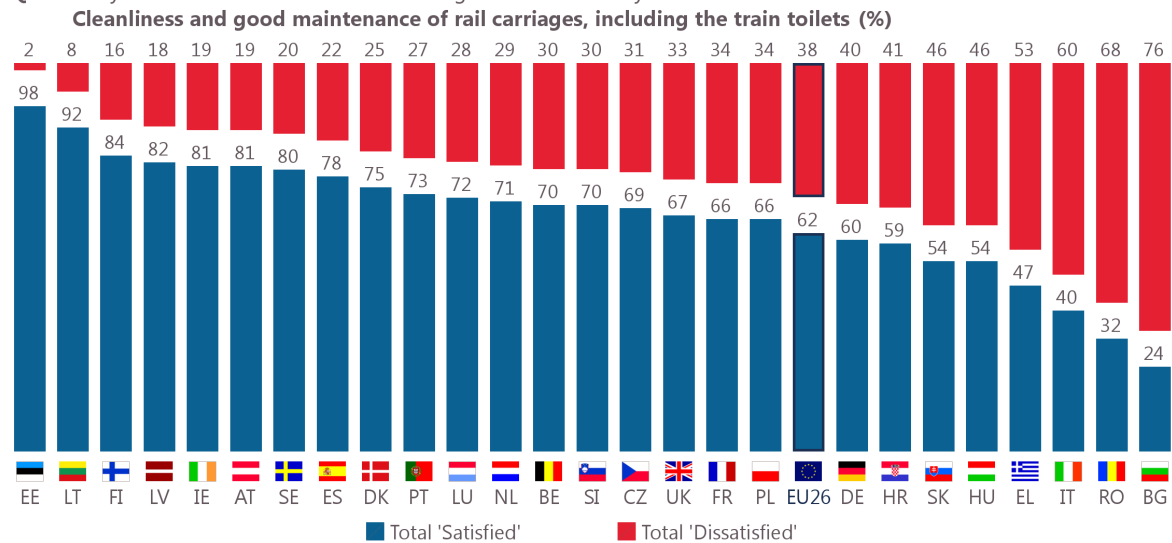
Base: all respondents, except those who answered 'not applicable' and 'don't know' (n=17,061)

**Q6.5** Are you satisfied or not with the following features of railway travel?



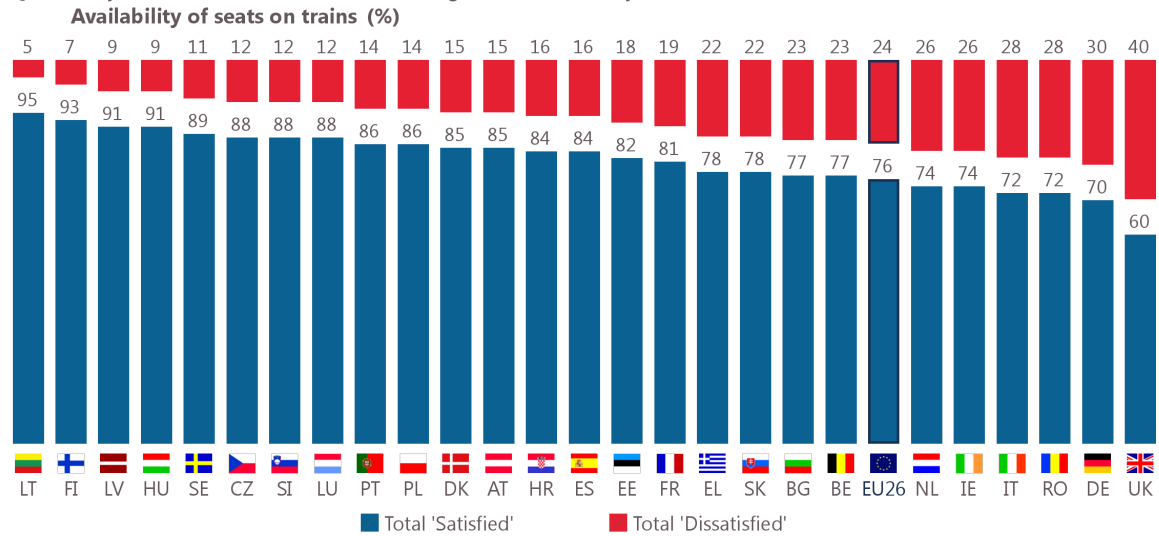
Base: all respondents, except those who answered 'not applicable' and 'don't know' (n=20,018)

**Q6.6** Are you satisfied or not with the following features of railway travel?



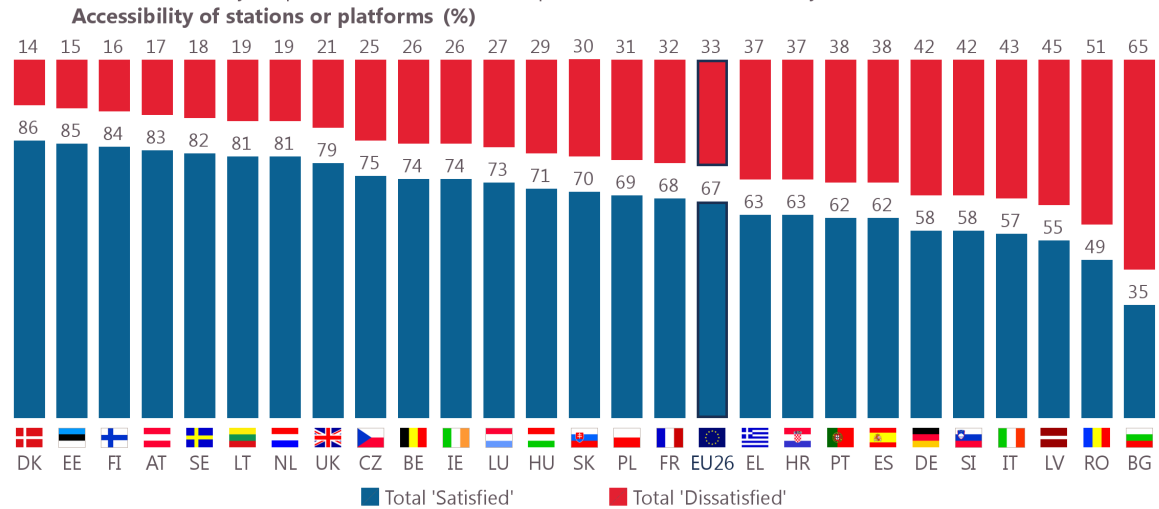
Base: all respondents, except those who answered 'not applicable' and 'don't know' (n=22,861)

**Q6.7** Are you satisfied or not with the following features of railway travel?



Base: all respondents, except those who answered 'not applicable' and 'don't know' (n=22,782)

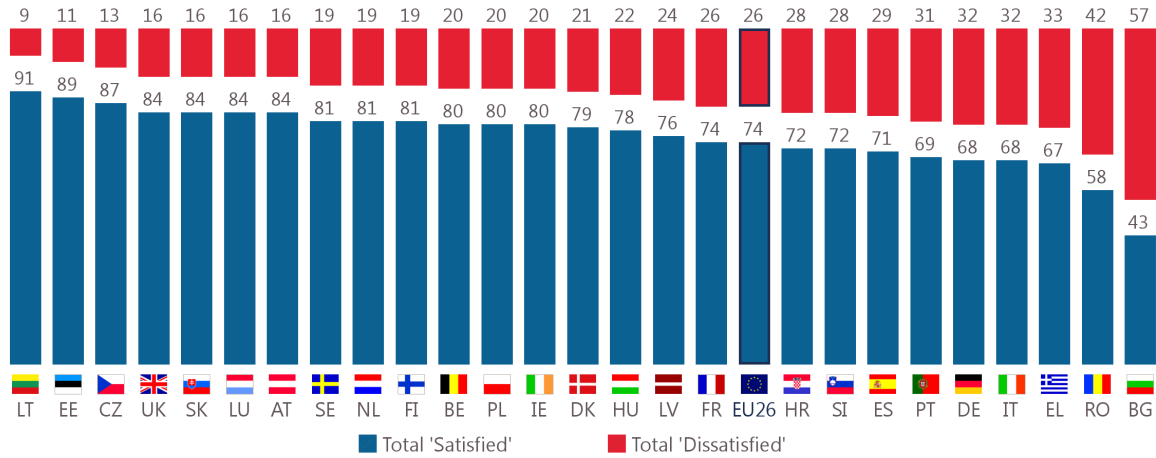
**Q7.1** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility



Base: all respondents, except those who answered 'not applicable' and 'don't know' (n=20,307)

**Q7.2** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility

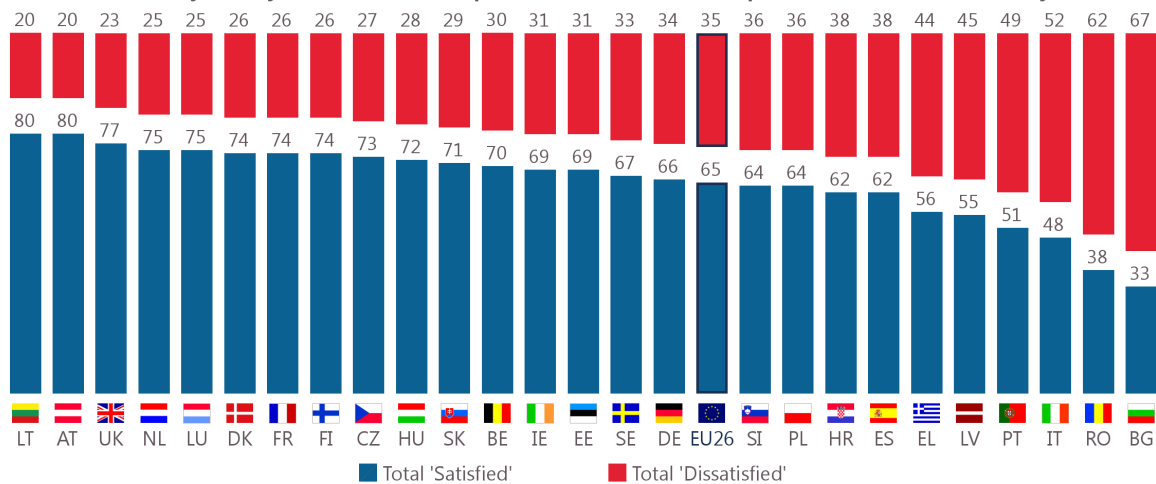
**Accessibility of the booking process, including pre-journey information about accessibility of the service and infrastructure and assistance (%)**



Base: all respondents, except those who answered 'not applicable' and 'don't know' (n=17,233)

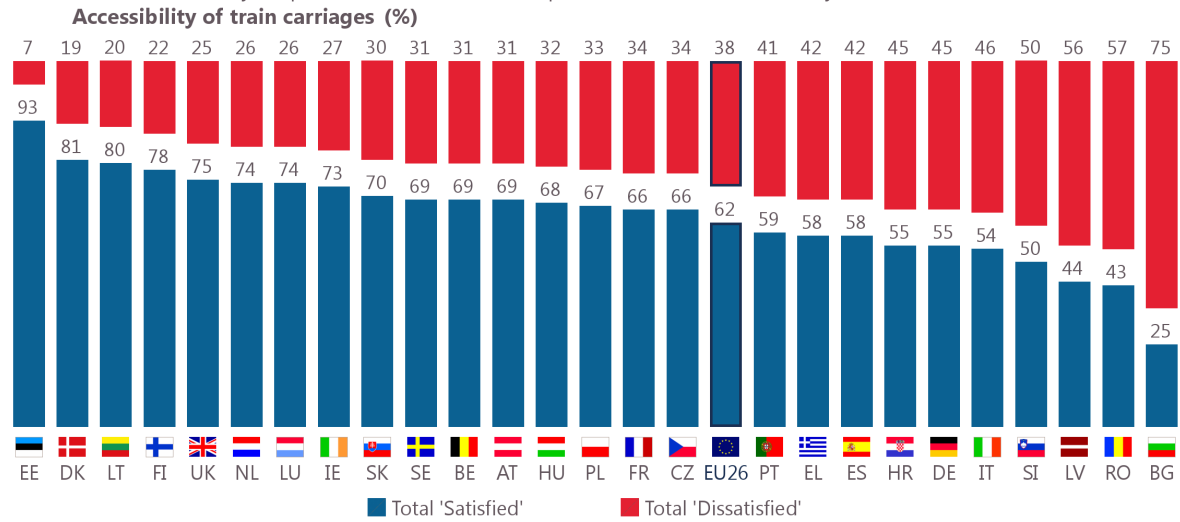
**Q7.3** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility

**Assistance by railway or station staff for persons with disabilities or persons with reduced mobility (%)**



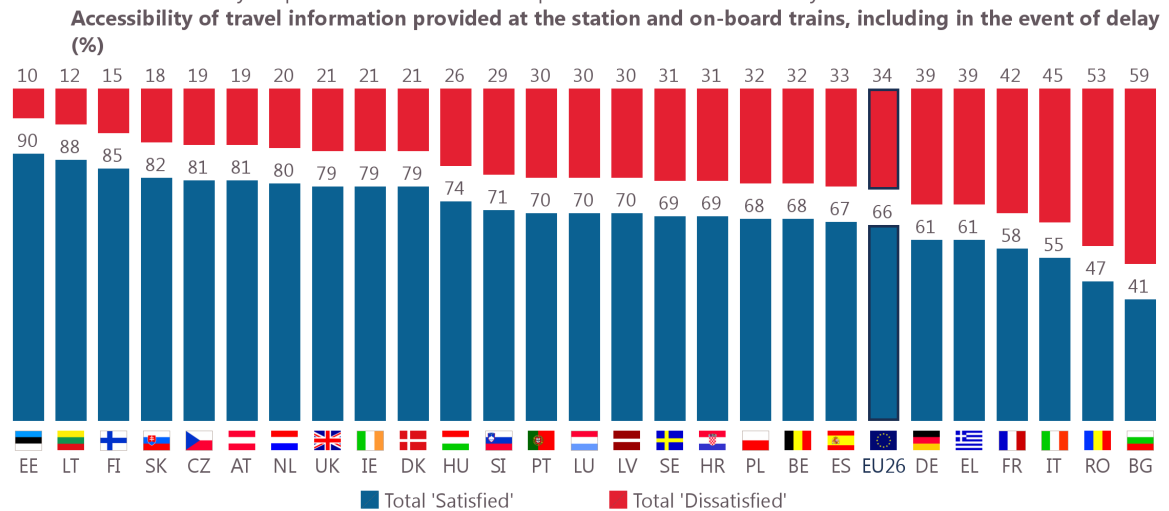
Base: all respondents, except those who answered 'not applicable' and 'don't know' (n=16,119)

**Q7.4** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility



Base: all respondents, except those who answered 'not applicable' and 'don't know' (n=19,396)

**Q7.5** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility



Base: all respondents, except those who answered 'not applicable' and 'don't know' (n=19,035)



## TECHNICAL SPECIFICATIONS

Between the 26<sup>th</sup> of January and the 1<sup>st</sup> of February 2018, TNS Political & Social, a consortium created between TNS political & social, Kantar UK and Kantar Belgium, carried out the FLASH EUROBAROMETER 463 survey on request of the EUROPEAN COMMISSION, Directorate-General for Mobility and Transport. It is a general public survey co-ordinated by the Directorate-General for Communication, "Media Monitoring, Media Analysis and Eurobarometer" Unit.

The FLASH EUROBAROMETER 463 survey covers the population of the respective nationalities of the European Union Member States, resident in 26 Member States and aged 15 years and over. The survey was not conducted in Cyprus and in Malta.

All interviews were carried using the TNS e-Call centre (our centralised CATI system). In every country the respondents were called both on fixed lines and mobile phones. The basic sample design applied in all states is multi-stage random (probability). In each household, the respondent was drawn at random following the "last birthday rule".

TNS has developed its own RDD sample generation capabilities based on using contact telephone numbers from responders to random probability or random location face-to-face surveys, such as Eurobarometer, as seed numbers. The approach works because the seed number identifies a working block of telephone numbers and reduces the volume of numbers generated that will be ineffective. The seed numbers are stratified by NUTS2 region and urbanisation to approximate a geographically representative sample. From each seed number the required sample of numbers are generated by randomly replacing the last two digits. The sample is then screened against business databases in order to exclude as many of these numbers as possible before going into field. This approach is consistent across all countries.

	COUNTRIES	INSTITUTES	N° INTERVIEWS	DATES FIELDWORK		POPULATION 15+	PROPORTION EU28
BE	Belgium	TNS Dimarso	1,001	26/01/2018	30/01/2018	9,263,570	2.20%
BG	Bulgaria	TNS BBSS	1,000	26/01/2018	01/02/2018	6,294,563	1.50%
CZ	Czech Rep.	TNS Aisa	1,003	26/01/2018	30/01/2018	8,955,829	2.13%
DK	Denmark	TNS Gallup DK	1,005	26/01/2018	30/01/2018	4,625,032	1.10%
DE	Germany	TNS Infratest	1,000	26/01/2018	31/01/2018	71,283,580	16.95%
EE	Estonia	TNS Emor	1,000	26/01/2018	31/01/2018	1,113,355	0.26%
IE	Ireland	Behaviour & Attitudes	1,002	26/01/2018	31/01/2018	3,586,829	0.85%
EL	Greece	TNS ICAP	1,001	26/01/2018	30/01/2018	8,791,499	2.09%
ES	Spain	TNS Demoscopia	1,000	26/01/2018	31/01/2018	39,506,853	9.39%
FR	France	TNS Sofres	1,001	26/01/2018	01/02/2018	51,668,700	12.28%
HR	Croatia	HENDAL	1,003	26/01/2018	31/01/2018	724,084	0.17%
IT	Italy	TNS Italia	1,000	26/01/2018	30/01/2018	51,336,889	12.21%
LV	Latvia	TNS Latvia	1,001	26/01/2018	31/01/2018	1,731,509	0.41%
LT	Lithuania	TNS LT	1,002	26/01/2018	31/01/2018	2,535,329	0.60%
LU	Luxembourg	TNS ILRES	500	26/01/2018	30/01/2018	445,806	0.11%
HU	Hungary	TNS Hoffmann	1,007	26/01/2018	30/01/2018	8,477,933	2.02%
NL	Netherlands	TNS NIPO	1,003	26/01/2018	31/01/2018	13,901,653	3.31%
AT	Austria	Öst. Gallup Institut	1,000	26/01/2018	01/02/2018	7,232,497	1.72%
PL	Poland	TNS Polska	1,000	26/01/2018	30/01/2018	32,413,735	7.71%
PT	Portugal	TNS Euroteste	1,000	26/01/2018	31/01/2018	8,080,915	1.92%
RO	Romania	TNS CSOP	1,005	26/01/2018	31/01/2018	18,246,731	4.34%
SI	Slovenia	Mediana DOO	1,000	26/01/2018	30/01/2018	1,759,701	0.42%
SK	Slovakia	TNS SK	1,000	26/01/2018	30/01/2018	4,549,956	1.08%
FI	Finland	TNS Gallup Oy	1,000	26/01/2018	31/01/2018	4,440,004	1.06%
SE	Sweden	TNS Sifo AB	1,000	26/01/2018	31/01/2018	7,791,240	1.85%
UK	United Kingdom	TNS UK	1,003	26/01/2018	31/01/2018	51,848,010	12.33%
TOTAL EU28			25,537	26/01/2018	01/02/2018	420,605,802	100%*

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

Statistical Margins due to the sampling process

(at the 95% level of confidence)

*various sample sizes are in rows*

*various observed results are in columns*

	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9	N=50
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4	N=500
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1	N=1000
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5	N=1500
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2	N=2000
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8	N=3000
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5	N=4000
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4	N=5000
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3	N=6000
N=7000	0,5	0,7	0,8	0,9	1,0	1,1	1,1	1,1	1,2	1,2	N=7000
N=7500	0,5	0,7	0,8	0,9	1,0	1,0	1,1	1,1	1,1	1,1	N=7500
N=8000	0,5	0,7	0,8	0,9	0,9	1,0	1,0	1,1	1,1	1,1	N=8000
N=9000	0,5	0,6	0,7	0,8	0,9	0,9	1,0	1,0	1,0	1,0	N=9000
N=10000	0,4	0,6	0,7	0,8	0,8	0,9	0,9	1,0	1,0	1,0	N=10000
N=11000	0,4	0,6	0,7	0,7	0,8	0,9	0,9	0,9	0,9	0,9	N=11000
N=12000	0,4	0,5	0,6	0,7	0,8	0,8	0,9	0,9	0,9	0,9	N=12000
N=13000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,9	0,9	N=13000
N=14000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,8	0,8	N=14000
N=15000	0,3	0,5	0,6	0,6	0,7	0,7	0,8	0,8	0,8	0,8	N=15000
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

## QUESTIONNAIRE

ASK ALL

**D21 Do you or someone in your household have any accessibility issues when using different methods of transport?**

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

No	1
Yes, as a result of a disability	2
Yes, as a result of a temporary impairment	3
Yes, as a result of the natural ageing process	4
Yes, as you travel with young children using strollers and buggies	5
Yes, other (DO NOT READ OUT)	6
DK/NA	7

FL382 - D21 modified

**Q1 How often do you use rail for...?**

(READ OUT – ONE ANSWER PER LINE)

		Daily/ Almost daily	Several times per week	Once a week	Several times per month	Several times per year	Once a year or less	Never	DK/NA
1	Suburban trips (except metro)	1	2	3	4	5	6	7	8
2	National or regional trips (this excludes suburban trains)	1	2	3	4	5	6	7	8
3	International trips	1	2	3	4	5	6	7	8

NEW

ASK Q2 and Q3 ONLY IF "USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS" >> code 1 to 6 in Q1.1 OR code 1 to 6 in Q1.2 OR code 1 to 6 in Q1.3 -- OTHERS GO TO Q4

**Q2 What is the most frequent purpose of your trips by train? (M)**

(READ OUT – ONE ANSWER ONLY)

Travelling to work/school/university	1
Business trips	2
To go on holidays	3
For other leisure activities	4
Other	5
DK/NA	6

FL382 Q2a Modified

**Q3 How do you usually get from your home to the railway station?  
If you go to several railway stations, please think of the one you most often go to**

(READ OUT - ONE ANSWER ONLY)

Walking	1
Bike or similar	2
Car/Motorbike/Taxi	3
More than an hour	4
Public transport	4
DK/NA	5

NEW

ASK TO ALL

**Q4 Are you satisfied or not with the following services related to rail travel? (M)**

(READ OUT - ONE ANSWER PER LINE)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (DO NOT READ)	DK/NA
1	Provision of information about train timetables and platforms (M)	1	2	3	4	5	6
2	Ease of buying tickets	1	2	3	4	5	6
3	Availability of through-tickets (i.e. one ticket for several segments of one whole journey by rail) (M)	1	2	3	4	5	6
4	The provision of information on connecting services with other modes of transport	1	2	3	4	5	6
5	Availability of tickets for a journey using several modes (i.e. tram, metro, bus, local trains)	1	2	3	4	5	6
6	Easy and accessible complaint-handling mechanisms	1	2	3	4	5	6
7	Cleanliness and good maintenance of stations (M)	1	2	3	4	5	6
8	Parking facilities for cars and bikes at stations (including parking facilities for persons with disabilities) (N)	1	2	3	4	5	6

FL382 Q4-Q5 Modified

ASK TO ALL

**Q5 How important is the quality of the following services to you? (N)**

(READ OUT - ONE ANSWER PER LINE)

		Very importa nt	Rather importa nt	Rather unimport ant	Not important at all	Not applicable (DO NOT READ)	DK/NA
1	Provision of information about train timetables and platforms	1	2	3	4	5	6
2	Ease of buying tickets	1	2	3	4	5	6
3	Availability of through-tickets (i.e. one ticket for several segments of one whole journey by rail)	1	2	3	4	5	6
4	The provision of information on connecting services with other modes of transport	1	2	3	4	5	6
5	Availability of tickets for a journey using several modes (i.e. tram, metro, bus, local trains)	1	2	3	4	5	6
6	Easy and accessible complaint- handling mechanisms	1	2	3	4	5	6
7	Cleanliness and good maintenance of stations	1	2	3	4	5	6
8	Parking facilities for cars and bikes at stations (including parking facilities for persons with disabilities)	1	2	3	4	5	6

NEW

ASK TO ALL

**Q6 Are you satisfied or not with the following features of railway travel? (M)**  
(READ OUT - ONE ANSWER PER LINE)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (DO NOT READ)	DK/NA
1	Frequency of the trains	1	2	3	4	5	6
2	Punctuality and reliability	1	2	3	4	5	6
3	The provision of information during the journey, in particular in case of delay	1	2	3	4	5	6
4	Availability of wifi on trains (N)	1	2	3	4	5	6
5	Availability of assistance on trains (N)	1	2	3	4	5	6
6	Cleanliness and good maintenance of rail carriages, including the train toilets	1	2	3	4	5	6
7	Availability of seats on trains (N)	1	2	3	4	5	6

FL382 Q5 Modified + new items

ASK TO ALL

**Q7 Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility**  
(READ OUT - ONE ANSWER PER LINE)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (DO NOT READ)	DK/NA
1	Accessibility of stations or platforms	1	2	3	4	5	6
2	Accessibility of the booking process, including pre-journey information about accessibility of the service and	1	2	3	4	5	6

	infrastructure and assistance						
3	Assistance by railway or station staff for persons with disabilities or persons with reduced mobility	1	2	3	4	5	6
4	Accessibility of train carriages	1	2	3	4	5	6
5	Accessibility of travel information provided at the station and on-board trains, including in the event of delay	1	2	3	4	5	6

FL382 Q7 Modified + new item

ASK Q8 ONLY IF "NEVER USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS"  
>> code 7 or 8 in Q1.1 AND code 7 or 8 in Q1.2 AND code 7 or 8 in Q1.3




























**Q8 Which of the following reasons, if any, prevent you from travelling by train?**

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

- Inaccessibility of stations or platforms 1,
- Inaccessibility of railway carriages 2
- Lack of assistance by train or station staff 3
- Lack of pre-journey information about stations and accessible services 4
- Lack of accessible information (such as Braille, large print or accessible websites) in general about rail travel 5
- Difficulties in travelling to the station 6
- Other (DO NOT READ OUT) 7
- None (DO NOT READ OUT) 8
- DK/NA 9



























FL382 Q6 Modified

**D21** Do you or someone in your household have any accessibility issues when using different methods of transport?  
(MULTIPLE ANSWERS POSSIBLE)  
(%)

		No	Yes, as a result of a disability	Yes, as a result of a temporary impairment	Yes, as a result of the natural ageing process	Yes, as you travel with young children using strollers and buggies	Yes, other (SPONTANEOUS)	Don't know	Total 'Yes'
EU26		89	5	1	3	2	1	0	10
BE		87	5	1	4	2	2	0	13
BG		85	8	1	4	3	1	0	15
CZ		88	4	1	3	3	3	0	12
DK		93	2	0	2	2	1	0	7
DE		89	4	1	3	3	1	0	11
EE		89	5	1	3	2	2	0	11
IE		91	4	1	2	2	0	0	9
EL		90	3	1	2	3	1	0	10
ES		89	5	1	3	2	0	0	11
FR		91	4	1	2	2	1	0	9
HR		85	3	2	4	3	3	1	14
IT		92	3	0	2	2	1	0	8
LV		86	6	2	5	4	0	0	14
LT		93	3	0	1	2	1	0	7
LU		93	2	1	1	1	2	1	7
HU		85	6	2	4	3	1	1	15
NL		91	4	1	2	2	1	0	9
AT		89	4	1	3	3	0	1	10
PL		88	5	1	4	3	1	1	12
PT		89	4	2	4	1	1	0	11
RO		87	5	2	6	2	0	0	12
SI		92	3	1	3	1	1	0	8
SK		89	4	1	2	3	2	0	11
FI		92	2	1	2	2	0	0	8
SE		90	4	1	2	1	2	0	9
UK		88	7	1	3	2	1	0	11






























**Q1.1** How often do you use rail for...?  
**Suburban trips (except metro) (%)**

		Daily/ Almost daily	Several times per week	Once a week	Several times per month	Several times per year	Once a year or less	Never	Don't know	At least 'Once a week'
EU26		5	4	2	8	20	24	37	0	11
BE		6	4	2	6	17	15	50	0	12
BG		2	1	2	4	10	26	55	0	5
CZ		4	4	2	12	28	18	32	0	10
DK		5	5	3	12	23	26	26	0	13
DE		11	6	3	10	21	25	24	0	20
EE		1	1	2	6	10	14	66	0	4
IE		4	2	3	8	26	26	31	0	9
EL		1	1	1	3	9	28	57	0	3
ES		3	3	2	8	20	27	37	0	8
FR		4	2	3	5	16	21	49	0	9
HR		3	2	1	4	12	15	63	0	6
IT		4	3	2	6	18	23	44	0	9
LV		1	2	1	6	21	28	41	0	4
LT		0	0	0	1	4	7	87	1	0
LU		7	6	4	9	14	16	43	1	17
HU		4	1	2	6	9	15	63	0	7
NL		6	4	3	7	31	18	31	0	13
AT		12	8	5	10	22	23	20	0	25
PL		3	3	1	5	17	33	38	0	7
PT		5	2	2	5	16	31	39	0	9
RO		2	2	1	5	15	28	47	0	5
SI		1	1	0	3	10	26	59	0	2
SK		5	7	3	19	29	18	18	1	15
FI		3	1	1	6	15	38	36	0	5
SE		4	3	1	6	16	20	49	1	8
UK		7	6	4	15	29	20	19	0	17




























## Q1.2 How often do you use rail for...?

## National or regional trips (this excludes suburban trains) (%)

		Daily/ Almost daily	Several times per week	Once a week	Several times per month	Several times per year	Once a year or less	Never	Don't know	At least 'Once a week'
EU26		2	2	1	7	26	30	32	0	5
BE		3	2	2	7	24	20	42	0	7
BG		0	1	1	6	18	34	40	0	2
CZ		1	2	2	12	36	22	25	0	5
DK		2	2	1	9	27	29	30	0	5
DE		3	4	1	7	28	29	27	1	8
EE		0	1	2	4	18	24	51	0	3
IE		1	1	2	4	27	32	33	0	4
EL		0	1	1	1	8	28	61	0	2
ES		0	2	1	5	23	33	36	0	3
FR		1	1	0	4	27	29	38	0	2
HR		1	0	1	3	12	23	60	0	2
IT		2	1	1	7	28	35	26	0	4
LV		0	1	0	3	15	26	55	0	1
LT		0	0	0	3	12	25	60	0	0
LU		4	5	2	9	16	18	46	0	11
HU		2	2	2	10	19	24	41	0	6
NL		3	3	2	8	32	21	31	0	8
AT		4	3	3	11	30	27	21	1	10
PL		0	1	0	6	27	38	28	0	1
PT		2	1	1	5	17	31	43	0	4
RO		1	2	0	7	19	30	41	0	3
SI		0	1	0	1	9	25	64	0	1
SK		4	7	4	16	36	19	14	0	15
FI		0	1	0	3	22	51	23	0	1
SE		2	2	0	7	34	33	22	0	4
UK		2	2	1	10	34	27	24	0	5




























## Q1.3 How often do you use rail for...?

## International trips (%)




























		Daily/ Almost daily	Several times per week	Once a week	Several times per month	Several times per year	Once a year or less	Never	Don't know	At least 'Once a week'
EU26		0	0	0	1	4	17	78	0	0
BE		0	0	0	2	10	20	68	0	0
BG		0	0	0	0	2	8	89	1	0
CZ		0	0	0	1	6	14	79	0	0
DK		0	0	0	1	5	22	72	0	0
DE		1	0	0	1	4	25	69	0	1
EE		0	0	0	0	3	8	88	1	0
IE		0	0	0	1	9	20	69	1	0
EL		0	0	0	0	1	10	89	0	0
ES		0	0	0	0	2	12	86	0	0
FR		0	0	0	0	6	17	77	0	0
HR		0	0	0	1	2	12	85	0	0
IT		0	0	0	0	2	9	89	0	0
LV		0	0	0	0	2	14	84	0	0
LT		0	0	0	0	1	7	92	0	0
LU		0	0	1	3	20	26	50	0	1
HU		0	0	0	1	3	10	86	0	0
NL		0	0	0	0	4	17	79	0	0
AT		1	0	1	3	13	35	47	0	2
PL		0	0	0	0	3	17	80	0	0
PT		0	0	0	1	2	10	87	0	0
RO		0	1	0	0	3	11	85	0	1
SI		0	0	0	0	3	14	83	0	0
SK		0	0	1	3	15	23	58	0	1
FI		0	0	0	0	3	21	76	0	0
SE		0	0	0	1	5	17	77	0	0
UK		0	0	0	1	4	23	72	0	0

January-February 2018

**Q1.2r** Regional, national or international trips (this excludes suburban trains)  
(%)

		Daily/ Almost daily	Several times per week	Once a week	Several times per month	Several times per year	Once a year or less	Never	Don't know	At least 'Once a week'
EU26		2	2	1	7	27	31	30	0	5
BE		4	2	2	8	26	22	36	0	8
BG		0	1	1	6	18	36	38	0	2
CZ		1	2	2	12	36	22	25	0	5
DK		2	2	1	9	28	32	26	0	5
DE		4	4	1	7	29	30	25	0	9
EE		0	1	2	5	19	26	46	1	3
IE		1	1	2	4	31	34	26	1	4
EL		0	1	1	1	9	31	57	0	2
ES		0	2	1	5	23	34	35	0	3
FR		1	1	0	5	28	29	36	0	2
HR		1	1	1	3	13	25	56	0	3
IT		2	2	1	7	28	35	25	0	5
LV		1	1	0	3	15	30	50	0	2
LT		0	1	0	3	12	26	58	0	1
LU		4	5	2	10	26	24	29	0	11
HU		2	2	2	10	20	24	40	0	6
NL		3	2	2	8	33	23	29	0	7
AT		4	3	4	12	30	29	18	0	11
PL		0	1	1	6	27	39	26	0	2
PT		2	1	1	5	18	32	41	0	4
RO		1	2	1	7	19	30	40	0	4
SI		0	1	0	1	10	29	59	0	1
SK		4	7	4	17	37	19	12	0	15
FI		0	1	0	3	23	52	21	0	1
SE		2	2	1	8	34	34	19	0	5
UK		2	2	1	11	35	27	22	0	5




























**Q1T** How often do you use rail for...?  
(%)

		Frequent traveller	Occasional traveller	Nontraveller
EU26		13	67	20
BE		15	57	28
BG		6	63	31
CZ		12	73	15
DK		16	70	14
DE		22	64	14
EE		6	55	39
IE		10	73	17
EL		5	53	42
ES		10	70	20
FR		10	62	28
HR		7	50	43
IT		11	73	16
LV		4	65	31
LT		1	44	55
LU		20	58	22
HU		11	54	35
NL		14	66	20
AT		27	61	12
PL		7	74	19
PT		10	63	27
RO		6	62	32
SI		3	54	43
SK		21	74	5
FI		6	81	13
SE		11	73	16
UK		18	70	12

**Q2** What is the most frequent purpose of your trips by train?

(%)




























(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)

		Travelling to work/ school/ university	Business trips	To go on holidays	For other leisure activities	Other	Don't know
EU26		16	9	23	35	16	1
BE		20	6	18	45	9	2
BG		12	7	26	41	13	1
CZ		12	8	11	45	22	2
DK		19	10	16	32	22	1
DE		19	10	19	33	17	2
EE		16	4	12	54	14	0
IE		12	7	16	53	10	2
EL		10	12	29	29	18	2
ES		16	4	29	36	14	1
FR		19	8	34	21	16	2
HR		16	11	13	38	22	0
IT		12	15	31	29	13	0
LV		11	14	44	10	20	1
LT		6	7	14	54	18	1
LU		23	8	18	32	18	1
HU		20	3	10	38	28	1
NL		20	4	8	59	9	0
AT		23	9	17	32	17	2
PL		9	13	26	23	27	2
PT		18	4	14	44	19	1
RO		6	5	43	18	27	1
SI		17	5	21	43	12	2
SK		19	7	14	48	12	0
FI		13	5	27	41	13	1
SE		17	15	19	33	15	1
UK		19	8	9	52	11	1

**Q3** How do you usually get from your home to the railway station? If you go to several railway stations, please think of the one you most often go to.




























(%)

(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)

		Walking	Bike or similar	Car/ Motorbike/ Taxi	Public transport	Don't know
EU26		27	3	44	25	1
BE		20	11	44	25	0
BG		32	1	28	38	1
CZ		37	2	23	37	1
DK		29	15	34	21	1
DE		31	5	38	25	1
EE		36	1	31	31	1
IE		22	1	60	15	2
EL		19	0	45	35	1
ES		33	0	42	24	1
FR		17	1	57	24	1
HR		30	5	42	22	1
IT		21	2	55	22	0
LV		37	1	21	40	1
LT		16	0	37	44	3
LU		34	1	36	28	1
HU		28	5	27	38	2
NL		19	27	29	25	0
AT		23	5	43	29	0
PL		22	1	45	32	0
PT		24	0	58	18	0
RO		22	3	39	35	1
SI		30	2	55	12	1
SK		32	2	34	32	0
FI		18	2	52	26	2
SE		24	5	33	37	1
UK		38	1	42	18	1

## Q4.1 Are you satisfied or not with the following services related to rail travel?




























## Provision of information about train timetables and platforms (%)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		26	48	10	4	7	5	74	14
BE		25	54	9	3	7	2	79	12
BG		18	43	12	5	16	6	61	17
CZ		37	46	6	0	4	7	83	6
DK		34	44	7	3	6	6	78	10
DE		21	49	15	4	5	6	70	19
EE		32	22	3	1	17	25	54	4
IE		44	37	10	1	4	4	81	11
EL		26	39	10	4	7	14	65	14
ES		29	52	8	3	6	2	81	11
FR		17	57	14	5	4	3	74	19
HR		26	37	8	4	16	9	63	12
IT		22	51	12	6	4	5	73	18
LV		28	49	3	1	12	7	77	4
LT		27	21	2	0	43	7	48	2
LU		30	53	7	3	6	1	83	10
HU		23	36	3	1	35	2	59	4
NL		33	44	7	1	7	8	77	8
AT		43	40	7	2	3	5	83	9
PL		16	54	13	3	9	5	70	16
PT		40	39	4	4	6	7	79	8
RO		14	39	13	7	19	8	53	20
SI		31	39	9	2	3	16	70	11
SK		41	48	7	1	1	2	89	8
FI		23	54	8	1	3	11	77	9
SE		28	49	8	2	7	6	77	10
UK		41	42	8	2	4	3	83	10






























## Q4.2 Are you satisfied or not with the following services related to rail travel?

## Ease of buying tickets (%)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		33	42	10	4	7	4	75	14
BE		31	45	10	4	7	3	76	14
BG		27	44	7	2	14	6	71	9
CZ		44	39	5	1	5	6	83	6
DK		36	32	13	5	8	6	68	18
DE		26	38	18	7	6	5	64	25
EE		48	12	1	0	17	22	60	1
IE		53	30	5	2	7	3	83	7
EL		31	35	9	6	8	11	66	15
ES		33	49	6	5	6	1	82	11
FR		27	53	10	3	4	3	80	13
HR		33	34	5	3	16	9	67	8
IT		34	42	10	6	4	4	76	16
LV		38	45	2	0	9	6	83	2
LT		30	22	2	0	40	6	52	2
LU		39	44	7	2	7	1	83	9
HU		26	29	2	1	39	3	55	3
NL		28	31	13	5	16	7	59	18
AT		36	32	17	7	4	4	68	24
PL		28	53	6	2	8	3	81	8
PT		40	40	6	4	5	5	80	10
RO		22	40	10	4	19	5	62	14
SI		33	40	6	3	3	15	73	9
SK		49	41	5	2	2	1	90	7
FI		31	41	11	6	2	9	72	17
SE		43	33	8	4	7	5	76	12
UK		47	35	6	4	5	3	82	10




























## Q4.3 Are you satisfied or not with the following services related to rail travel?

**Availability of through-tickets (i.e. one ticket for several segments of one whole journey by rail) (%)**

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		22	42	7	3	15	11	64	10
BE		19	52	5	1	18	5	71	6
BG		10	28	8	4	35	15	38	12
CZ		32	37	4	1	10	16	69	5
DK		28	32	6	2	15	17	60	8
DE		26	40	9	3	11	11	66	12
EE		17	9	1	1	31	41	26	2
IE		32	33	7	3	15	10	65	10
EL		16	41	8	2	11	22	57	10
ES		22	52	6	3	12	5	74	9
FR		17	57	7	2	11	6	74	9
HR		17	30	6	3	27	17	47	9
IT		14	38	8	5	13	22	52	13
LV		13	33	2	1	36	15	46	3
LT		9	9	0	0	74	8	18	0
LU		29	48	6	1	11	5	77	7
HU		9	24	2	1	56	8	33	3
NL		26	39	6	2	14	13	65	8
AT		36	36	8	2	8	10	72	10
PL		21	43	4	3	19	10	64	7
PT		33	34	3	2	14	14	67	5
RO		14	37	11	7	21	10	51	18
SI		25	32	6	2	5	30	57	8
SK		39	42	4	2	8	5	81	6
FI		26	46	6	2	5	15	72	8
SE		24	37	5	4	17	13	61	9
UK		30	40	5	4	13	8	70	9




























## Q4.4 Are you satisfied or not with the following services related to rail travel?

## Provision of information on connecting services with other modes of transport (%)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		16	44	16	5	11	8	60	21
BE		13	49	18	4	11	5	62	22
BG		9	36	16	8	21	10	45	24
CZ		20	46	11	2	8	13	66	13
DK		26	42	9	3	9	11	68	12
DE		16	43	22	4	7	8	59	26
EE		12	16	3	1	23	45	28	4
IE		28	38	15	6	7	6	66	21
EL		18	42	13	5	7	15	60	18
ES		21	52	11	4	9	3	73	15
FR		11	51	18	5	9	6	62	23
HR		15	34	11	6	21	13	49	17
IT		8	41	20	12	7	12	49	32
LV		11	42	10	2	23	12	53	12
LT		14	25	4	1	46	10	39	5
LU		17	51	17	3	8	4	68	20
HU		9	37	8	2	40	4	46	10
NL		20	48	10	2	10	10	68	12
AT		33	42	11	2	6	6	75	13
PL		12	50	14	3	14	7	62	17
PT		31	36	7	6	9	11	67	13
RO		12	31	18	10	21	8	43	28
SI		17	36	14	4	5	24	53	18
SK		22	45	14	4	7	8	67	18
FI		13	49	12	2	5	19	62	14
SE		13	45	12	3	15	12	58	15
UK		24	41	14	5	10	6	65	19




























## Q4.5 Are you satisfied or not with the following services related to rail travel?

## Availability of tickets for a journey using several modes (i.e. tram, metro, bus, local trains) (%)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		20	42	9	4	15	10	62	13
BE		13	47	11	4	19	6	60	15
BG		7	29	7	2	47	8	36	9
CZ		26	44	7	1	10	12	70	8
DK		30	28	6	3	17	16	58	9
DE		19	41	14	4	11	11	60	18
EE		18	12	3	1	28	38	30	4
IE		35	36	8	3	11	7	71	11
EL		23	39	10	4	9	15	62	14
ES		24	44	7	3	17	5	68	10
FR		10	54	11	3	14	8	64	14
HR		13	35	10	4	23	15	48	14
IT		16	40	9	5	11	19	56	14
LV		18	32	3	2	32	13	50	5
LT		9	17	1	0	65	8	26	1
LU		32	48	5	2	10	3	80	7
HU		13	31	5	1	45	5	44	6
NL		24	42	6	3	13	12	66	9
AT		31	36	13	3	9	8	67	16
PL		18	50	7	2	17	6	68	9
PT		31	32	5	4	16	12	63	9
RO		13	35	12	8	24	8	48	20
SI		21	30	8	4	6	31	51	12
SK		29	45	7	2	10	7	74	9
FI		17	43	9	3	6	22	60	12
SE		19	40	9	3	18	11	59	12
UK		29	40	6	3	16	6	69	9

## Q4.6 Are you satisfied or not with the following services related to rail travel?




























## Easy and accessible complaint- handling mechanisms (%)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		10	28	12	7	24	19	38	19
BE		9	39	10	5	29	8	48	15
BG		2	17	13	9	40	19	19	22
CZ		6	13	5	3	33	40	19	8
DK		9	17	8	4	28	34	26	12
DE		8	26	15	8	22	21	34	23
EE		4	7	0	0	26	63	11	0
IE		21	35	7	4	18	15	56	11
EL		11	29	17	9	10	24	40	26
ES		16	40	11	9	18	6	56	20
FR		6	41	16	5	18	14	47	21
HR		8	22	8	7	31	24	30	15
IT		5	19	15	13	16	32	24	28
LV		6	24	4	1	45	20	30	5
LT		6	10	3	0	58	23	16	3
LU		15	43	7	4	19	12	58	11
HU		3	15	5	4	62	11	18	9
NL		7	24	7	3	30	29	31	10
AT		13	26	13	4	22	22	39	17
PL		6	27	8	4	43	12	33	12
PT		22	23	7	8	21	19	45	15
RO		6	22	18	9	28	17	28	27
SI		12	27	6	3	8	44	39	9
SK		14	25	7	4	29	21	39	11
FI		6	30	6	2	12	44	36	8
SE		5	25	11	4	32	23	30	15
UK		19	28	9	8	24	12	47	17

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## Q4.7 Are you satisfied or not with the following services related to rail travel?

**Cleanliness and good maintenance of stations (%)**




























		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		15	47	20	8	6	4	62	28
BE		15	56	16	5	6	2	71	21
BG		8	30	28	17	12	5	38	45
CZ		10	48	27	6	4	5	58	33
DK		16	56	12	4	6	6	72	16
DE		8	44	32	8	3	5	52	40
EE		21	34	4	1	16	24	55	5
IE		35	46	8	4	4	3	81	12
EL		14	34	24	12	5	11	48	36
ES		24	54	11	5	5	1	78	16
FR		11	62	15	6	3	3	73	21
HR		11	39	20	11	12	7	50	31
IT		6	32	34	19	4	5	38	53
LV		14	54	15	2	9	6	68	17
LT		20	31	4	0	39	6	51	4
LU		18	62	12	1	5	2	80	13
HU		6	27	23	9	33	2	33	32
NL		23	57	7	1	6	6	80	8
AT		38	48	9	1	1	3	86	10
PL		11	60	15	4	6	4	71	19
PT		32	39	11	9	4	5	71	20
RO		8	18	27	25	17	5	26	52
SI		16	45	19	4	3	13	61	23
SK		11	39	34	13	1	2	50	47
FI		15	58	12	2	3	10	73	14
SE		19	55	9	2	8	7	74	11
UK		29	52	10	3	3	3	81	13

## Q4.8 Are you satisfied or not with the following services related to rail travel?

**Parking facilities for cars and bikes at stations (including parking facilities for persons with disabilities)**  
(%)




























		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		13	31	23	12	13	8	44	35
BE		13	37	25	9	12	4	50	34
BG		7	26	22	12	21	12	33	34
CZ		10	26	23	11	15	15	36	34
DK		17	31	18	10	13	11	48	28
DE		15	30	27	11	10	7	45	38
EE		13	18	11	4	20	34	31	15
IE		24	32	19	9	11	5	56	28
EL		8	22	25	20	8	17	30	45
ES		13	30	25	14	12	6	43	39
FR		9	37	27	11	9	7	46	38
HR		14	28	20	16	13	9	42	36
IT		9	26	26	22	7	10	35	48
LV		7	34	21	7	19	12	41	28
LT		10	20	13	3	43	11	30	16
LU		17	38	23	6	12	4	55	29
HU		8	24	11	6	46	5	32	17
NL		20	39	14	6	12	9	59	20
AT		24	32	20	7	10	7	56	27
PL		9	39	22	9	14	7	48	31
PT		25	21	19	18	7	10	46	37
RO		6	21	24	19	21	9	27	43
SI		17	38	20	9	3	13	55	29
SK		12	27	26	16	12	7	39	42
FI		12	44	17	4	5	18	56	21
SE		14	29	18	9	19	11	43	27
UK		18	28	17	10	22	5	46	27

**Q4T.1** Are you satisfied or not with the following services related to rail travel?**Provision of information about train timetables and platforms (%)***(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)*

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		29	52	11	4	2	2	81	15
BE		28	59	9	2	1	1	87	11
BG		21	52	13	7	4	3	73	20
CZ		40	49	6	1	1	3	89	7
DK		36	47	8	3	3	3	83	11
DE		23	52	15	4	3	3	75	19
EE		49	35	3	2	3	8	84	5
IE		46	40	10	1	1	2	86	11
EL		34	45	12	4	2	3	79	16
ES		29	56	9	3	2	1	85	12
FR		19	60	14	5	1	1	79	19
HR		35	47	10	4	3	1	82	14
IT		24	54	13	6	1	2	78	19
LV		34	56	4	1	3	2	90	5
LT		53	35	4	0	5	3	88	4
LU		32	56	8	2	1	1	88	10
HU		35	54	5	2	3	1	89	7
NL		38	50	8	1	1	2	88	9
AT		46	40	8	2	1	3	86	10
PL		18	58	15	3	3	3	76	18
PT		43	44	4	4	2	3	87	8
RO		19	48	17	9	3	4	67	26
SI		36	46	10	2	0	6	82	12
SK		41	50	6	1	1	1	91	7
FI		24	59	9	1	1	6	83	10
SE		31	53	9	2	2	3	84	11
UK		42	44	9	2	1	2	86	11






























**Q4T.2** Are you satisfied or not with the following services related to rail travel?**Ease of buying tickets (%)***(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)*




























		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		36	45	10	4	3	2	81	14
BE		35	48	11	3	2	1	83	14
BG		31	52	9	2	3	3	83	11
CZ		49	40	6	1	2	2	89	7
DK		38	35	14	4	6	3	73	18
DE		28	42	19	6	3	2	70	25
EE		75	17	1	0	2	5	92	1
IE		57	31	5	2	4	1	88	7
EL		40	40	11	5	2	2	80	16
ES		33	52	7	5	2	1	85	12
FR		30	55	10	3	1	1	85	13
HR		46	40	7	4	2	1	86	11
IT		37	45	10	6	1	1	82	16
LV		45	49	2	0	2	2	94	2
LT		55	35	3	0	5	2	90	3
LU		43	47	7	1	2	0	90	8
HU		39	43	3	2	11	2	82	5
NL		32	36	13	4	12	3	68	17
AT		39	32	17	7	2	3	71	24
PL		31	57	7	2	2	1	88	9
PT		43	44	7	4	1	1	87	11
RO		28	49	14	5	3	1	77	19
SI		39	47	6	4	1	3	86	10
SK		49	42	5	2	1	1	91	7
FI		34	43	12	6	1	4	77	18
SE		48	36	8	3	2	3	84	11
UK		50	36	6	4	3	1	86	10

**Q4T.3** Are you satisfied or not with the following services related to rail travel?**Availability of through-tickets (i.e. one ticket for several segments of one whole journey by rail) (%)**




























(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		25	46	7	3	10	9	71	10
BE		21	56	5	0	14	4	77	5
BG		13	35	10	4	25	13	48	14
CZ		35	41	4	1	7	12	76	5
DK		30	35	6	2	13	14	65	8
DE		28	44	10	3	7	8	72	13
EE		28	14	2	1	22	33	42	3
IE		35	36	7	3	11	8	71	10
EL		20	53	9	2	5	11	73	11
ES		22	57	7	2	8	4	79	9
FR		19	59	7	1	9	5	78	8
HR		24	36	9	4	15	12	60	13
IT		15	41	9	5	11	19	56	14
LV		16	38	2	1	32	11	54	3
LT		16	15	1	0	61	7	31	1
LU		32	52	5	1	7	3	84	6
HU		14	36	3	2	36	9	50	5
NL		31	45	6	2	9	7	76	8
AT		37	39	9	2	5	8	76	11
PL		23	48	5	3	13	8	71	8
PT		36	37	3	3	11	10	73	6
RO		18	47	15	8	6	6	65	23
SI		29	39	6	3	3	20	68	9
SK		40	43	4	2	7	4	83	6
FI		27	50	7	2	3	11	77	9
SE		27	41	5	4	13	10	68	9
UK		31	42	6	3	11	7	73	9




























**Q4T.4** Are you satisfied or not with the following services related to rail travel?**Provision of information on connecting services with other modes of transport (%)***(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)*

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		17	48	18	5	6	6	65	23
BE		15	54	20	3	5	3	69	23
BG		11	43	19	9	11	7	54	28
CZ		21	50	12	2	5	10	71	14
DK		27	46	10	3	6	8	73	13
DE		17	46	24	4	4	5	63	28
EE		19	26	5	2	10	38	45	7
IE		29	40	17	5	5	4	69	22
EL		21	50	14	6	3	6	71	20
ES		22	55	12	3	6	2	77	15
FR		10	53	20	5	7	5	63	25
HR		21	42	15	6	9	7	63	21
IT		9	43	22	12	4	10	52	34
LV		12	46	13	2	18	9	58	15
LT		25	44	7	1	12	11	69	8
LU		18	54	18	3	5	2	72	21
HU		13	55	13	4	11	4	68	17
NL		24	55	10	2	5	4	79	12
AT		35	44	11	2	4	4	79	13
PL		12	57	15	3	8	5	69	18
PT		34	38	8	6	6	8	72	14
RO		15	39	24	11	7	4	54	35
SI		19	43	17	3	3	15	62	20
SK		22	46	14	4	7	7	68	18
FI		13	53	13	2	4	15	66	15
SE		15	50	13	3	10	9	65	16
UK		24	44	15	5	7	5	68	20




























**Q4T.5** Are you satisfied or not with the following services related to rail travel?**Availability of tickets for a journey using several modes (i.e. tram, metro, bus, local trains) (%)***(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)*

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		21	46	10	4	11	8	67	14
BE		13	51	11	4	16	5	64	15
BG		7	34	9	2	41	7	41	11
CZ		28	46	7	1	8	10	74	8
DK		32	30	7	3	15	13	62	10
DE		21	45	14	4	8	8	66	18
EE		27	17	6	2	19	29	44	8
IE		37	40	8	3	7	5	77	11
EL		28	43	12	4	5	8	71	16
ES		24	46	9	3	13	5	70	12
FR		9	58	12	3	12	6	67	15
HR		17	42	11	6	13	11	59	17
IT		16	44	10	5	9	16	60	15
LV		20	36	4	2	28	10	56	6
LT		16	29	2	1	45	7	45	3
LU		36	50	5	1	5	3	86	6
HU		19	47	7	2	20	5	66	9
NL		28	48	6	3	8	7	76	9
AT		32	38	14	3	7	6	70	17
PL		18	56	7	2	12	5	74	9
PT		31	35	6	5	14	9	66	11
RO		16	45	16	10	9	4	61	26
SI		24	32	10	5	4	25	56	15
SK		29	46	7	2	10	6	75	9
FI		17	46	10	4	5	18	63	14
SE		22	42	10	3	15	8	64	13
UK		30	42	6	4	13	5	72	10




























**Q4T.6** Are you satisfied or not with the following services related to rail travel?**Easy and accessible complaint- handling mechanisms (%)***(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)*

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		10	30	13	7	22	18	40	20
BE		8	41	10	5	28	8	49	15
BG		3	19	15	9	35	19	22	24
CZ		6	14	5	3	32	40	20	8
DK		9	17	9	5	26	34	26	14
DE		8	29	16	8	20	19	37	24
EE		5	11	1	0	15	68	16	1
IE		22	37	8	4	16	13	59	12
EL		13	34	23	8	5	17	47	31
ES		15	42	13	9	16	5	57	22
FR		6	40	17	6	17	14	46	23
HR		11	29	10	7	21	22	40	17
IT		5	21	16	13	14	31	26	29
LV		7	27	4	1	43	18	34	5
LT		10	16	4	1	34	35	26	5
LU		16	45	6	4	17	12	61	10
HU		5	23	7	5	45	15	28	12
NL		9	26	8	3	28	26	35	11
AT		13	28	14	4	21	20	41	18
PL		6	29	9	4	41	11	35	13
PT		23	25	8	7	20	17	48	15
RO		8	29	23	10	15	15	37	33
SI		13	28	6	3	8	42	41	9
SK		14	25	7	4	30	20	39	11
FI		5	32	7	2	11	43	37	9
SE		6	28	13	3	28	22	34	16
UK		20	29	9	9	22	11	49	18




























**Q4T.7** Are you satisfied or not with the following services related to rail travel?**Cleanliness and good maintenance of stations (%)***(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)*

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		16	51	22	8	1	2	67	30
BE		16	60	18	4	1	1	76	22
BG		8	34	33	19	3	3	42	52
CZ		11	51	30	6	0	2	62	36
DK		17	60	13	4	3	3	77	17
DE		8	47	34	7	1	3	55	41
EE		31	49	6	1	4	9	80	7
IE		37	48	8	4	1	2	85	12
EL		16	40	29	12	1	2	56	41
ES		24	58	12	5	1	0	82	17
FR		11	65	16	6	1	1	76	22
HR		14	46	23	13	2	2	60	36
IT		7	35	37	19	0	2	42	56
LV		16	58	18	3	3	2	74	21
LT		37	49	6	0	5	3	86	6
LU		19	66	12	1	1	1	85	13
HU		9	40	34	13	3	1	49	47
NL		26	64	8	1	0	1	90	9
AT		40	49	9	1	0	1	89	10
PL		12	64	17	3	2	2	76	20
PT		34	41	12	10	1	2	75	22
RO		9	22	35	30	3	1	31	65
SI		17	52	24	3	1	3	69	27
SK		12	40	34	13	0	1	52	47
FI		16	62	14	2	1	5	78	16
SE		21	61	10	1	3	4	82	11
UK		30	55	10	3	1	1	85	13

**Q4T.8** Are you satisfied or not with the following services related to rail travel?**Parking facilities for cars and bikes at stations (including parking facilities for persons with disabilities)**  
(%)*(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)*




























		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		14	32	25	13	10	6	46	38
BE		14	38	27	9	10	2	52	36
BG		7	29	24	14	15	11	36	38
CZ		11	26	25	10	14	14	37	35
DK		18	33	19	10	11	9	51	29
DE		15	32	29	11	8	5	47	40
EE		19	25	16	5	9	26	44	21
IE		25	34	20	8	10	3	59	28
EL		10	26	29	22	4	9	36	51
ES		13	31	27	15	9	5	44	42
FR		7	37	30	12	8	6	44	42
HR		18	30	21	19	7	5	48	40
IT		9	28	27	23	4	9	37	50
LV		7	35	24	8	16	10	42	32
LT		17	31	20	5	14	13	48	25
LU		17	42	23	5	10	3	59	28
HU		12	35	16	8	24	5	47	24
NL		23	43	15	5	8	6	66	20
AT		25	33	21	7	8	6	58	28
PL		9	43	22	9	11	6	52	31
PT		26	23	21	18	5	7	49	39
RO		7	27	30	21	8	7	34	51
SI		19	43	22	7	1	8	62	29
SK		12	27	26	17	12	6	39	43
FI		12	47	19	4	4	14	59	23
SE		15	31	18	8	18	10	46	26
UK		18	29	19	10	20	4	47	29

**Q4rb** Satisfaction index of railway services  
(%)

		21 to 24 points	17 to 20 points	13 to 16 points	9 to 12 points	5 to 8 points	1 to 4 points	0 point	Very high	High	Medium	Low	Average
EU26		5	20	40	22	12	1	0	18	54	26	2	13.8
BE		4	22	44	22	7	1	0	17	62	20	1	14.2
BG		1	8	30	38	22	2	0	6	44	47	3	11.7
CZ		3	25	46	19	7	0	0	18	64	17	0	14.4
DK		5	24	39	23	8	0	0	24	53	22	1	14.4
DE		3	19	39	25	13	1	0	16	53	29	3	13.4
EE		2	17	30	19	32	0	0	14	42	43	0	12.5
IE		16	29	35	13	6	1	0	37	47	15	1	16.0
EL		5	19	30	27	17	1	0	18	45	34	3	13.1
ES		8	25	43	16	7	1	0	25	56	17	2	14.9
FR		4	16	49	23	8	1	0	11	66	22	1	13.9
HR		4	15	32	26	21	1	0	13	47	38	2	12.8
IT		1	10	38	33	15	3	0	7	52	37	3	12.3
LV		2	17	42	29	9	0	0	14	59	26	0	13.7
LT		2	13	30	16	40	0	0	11	38	51	0	12.0
LU		13	24	44	12	7	0	0	27	60	12	1	15.6
HU		1	11	33	17	36	1	0	9	43	48	1	11.9
NL		6	26	43	15	11	0	0	23	57	20	1	14.7
AT		12	32	35	16	4	0	0	33	51	15	1	15.7
PL		4	17	47	22	9	1	0	13	62	24	1	13.9
PT		13	26	33	18	9	0	0	32	48	20	1	15.2
RO		4	9	25	27	31	3	1	10	36	48	5	11.4
SI		7	20	38	23	12	0	0	20	52	26	1	14.0
SK		8	26	43	18	5	0	0	25	60	15	0	15.1
FI		4	22	46	19	9	1	0	17	61	21	1	14.3
SE		5	22	44	19	10	0	0	16	60	23	1	14.1
UK		11	30	36	16	6	1	0	33	48	17	1	15.4






























**Q4r** Satisfaction index of railway services  
(%)

		High	Medium	Low
EU26		53	42	5
BE		56	42	2
BG		39	52	9
CZ		65	34	1
DK		67	30	3
DE		44	50	6
EE		87	12	1
IE		73	25	2
EL		47	45	8
ES		62	34	4
FR		47	49	4
HR		53	41	6
IT		36	56	8
LV		70	29	1
LT		82	17	1
LU		68	31	1
HU		59	37	4
NL		69	29	2
AT		69	30	1
PL		58	38	4
PT		66	31	3
RO		31	56	13
SI		63	34	3
SK		60	37	3
FI		66	32	2
SE		67	30	3
UK		69	28	3




























## Q5.1 How important is the quality of the following services to you?

## Provision of information about train timetables and platforms (%)

		Very important	Rather important	Rather unimportant	Not important at all	Not applicable (SPONTANEOUS)	Don't know	Total 'Important'	Total 'Not important'
EU26		69	23	2	2	3	1	92	4
BE		68	24	1	2	4	1	92	3
BG		79	15	1	1	3	1	94	2
CZ		65	23	3	2	3	4	88	5
DK		65	23	5	2	3	2	88	7
DE		63	28	3	2	2	2	91	5
EE		62	16	2	3	6	11	78	5
IE		74	18	1	4	1	2	92	5
EL		64	29	2	2	1	2	93	4
ES		69	27	2	2	0	0	96	4
FR		68	29	1	0	1	1	97	1
HR		65	22	2	4	5	2	87	6
IT		82	16	1	1	0	0	98	2
LV		61	25	5	7	1	1	86	12
LT		45	23	4	7	18	3	68	11
LU		69	24	1	1	4	1	93	2
HU		56	15	1	2	24	2	71	3
NL		64	25	3	1	5	2	89	4
AT		67	24	4	2	1	2	91	6
PL		73	20	1	2	3	1	93	3
PT		69	27	1	1	1	1	96	2
RO		58	18	3	4	14	3	76	7
SI		69	25	2	3	0	1	94	5
SK		65	26	5	2	1	1	91	7
FI		54	30	6	3	2	5	84	9
SE		71	20	1	2	4	2	91	3
UK		77	17	1	3	1	1	94	4




























## Q5.2 How important is the quality of the following services to you?

## Ease of buying tickets (%)

		Very important	Rather important	Rather unimportant	Not important at all	Not applicable (SPONTANEOUS)	Don't know	Total 'Important'	Total 'Not important'
EU26		68	24	2	2	3	1	92	4
BE		67	24	2	2	4	1	91	4
BG		72	21	1	2	3	1	93	3
CZ		62	26	3	2	3	4	88	5
DK		68	19	5	3	4	1	87	8
DE		67	24	3	2	2	2	91	5
EE		72	10	1	2	4	11	82	3
IE		72	18	1	4	4	1	90	5
EL		67	27	2	2	1	1	94	4
ES		66	30	2	2	0	0	96	4
FR		61	33	2	2	1	1	94	4
HR		65	22	2	3	6	2	87	5
IT		77	20	1	1	0	1	97	2
LV		62	28	3	5	1	1	90	8
LT		50	21	4	5	17	3	71	9
LU		61	30	2	1	5	1	91	3
HU		49	17	1	4	27	2	66	5
NL		57	26	3	3	9	2	83	6
AT		74	20	2	1	1	2	94	3
PL		73	21	2	1	2	1	94	3
PT		71	25	1	1	1	1	96	2
RO		60	18	2	3	15	2	78	5
SI		65	29	2	2	1	1	94	4
SK		66	27	3	2	1	1	93	5
FI		71	20	2	2	1	4	91	4
SE		72	20	2	1	3	2	92	3
UK		72	21	2	2	2	1	93	4




























## Q5.3 How important is the quality of the following services to you?

## Availability of through-tickets (i.e. one ticket for several segments of one whole journey by rail) (%)

		Very important	Rather important	Rather unimportant	Not important at all	Not applicable (SPONTANEOUS)	Don't know	Total 'Important'	Total 'Not important'
EU26		51	32	6	3	5	3	83	9
BE		41	40	7	4	6	2	81	11
BG		55	28	3	4	6	4	83	7
CZ		43	34	9	3	6	5	77	12
DK		50	25	10	5	7	3	75	15
DE		56	27	7	2	5	3	83	9
EE		36	18	5	6	15	20	54	11
IE		51	27	5	8	6	3	78	13
EL		56	32	3	3	2	4	88	6
ES		57	35	4	2	2	0	92	6
FR		43	45	4	1	3	4	88	5
HR		46	29	4	8	8	5	75	12
IT		56	30	4	3	2	5	86	7
LV		28	35	13	16	5	3	63	29
LT		31	22	6	8	28	5	53	14
LU		52	37	3	1	6	1	89	4
HU		32	19	5	6	34	4	51	11
NL		45	34	6	3	9	3	79	9
AT		55	30	7	3	2	3	85	10
PL		56	30	5	3	5	1	86	8
PT		57	30	5	3	2	3	87	8
RO		52	23	3	3	15	4	75	6
SI		49	35	4	7	1	4	84	11
SK		53	32	6	3	3	3	85	9
FI		47	38	4	4	2	5	85	8
SE		47	33	7	3	6	4	80	10
UK		45	34	7	6	5	3	79	13




























## Q5.4 How important is the quality of the following services to you?

## Provision of information on connecting services with other modes of transport (%)

		Very important	Rather important	Rather unimportant	Not important at all	Not applicable (SPONTANEOUS)	Don't know	Total 'Important'	Total 'Not important'
EU26		57	29	5	3	4	2	86	8
BE		57	31	3	3	5	1	88	6
BG		63	27	3	3	2	2	90	6
CZ		53	29	8	2	4	4	82	10
DK		55	28	6	3	5	3	83	9
DE		55	31	6	3	3	2	86	9
EE		43	22	7	5	8	15	65	12
IE		63	23	4	6	2	2	86	10
EL		60	32	2	2	2	2	92	4
ES		64	28	5	2	1	0	92	7
FR		50	41	3	2	2	2	91	5
HR		57	26	3	5	6	3	83	8
IT		72	21	3	1	1	2	93	4
LV		37	39	11	9	2	2	76	20
LT		36	25	7	9	19	4	61	16
LU		58	31	3	2	5	1	89	5
HU		43	24	2	4	25	2	67	6
NL		52	31	5	4	6	2	83	9
AT		63	26	4	3	2	2	89	7
PL		61	28	5	2	3	1	89	7
PT		64	28	3	2	2	1	92	5
RO		57	19	3	2	16	3	76	5
SI		56	33	4	4	0	3	89	8
SK		50	32	8	5	3	2	82	13
FI		37	38	12	5	2	6	75	17
SE		52	31	6	3	5	3	83	9
UK		52	29	7	7	4	1	81	14




























## Q5.5 How important is the quality of the following services to you?

## Availability of tickets for a journey using several modes (i.e. tram, metro, bus, local trains) (%)

		Very important	Rather important	Rather unimportant	Not important at all	Not applicable (SPONTANEOUS)	Don't know	Total 'Important'	Total 'Not important'
EU26		48	34	6	4	5	3	82	10
BE		40	41	8	3	6	2	81	11
BG		50	29	5	4	8	4	79	9
CZ		42	33	11	3	6	5	75	14
DK		45	28	11	4	7	5	73	15
DE		48	32	9	4	4	3	80	13
EE		36	22	6	8	12	16	58	14
IE		54	25	6	8	5	2	79	14
EL		55	34	1	3	3	4	89	4
ES		55	35	4	3	2	1	90	7
FR		39	47	6	3	2	3	86	9
HR		49	27	5	7	8	4	76	12
IT		60	29	4	3	1	3	89	7
LV		37	36	12	11	3	1	73	23
LT		32	24	8	9	23	4	56	17
LU		54	35	4	1	5	1	89	5
HU		35	24	3	5	30	3	59	8
NL		38	38	7	3	11	3	76	10
AT		50	31	9	3	3	4	81	12
PL		47	38	5	5	3	2	85	10
PT		63	27	3	2	3	2	90	5
RO		47	26	3	3	17	4	73	6
SI		50	36	4	5	1	4	86	9
SK		45	33	8	5	5	4	78	13
FI		38	37	10	6	2	7	75	16
SE		42	35	10	4	6	3	77	14
UK		43	31	9	8	7	2	74	17




























## Q5.6 How important is the quality of the following services to you?

## Easy and accessible complaint- handling mechanisms (%)

		Very important	Rather important	Rather unimportant	Not important at all	Not applicable (SPONTANEOUS)	Don't know	Total 'Important'	Total 'Not important'
EU26		46	33	6	4	6	5	79	10
BE		48	37	4	2	7	2	85	6
BG		46	31	7	5	7	4	77	12
CZ		26	25	12	6	14	17	51	18
DK		38	28	14	4	7	9	66	18
DE		46	32	8	3	6	5	78	11
EE		22	27	9	11	9	22	49	20
IE		50	31	5	7	4	3	81	12
EL		47	40	4	4	2	3	87	8
ES		57	34	5	2	1	1	91	7
FR		39	44	3	3	5	6	83	6
HR		41	31	5	9	8	6	72	14
IT		66	23	3	2	1	5	89	5
LV		25	35	16	15	6	3	60	31
LT		22	25	9	12	22	10	47	21
LU		41	45	3	3	6	2	86	6
HU		28	26	4	4	33	5	54	8
NL		43	36	5	3	8	5	79	8
AT		44	31	12	3	5	5	75	15
PL		40	33	8	7	9	3	73	15
PT		63	28	4	1	1	3	91	5
RO		44	25	6	4	16	5	69	10
SI		32	37	16	8	1	6	69	24
SK		40	31	6	4	10	9	71	10
FI		25	39	14	9	2	11	64	23
SE		37	37	11	2	8	5	74	13
UK		45	33	7	6	6	3	78	13

## Q5.7 How important is the quality of the following services to you?




























## Cleanliness and good maintenance of stations (%)

		Very important	Rather important	Rather unimportant	Not important at all	Not applicable (SPONTANEOUS)	Don't know	Total 'Important'	Total 'Not important'
EU26		65	29	2	1	2	1	94	3
BE		57	35	2	1	4	1	92	3
BG		81	15	0	1	2	1	96	1
CZ		60	32	2	1	2	3	92	3
DK		43	45	7	1	3	1	88	8
DE		56	37	3	1	2	1	93	4
EE		61	22	1	1	5	10	83	2
IE		72	22	2	2	1	1	94	4
EL		77	19	1	1	1	1	96	2
ES		69	29	2	0	0	0	98	2
FR		59	36	2	1	1	1	95	3
HR		69	22	2	2	4	1	91	4
IT		85	13	2	0	0	0	98	2
LV		60	31	4	3	1	1	91	7
LT		53	25	2	2	16	2	78	4
LU		64	29	2	0	4	1	93	2
HU		58	16	1	1	23	1	74	2
NL		52	41	1	1	4	1	93	2
AT		63	32	3	1	0	1	95	4
PL		71	24	2	1	2	0	95	3
PT		69	28	1	1	1	0	97	2
RO		69	10	3	2	14	2	79	5
SI		69	27	2	1	0	1	96	3
SK		71	22	4	1	1	1	93	5
FI		44	45	4	2	1	4	89	6
SE		41	47	6	1	3	2	88	7
UK		64	30	2	2	2	0	94	4






























## Q5.8 How important is the quality of the following services to you?




























**Parking facilities for cars and bikes at stations (including parking facilities for persons with disabilities)**  
(%)

		Very important	Rather important	Rather unimportant	Not important at all	Not applicable (SPONTANEOUS)	Don't know	Total 'Important'	Total 'Not important'
EU26		59	24	5	5	5	2	83	10
BE		68	22	2	3	4	1	90	5
BG		71	19	1	3	4	2	90	4
CZ		45	26	10	7	7	5	71	17
DK		50	26	10	5	6	3	76	15
DE		52	26	10	5	5	2	78	15
EE		48	22	5	7	5	13	70	12
IE		65	20	3	6	5	1	85	9
EL		71	22	1	3	1	2	93	4
ES		68	26	3	1	1	1	94	4
FR		60	30	3	2	2	3	90	5
HR		60	22	5	5	6	2	82	10
IT		76	16	3	2	1	2	92	5
LV		53	25	7	11	2	2	78	18
LT		43	22	5	9	18	3	65	14
LU		69	21	2	2	5	1	90	4
HU		40	20	2	6	29	3	60	8
NL		60	24	5	2	7	2	84	7
AT		59	22	9	4	4	2	81	13
PL		65	24	4	2	4	1	89	6
PT		68	27	2	1	1	1	95	3
RO		56	17	3	4	16	4	73	7
SI		69	23	3	4	0	1	92	7
SK		55	24	7	7	5	2	79	14
FI		39	35	11	8	1	6	74	19
SE		42	26	11	11	7	3	68	22
UK		49	22	7	12	9	1	71	19




























**Q5T.1** How important is the quality of the following services to you?**Provision of information about train timetables and platforms (%)***(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)*

		Very important	Rather important	Rather unimportant	Not important at all	Not applicable (SPONTANEOUS)	Don't know	Total 'Important'	Total 'Not important'
EU26		73	23	2	1	0	1	96	3
BE		71	26	1	1	1	0	97	2
BG		80	16	1	1	1	1	96	2
CZ		69	24	3	1	1	2	93	4
DK		67	25	5	1	1	1	92	6
DE		65	29	3	1	1	1	94	4
EE		74	20	2	1	1	2	94	3
IE		77	18	2	2	0	1	95	4
EL		66	30	2	1	1	0	96	3
ES		71	27	1	1	0	0	98	2
FR		72	26	1	0	0	1	98	1
HR		72	23	3	2	0	0	95	5
IT		83	16	1	0	0	0	99	1
LV		64	26	4	4	1	1	90	8
LT		61	27	3	3	4	2	88	6
LU		72	26	1	0	1	0	98	1
HU		74	21	0	1	3	1	95	1
NL		69	26	3	1	0	1	95	4
AT		70	25	3	1	0	1	95	4
PL		77	20	1	1	1	0	97	2
PT		71	26	1	1	0	1	97	2
RO		68	21	4	4	2	1	89	8
SI		72	24	1	2	0	1	96	3
SK		66	27	4	2	1	0	93	6
FI		58	31	6	2	1	2	89	8
SE		77	20	1	0	1	1	97	1
UK		79	18	1	2	0	0	97	3

**Q5T.2** How important is the quality of the following services to you?**Ease of buying tickets (%)***(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)*




























		Very important	Rather important	Rather unimportant	Not important at all	Not applicable (SPONTANEOUS)	Don't know	Total 'Important'	Total 'Not important'
EU26		71	25	2	1	1	0	96	3
BE		70	25	2	1	1	1	95	3
BG		73	22	1	2	1	1	95	3
CZ		65	27	3	1	2	2	92	4
DK		70	20	5	2	2	1	90	7
DE		69	25	3	1	1	1	94	4
EE		85	10	1	1	1	2	95	2
IE		75	18	1	2	3	1	93	3
EL		68	29	1	1	0	1	97	2
ES		66	30	2	2	0	0	96	4
FR		65	32	1	1	1	0	97	2
HR		73	24	2	1	0	0	97	3
IT		78	20	1	1	0	0	98	2
LV		64	29	3	4	0	0	93	7
LT		64	26	3	2	4	1	90	5
LU		63	33	2	1	1	0	96	3
HU		65	22	1	2	9	1	87	3
NL		60	27	4	3	6	0	87	7
AT		77	19	2	1	0	1	96	3
PL		76	22	1	1	0	0	98	2
PT		72	26	1	1	0	0	98	2
RO		71	21	3	3	2	0	92	6
SI		66	30	2	1	0	1	96	3
SK		66	27	3	2	1	1	93	5
FI		75	20	2	1	0	2	95	3
SE		77	19	2	1	0	1	96	3
UK		74	22	2	1	1	0	96	3

**Q5T.3** How important is the quality of the following services to you?**Availability of through-tickets (i.e. one ticket for several segments of one whole journey by rail) (%)***(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)*




























		Very important	Rather important	Rather unimportant	Not important at all	Not applicable (SPONTANEOUS)	Don't know	Total 'Important'	Total 'Not important'
EU26		52	34	6	3	3	2	86	9
BE		41	43	8	3	4	1	84	11
BG		56	29	3	4	4	4	85	7
CZ		45	36	9	3	4	3	81	12
DK		50	27	10	4	6	3	77	14
DE		56	29	8	2	3	2	85	10
EE		43	19	6	7	12	13	62	13
IE		54	26	6	6	5	3	80	12
EL		57	33	3	3	1	3	90	6
ES		57	34	4	2	2	1	91	6
FR		44	46	4	1	2	3	90	5
HR		50	32	5	7	3	3	82	12
IT		56	31	5	3	1	4	87	8
LV		28	36	14	16	4	2	64	30
LT		38	24	9	9	16	4	62	18
LU		52	41	3	1	3	0	93	4
HU		41	25	6	6	19	3	66	12
NL		48	36	6	3	5	2	84	9
AT		56	32	7	2	1	2	88	9
PL		57	30	5	3	4	1	87	8
PT		57	31	6	2	2	2	88	8
RO		61	28	4	3	2	2	89	7
SI		48	38	5	6	0	3	86	11
SK		54	32	5	3	3	3	86	8
FI		49	41	4	3	1	2	90	7
SE		49	36	7	2	3	3	85	9
UK		46	35	7	6	4	2	81	13

**Q5T.4** How important is the quality of the following services to you?**Provision of information on connecting services with other modes of transport (%)**

(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)




























		Very important	Rather important	Rather unimportant	Not important at all	Not applicable (SPONTANEOUS)	Don't know	Total 'Important'	Total 'Not important'
EU26		59	31	5	2	2	1	90	7
BE		58	33	4	2	2	1	91	6
BG		63	28	3	4	1	1	91	7
CZ		54	31	9	2	2	2	85	11
DK		56	30	7	2	3	2	86	9
DE		56	33	6	2	1	2	89	8
EE		46	29	9	5	4	7	75	14
IE		64	25	5	4	1	1	89	9
EL		62	33	2	1	1	1	95	3
ES		64	28	5	2	1	0	92	7
FR		49	42	4	2	1	2	91	6
HR		61	29	3	4	1	2	90	7
IT		73	21	3	1	1	1	94	4
LV		35	42	13	7	2	1	77	20
LT		44	30	10	9	5	2	74	19
LU		61	33	4	1	0	1	94	5
HU		56	32	3	3	5	1	88	6
NL		56	34	5	3	1	1	90	8
AT		64	27	5	2	1	1	91	7
PL		62	29	4	2	2	1	91	6
PT		65	28	3	1	2	1	93	4
RO		66	23	4	3	3	1	89	7
SI		55	36	4	3	0	2	91	7
SK		51	32	8	5	3	1	83	13
FI		38	40	12	5	1	4	78	17
SE		54	33	6	2	3	2	87	8
UK		53	31	8	5	2	1	84	13

**Q5T.5** How important is the quality of the following services to you?**Availability of tickets for a journey using several modes (i.e. tram, metro, bus, local trains) (%)***(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)*




























		Very important	Rather important	Rather unimportant	Not important at all	Not applicable (SPONTANEOUS)	Don't know	Total 'Important'	Total 'Not important'
EU26		49	35	7	4	3	2	84	11
BE		40	44	10	2	3	1	84	12
BG		49	31	5	4	7	4	80	9
CZ		43	35	11	3	4	4	78	14
DK		46	29	12	4	5	4	75	16
DE		50	33	9	3	2	3	83	12
EE		43	24	8	9	9	7	67	17
IE		55	26	6	7	4	2	81	13
EL		57	36	1	2	1	3	93	3
ES		55	35	4	3	2	1	90	7
FR		38	48	7	3	2	2	86	10
HR		51	28	6	9	3	3	79	15
IT		59	30	4	3	1	3	89	7
LV		34	39	14	11	2	0	73	25
LT		39	30	10	9	10	2	69	19
LU		55	38	4	2	1	0	93	6
HU		44	33	4	5	12	2	77	9
NL		40	40	8	3	7	2	80	11
AT		52	32	9	2	2	3	84	11
PL		47	40	5	5	2	1	87	10
PT		62	28	4	2	3	1	90	6
RO		55	31	4	4	4	2	86	8
SI		48	41	4	4	0	3	89	8
SK		45	34	8	5	5	3	79	13
FI		40	39	10	4	2	5	79	14
SE		44	37	10	3	4	2	81	13
UK		44	33	10	6	5	2	77	16

**Q5T.6** How important is the quality of the following services to you?**Easy and accessible complaint- handling mechanisms (%)**

(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)

		Very important	Rather important	Rather unimportant	Not important at all	Not applicable (SPONTANEOUS)	Don't know	Total 'Important'	Total 'Not important'
EU26		47	34	7	4	4	4	81	11
BE		50	39	5	1	4	1	89	6
BG		44	33	8	4	7	4	77	12
CZ		28	26	12	6	13	15	54	18
DK		38	30	15	3	5	9	68	18
DE		46	34	9	3	4	4	80	12
EE		27	30	10	13	5	15	57	23
IE		49	34	7	5	3	2	83	12
EL		46	43	4	3	1	3	89	7
ES		58	33	5	2	1	1	91	7
FR		38	44	4	3	5	6	82	7
HR		45	34	6	8	4	3	79	14
IT		66	24	3	2	1	4	90	5
LV		24	36	18	14	5	3	60	32
LT		25	30	11	12	10	12	55	23
LU		41	49	2	4	3	1	90	6
HU		37	33	6	3	16	5	70	9
NL		45	39	6	2	4	4	84	8
AT		44	31	13	2	5	5	75	15
PL		40	34	9	6	8	3	74	15
PT		64	27	4	1	1	3	91	5
RO		50	30	8	4	4	4	80	12
SI		28	40	18	8	1	5	68	26
SK		40	32	6	4	10	8	72	10
FI		26	41	15	8	2	8	67	23
SE		38	40	12	1	5	4	78	13
UK		45	36	7	5	4	3	81	12

**Q5T.7** How important is the quality of the following services to you?**Cleanliness and good maintenance of stations (%)***(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)*




























		Very important	Rather important	Rather unimportant	Not important at all	Not applicable (SPONTANEOUS)	Don't know	Total 'Important'	Total 'Not important'
EU26		66	31	2	1	0	0	97	3
BE		57	39	3	0	1	0	96	3
BG		82	17	0	0	1	0	99	0
CZ		62	35	2	0	0	1	97	2
DK		42	48	8	1	1	0	90	9
DE		56	40	2	1	0	1	96	3
EE		67	27	1	1	1	3	94	2
IE		74	24	1	0	0	1	98	1
EL		78	20	1	1	0	0	98	2
ES		69	28	2	1	0	0	97	3
FR		59	38	2	0	0	1	97	2
HR		73	24	2	1	0	0	97	3
IT		85	13	2	0	0	0	98	2
LV		60	34	4	2	0	0	94	6
LT		63	30	2	1	3	1	93	3
LU		64	33	2	0	1	0	97	2
HU		74	22	1	0	3	0	96	1
NL		54	45	1	0	0	0	99	1
AT		63	33	3	1	0	0	96	4
PL		72	26	2	0	0	0	98	2
PT		69	29	1	0	0	1	98	1
RO		83	11	3	2	1	0	94	5
SI		68	30	1	1	0	0	98	2
SK		72	22	4	1	0	1	94	5
FI		45	47	4	2	1	1	92	6
SE		43	49	6	1	0	1	92	7
UK		65	32	2	1	0	0	97	3



**Q5T.8** How important is the quality of the following services to you?**Parking facilities for cars and bikes at stations (including parking facilities for persons with disabilities)**

(%)




























(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)

		Very important	Rather important	Rather unimportant	Not important at all	Not applicable (SPONTANEOUS)	Don't know	Total 'Important'	Total 'Not important'
EU26		60	25	6	5	3	1	85	11
BE		68	25	3	2	2	0	93	5
BG		69	20	2	3	4	2	89	5
CZ		45	27	11	7	6	4	72	18
DK		49	29	11	4	5	2	78	15
DE		52	28	11	4	4	1	80	15
EE		52	28	6	8	2	4	80	14
IE		65	22	4	4	4	1	87	8
EL		72	22	1	2	1	2	94	3
ES		68	27	3	1	0	1	95	4
FR		59	30	4	2	2	3	89	6
HR		62	23	7	6	1	1	85	13
IT		76	16	4	2	1	1	92	6
LV		51	27	8	11	2	1	78	19
LT		48	29	6	8	7	2	77	14
LU		71	22	2	2	3	0	93	4
HU		48	28	3	6	13	2	76	9
NL		61	26	6	3	3	1	87	9
AT		59	22	9	4	4	2	81	13
PL		65	25	4	3	3	0	90	7
PT		68	28	2	0	1	1	96	2
RO		66	20	4	5	3	2	86	9
SI		68	24	3	4	0	1	92	7
SK		54	24	7	7	6	2	78	14
FI		40	36	11	8	1	4	76	19
SE		42	28	11	12	5	2	70	23
UK		49	23	8	11	8	1	72	19

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## Q6.1 Are you satisfied or not with the following features of railway travel?

## Frequency of the trains (%)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		18	48	16	6	6	6	66	22
BE		15	53	17	4	8	3	68	21
BG		7	28	26	12	17	10	35	38
CZ		22	50	12	2	5	9	72	14
DK		29	48	10	3	5	5	77	13
DE		17	52	15	4	5	7	69	19
EE		14	27	11	2	16	30	41	13
IE		30	42	14	7	4	3	72	21
EL		15	39	19	7	5	15	54	26
ES		19	47	18	8	6	2	66	26
FR		12	55	19	6	4	4	67	25
HR		11	31	22	13	13	10	42	35
IT		13	46	19	9	5	8	59	28
LV		11	49	16	4	12	8	60	20
LT		14	25	8	2	41	10	39	10
LU		22	54	12	3	6	3	76	15
HU		15	36	9	2	35	3	51	11
NL		26	52	8	1	6	7	78	9
AT		30	47	13	2	3	5	77	15
PL		9	51	22	4	7	7	60	26
PT		29	37	11	10	6	7	66	21
RO		15	34	18	9	18	6	49	27
SI		12	36	22	9	3	18	48	31
SK		24	51	14	4	1	6	75	18
FI		17	56	11	3	3	10	73	14
SE		20	51	11	2	9	7	71	13
UK		28	48	12	5	4	3	76	17




























## Q6.2 Are you satisfied or not with the following features of railway travel?

## Punctuality and reliability (%)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		16	43	22	10	5	4	59	32
BE		11	47	24	10	6	2	58	34
BG		9	35	26	11	12	7	44	37
CZ		15	54	18	3	4	6	69	21
DK		19	47	16	5	6	7	66	21
DE		12	37	31	12	3	5	49	43
EE		38	22	0	0	16	24	60	0
IE		38	44	8	4	3	3	82	12
EL		19	41	16	8	5	11	60	24
ES		29	48	11	6	5	1	77	17
FR		7	40	31	18	2	2	47	49
HR		13	35	19	11	14	8	48	30
IT		13	39	28	13	4	3	52	41
LV		28	57	2	0	8	5	85	2
LT		27	24	1	1	40	7	51	2
LU		14	53	21	7	4	1	67	28
HU		11	38	11	4	34	2	49	15
NL		19	54	13	2	6	6	73	15
AT		36	47	11	1	2	3	83	12
PL		9	59	18	4	5	5	68	22
PT		38	38	8	6	5	5	76	14
RO		14	28	23	14	17	4	42	37
SI		20	42	15	6	3	14	62	21
SK		20	53	18	6	1	2	73	24
FI		17	55	15	3	2	8	72	18
SE		10	39	28	13	6	4	49	41
UK		23	46	18	8	3	2	69	26




























## Q6.3 Are you satisfied or not with the following features of railway travel?

## Provision of information during the journey, in particular in case of delay (%)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		17	38	22	9	8	6	55	31
BE		14	42	26	7	8	3	56	33
BG		8	25	28	16	14	9	33	44
CZ		22	43	16	3	6	10	65	19
DK		20	44	15	4	8	9	64	19
DE		15	33	29	10	5	8	48	39
EE		21	19	2	0	19	39	40	2
IE		31	44	12	4	5	4	75	16
EL		13	33	23	9	6	16	46	32
ES		20	39	20	9	9	3	59	29
FR		11	36	33	13	4	3	47	46
HR		13	32	18	10	16	11	45	28
IT		15	36	25	12	6	6	51	37
LV		15	42	10	2	20	11	57	12
LT		17	21	5	1	42	14	38	6
LU		13	46	26	6	6	3	59	32
HU		12	31	13	4	36	4	43	17
NL		18	45	16	4	8	9	63	20
AT		27	42	18	3	4	6	69	21
PL		12	50	20	5	8	5	62	25
PT		28	35	11	10	9	7	63	21
RO		15	22	24	15	18	6	37	39
SI		18	37	14	5	4	22	55	19
SK		27	45	16	5	3	4	72	21
FI		24	49	11	1	3	12	73	12
SE		16	39	22	8	9	6	55	30
UK		27	46	14	7	4	2	73	21




























## Q6.4 Are you satisfied or not with the following features of railway travel?

## Availability of wifi on trains (%)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		13	28	16	10	18	15	41	26
BE		10	32	16	11	24	7	42	27
BG		4	15	10	10	44	17	19	20
CZ		11	28	18	5	18	20	39	23
DK		15	23	12	7	25	18	38	19
DE		9	24	21	10	16	20	33	31
EE		14	17	4	1	22	42	31	5
IE		25	34	11	7	14	9	59	18
EL		5	19	18	11	10	37	24	29
ES		16	29	17	12	17	9	45	29
FR		14	39	14	9	14	10	53	23
HR		9	17	11	10	28	25	26	21
IT		14	21	14	16	12	23	35	30
LV		15	32	7	2	32	12	47	9
LT		14	17	5	2	47	15	31	7
LU		15	32	21	7	18	7	47	28
HU		8	17	9	7	51	8	25	16
NL		15	34	12	5	19	15	49	17
AT		17	35	17	5	12	14	52	22
PL		12	36	16	7	18	11	48	23
PT		24	23	9	10	19	15	47	19
RO		13	18	15	10	30	14	31	25
SI		10	23	9	9	11	38	33	18
SK		18	33	17	6	18	8	51	23
FI		12	37	11	3	9	28	49	14
SE		13	33	15	6	21	12	46	21
UK		13	26	18	14	22	7	39	32




























## Q6.5 Are you satisfied or not with the following features of railway travel?

## Availability of assistance on trains (%)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		14	42	17	6	11	10	56	23
BE		13	51	14	4	14	4	64	18
BG		8	34	21	8	18	11	42	29
CZ		15	42	11	1	11	20	57	12
DK		13	35	15	3	16	18	48	18
DE		11	46	16	5	8	14	57	21
EE		12	15	1	0	23	49	27	1
IE		20	40	18	6	9	7	60	24
EL		11	32	21	8	7	21	43	29
ES		17	47	12	9	11	4	64	21
FR		10	46	20	6	8	10	56	26
HR		12	32	9	7	23	17	44	16
IT		13	35	26	11	5	10	48	37
LV		14	47	8	1	19	11	61	9
LT		12	20	2	0	47	19	32	2
LU		15	52	17	3	10	3	67	20
HU		12	26	5	2	48	7	38	7
NL		13	40	17	2	13	15	53	19
AT		25	46	14	2	6	7	71	16
PL		9	50	15	2	12	12	59	17
PT		28	34	10	8	10	10	62	18
RO		13	23	23	13	20	8	36	36
SI		17	36	11	2	5	29	53	13
SK		23	41	12	2	9	13	64	14
FI		13	49	9	3	5	21	62	12
SE		13	45	9	3	19	11	58	12
UK		19	42	15	7	12	5	61	22




























## Q6.6 Are you satisfied or not with the following features of railway travel?

**Cleanliness and good maintenance of rail carriages, including the train toilets (%)**

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		14	42	23	11	6	4	56	34
BE		12	52	20	6	7	3	64	26
BG		4	15	27	35	12	7	19	62
CZ		16	46	23	5	4	6	62	28
DK		19	43	17	4	8	9	62	21
DE		12	43	29	7	3	6	55	36
EE		30	27	1	0	17	25	57	1
IE		25	49	13	5	5	3	74	18
EL		8	29	27	16	6	14	37	43
ES		22	50	15	6	5	2	72	21
FR		11	51	23	9	3	3	62	32
HR		12	31	20	9	16	12	43	29
IT		9	28	31	24	4	4	37	55
LV		11	53	12	3	13	8	64	15
LT		19	28	3	1	40	9	47	4
LU		14	51	21	4	7	3	65	25
HU		6	29	20	9	34	2	35	29
NL		10	51	20	4	7	8	61	24
AT		26	51	16	2	1	4	77	18
PL		10	50	25	6	5	4	60	31
PT		28	31	13	9	9	10	59	22
RO		9	15	24	30	17	5	24	54
SI		15	39	18	5	4	19	54	23
SK		14	39	31	13	1	2	53	44
FI		18	56	13	2	2	9	74	15
SE		17	51	15	3	8	6	68	18
UK		21	42	19	12	4	2	63	31

## Q6.7 Are you satisfied or not with the following features of railway travel?




























## Availability of seats on trains (%)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		21	47	15	6	6	5	68	21
BE		18	52	17	3	7	3	70	20
BG		17	44	13	5	14	7	61	18
CZ		27	51	9	2	4	7	78	11
DK		28	46	9	3	7	7	74	12
DE		19	44	21	6	4	6	63	27
EE		21	28	9	1	16	25	49	10
IE		28	41	16	8	3	4	69	24
EL		20	44	14	4	5	13	64	18
ES		25	53	9	6	5	2	78	15
FR		18	57	13	5	3	4	75	18
HR		21	41	8	4	16	10	62	12
IT		20	46	17	8	5	4	66	25
LV		20	55	7	0	11	7	75	7
LT		24	25	2	0	41	8	49	2
LU		24	57	7	4	6	2	81	11
HU		25	33	4	1	35	2	58	5
NL		17	48	17	5	6	7	65	22
AT		31	47	12	2	3	5	78	14
PL		19	57	10	2	7	5	76	12
PT		35	41	6	6	6	6	76	12
RO		18	38	13	9	17	5	56	22
SI		26	47	8	2	3	14	73	10
SK		26	49	15	6	1	3	75	21
FI		32	50	5	1	2	10	82	6
SE		34	44	8	2	8	4	78	10
UK		19	37	22	15	4	3	56	37






























**Q6T.1** Are you satisfied or not with the following features of railway travel?**Frequency of the trains (%)**




























(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		19	52	18	6	2	3	71	24
BE		15	58	19	4	3	1	73	23
BG		8	33	31	13	7	8	41	44
CZ		24	54	13	2	2	5	78	15
DK		32	51	11	2	2	2	83	13
DE		19	55	16	4	2	4	74	20
EE		21	42	16	3	3	15	63	19
IE		32	45	14	7	1	1	77	21
EL		19	47	22	6	2	4	66	28
ES		18	49	21	8	2	2	67	29
FR		13	58	19	6	1	3	71	25
HR		15	38	25	15	3	4	53	40
IT		14	49	22	9	1	5	63	31
LV		12	55	20	4	5	4	67	24
LT		26	43	14	2	8	7	69	16
LU		24	57	13	2	2	2	81	15
HU		23	54	13	3	5	2	77	16
NL		31	57	8	0	1	3	88	8
AT		31	49	14	2	1	3	80	16
PL		9	56	24	5	2	4	65	29
PT		30	42	11	10	3	4	72	21
RO		20	43	22	10	3	2	63	32
SI		13	42	25	10	2	8	55	35
SK		24	52	14	4	1	5	76	18
FI		18	60	12	3	2	5	78	15
SE		22	56	12	2	4	4	78	14
UK		29	51	13	4	2	1	80	17




























**Q6T.2** Are you satisfied or not with the following features of railway travel?**Punctuality and reliability (%)***(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)*

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		17	47	24	10	1	1	64	34
BE		11	52	24	10	2	1	63	34
BG		11	42	28	12	3	4	53	40
CZ		16	58	19	3	1	3	74	22
DK		20	50	17	5	3	5	70	22
DE		12	39	33	13	1	2	51	46
EE		58	33	1	0	1	7	91	1
IE		41	45	8	4	1	1	86	12
EL		24	48	18	8	1	1	72	26
ES		28	51	13	6	1	1	79	19
FR		6	43	31	18	0	2	49	49
HR		17	44	22	12	3	2	61	34
IT		14	43	29	13	0	1	57	42
LV		32	61	3	0	2	2	93	3
LT		49	38	3	0	7	3	87	3
LU		14	55	24	5	1	1	69	29
HU		17	57	16	6	3	1	74	22
NL		21	61	14	2	0	2	82	16
AT		37	49	11	1	1	1	86	12
PL		10	63	20	4	1	2	73	24
PT		41	39	9	7	2	2	80	16
RO		18	35	29	15	3	0	53	44
SI		24	47	17	7	1	4	71	24
SK		20	53	19	6	0	2	73	25
FI		17	59	16	4	1	3	76	20
SE		11	43	31	12	2	1	54	43
UK		24	47	20	8	0	1	71	28




























**Q6T.3** Are you satisfied or not with the following features of railway travel?**Provision of information during the journey, in particular in case of delay (%)***(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)*

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		19	42	24	9	3	3	61	33
BE		14	48	28	5	3	2	62	33
BG		10	29	33	17	6	5	39	50
CZ		24	46	17	4	3	6	70	21
DK		21	47	16	5	5	6	68	21
DE		16	36	31	10	3	4	52	41
EE		32	30	2	0	6	30	62	2
IE		34	46	12	4	2	2	80	16
EL		13	41	26	10	3	7	54	36
ES		20	42	22	9	5	2	62	31
FR		11	38	34	14	2	1	49	48
HR		19	41	18	13	4	5	60	31
IT		15	40	26	13	2	4	55	39
LV		17	47	12	2	15	7	64	14
LT		28	37	9	1	10	15	65	10
LU		15	47	29	5	3	1	62	34
HU		16	48	20	7	6	3	64	27
NL		20	51	18	4	3	4	71	22
AT		28	44	19	3	2	4	72	22
PL		12	55	21	6	3	3	67	27
PT		31	36	12	11	5	5	67	23
RO		19	27	31	18	3	2	46	49
SI		20	45	16	7	2	10	65	23
SK		28	46	16	5	2	3	74	21
FI		26	52	11	1	2	8	78	12
SE		18	41	25	9	4	3	59	34
UK		28	48	15	6	2	1	76	21




























**Q6T.4** Are you satisfied or not with the following features of railway travel?**Availability of wifi on trains (%)***(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)*

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		13	29	19	12	15	12	42	31
BE		9	33	19	13	20	6	42	32
BG		5	17	12	12	38	16	22	24
CZ		12	29	20	6	16	17	41	26
DK		16	24	13	7	24	16	40	20
DE		10	24	23	11	15	17	34	34
EE		21	26	7	1	10	35	47	8
IE		27	36	12	7	11	7	63	19
EL		5	22	24	14	7	28	27	38
ES		16	30	19	14	13	8	46	33
FR		12	38	17	12	13	8	50	29
HR		12	21	15	13	19	20	33	28
IT		14	23	16	17	10	20	37	33
LV		17	35	8	2	29	9	52	10
LT		22	28	9	4	19	18	50	13
LU		16	32	24	7	15	6	48	31
HU		13	25	14	11	29	8	38	25
NL		16	38	15	6	15	10	54	21
AT		18	36	19	5	10	12	54	24
PL		13	39	17	8	15	8	52	25
PT		23	25	11	13	15	13	48	24
RO		16	23	19	12	19	11	39	31
SI		10	26	12	12	11	29	36	24
SK		17	34	17	7	17	8	51	24
FI		12	40	13	4	8	23	52	17
SE		14	36	18	7	17	8	50	25
UK		13	27	20	15	19	6	40	35

**Q6T.5** Are you satisfied or not with the following features of railway travel?**Availability of assistance on trains (%)***(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)*

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		15	46	18	6	7	8	61	24
BE		13	57	14	5	9	2	70	19
BG		9	41	24	9	10	7	50	33
CZ		17	44	12	1	8	18	61	13
DK		14	37	15	4	14	16	51	19
DE		12	49	18	5	6	10	61	23
EE		18	24	2	0	11	45	42	2
IE		21	42	18	6	7	6	63	24
EL		12	40	26	7	3	12	52	33
ES		16	50	13	9	8	4	66	22
FR		9	48	23	6	6	8	57	29
HR		16	43	10	7	12	12	59	17
IT		13	38	28	11	2	8	51	39
LV		16	54	10	1	11	8	70	11
LT		21	34	4	0	17	24	55	4
LU		16	58	15	2	7	2	74	17
HU		18	40	7	4	24	7	58	11
NL		14	46	19	2	9	10	60	21
AT		26	49	14	2	4	5	75	16
PL		10	54	16	1	9	10	64	17
PT		31	37	11	8	7	6	68	19
RO		17	30	29	15	6	3	47	44
SI		21	43	11	3	3	19	64	14
SK		23	42	13	2	8	12	65	15
FI		13	53	9	3	4	18	66	12
SE		15	50	10	3	13	9	65	13
UK		19	44	16	7	10	4	63	23




























**Q6T.6** Are you satisfied or not with the following features of railway travel?**Cleanliness and good maintenance of rail carriages, including the train toilets (%)***(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)*

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		15	46	25	11	1	2	61	36
BE		12	57	22	6	2	1	69	28
BG		5	17	32	40	3	3	22	72
CZ		17	50	26	4	1	2	67	30
DK		20	46	19	4	5	6	66	23
DE		12	47	30	7	1	3	59	37
EE		46	43	2	0	2	7	89	2
IE		27	52	13	5	2	1	79	18
EL		10	34	34	16	2	4	44	50
ES		21	54	17	6	1	1	75	23
FR		10	52	26	9	1	2	62	35
HR		16	43	25	10	3	3	59	35
IT		9	31	34	24	0	2	40	58
LV		13	61	14	3	5	4	74	17
LT		33	48	6	1	7	5	81	7
LU		15	56	21	4	2	2	71	25
HU		8	43	30	15	3	1	51	45
NL		10	59	23	5	1	2	69	28
AT		26	54	17	2	0	1	80	19
PL		10	55	27	6	1	1	65	33
PT		31	34	15	9	5	6	65	24
RO		12	19	30	36	3	0	31	66
SI		18	48	21	5	2	6	66	26
SK		14	39	31	14	1	1	53	45
FI		19	60	14	2	1	4	79	16
SE		19	57	17	3	2	2	76	20
UK		21	44	20	12	2	1	65	32




























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**Q6T.7** Are you satisfied or not with the following features of railway travel?**Availability of seats on trains (%)***(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)*




























		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		22	51	16	7	2	2	73	23
BE		20	57	17	3	2	1	77	20
BG		19	52	16	6	4	3	71	22
CZ		29	55	10	2	1	3	84	12
DK		29	49	10	4	4	4	78	14
DE		21	47	22	6	2	2	68	28
EE		31	43	14	2	2	8	74	16
IE		29	43	16	9	1	2	72	25
EL		25	51	16	3	2	3	76	19
ES		23	59	11	5	1	1	82	16
FR		19	60	13	4	2	2	79	17
HR		29	50	11	5	3	2	79	16
IT		21	51	17	8	1	2	72	25
LV		23	62	8	1	3	3	85	9
LT		44	42	4	1	6	3	86	5
LU		25	61	8	3	2	1	86	11
HU		37	49	6	2	5	1	86	8
NL		19	55	18	6	1	1	74	24
AT		32	49	13	2	1	3	81	15
PL		21	62	11	2	2	2	83	13
PT		36	46	7	7	1	3	82	14
RO		22	47	17	10	3	1	69	27
SI		30	56	8	2	1	3	86	10
SK		26	50	15	6	1	2	76	21
FI		34	53	6	1	1	5	87	7
SE		38	48	9	2	2	1	86	11
UK		19	39	23	16	1	2	58	39

**Q6rb** Satisfaction index of railway travels  
(%)




























		19 to 21 points	16 to 18 points	13 to 15 points	10 to 12 points	7 to 9 points	4 to 6 points	1 to 3 points	0 points	Very high	High	Medium	Low	Average
EU26		4	10	27	30	23	5	2	0	14	48	34	4	11.5
BE		3	10	29	32	22	4	0	0	12	53	32	3	11.7
BG		2	3	12	24	41	14	4	0	5	27	57	12	9.1
CZ		3	14	35	29	17	2	0	0	17	57	26	1	12.5
DK		3	13	34	30	17	1	0	0	17	56	27	1	12.4
DE		2	7	24	36	25	5	1	0	9	49	38	4	11.1
EE		5	12	28	14	40	0	0	0	17	39	44	0	11.5
IE		12	19	31	21	12	2	1	1	31	48	18	2	13.5
EL		3	9	20	27	32	7	3	0	11	37	45	6	10.6
ES		6	15	31	27	14	5	0	1	21	52	23	4	12.5
FR		3	7	27	33	23	5	2	0	10	50	36	5	11.2
HR		4	7	18	25	36	8	2	0	11	35	47	7	10.3
IT		2	8	19	32	26	10	3	0	10	40	42	8	10.5
LV		4	13	36	26	19	1	0	0	17	56	26	0	12.5
LT		6	12	22	12	47	1	0	0	18	31	50	0	11.1
LU		4	12	36	28	16	3	0	0	17	55	27	1	12.5
HU		2	8	22	22	43	2	0	0	10	39	50	1	10.6
NL		2	14	34	28	20	1	0	0	17	55	27	1	12.4
AT		9	20	39	23	8	0	0	0	29	56	15	0	13.8
PL		2	9	32	33	20	3	0	0	11	56	31	2	11.8
PT		12	16	28	22	18	4	0	0	28	44	26	2	13.0
RO		5	5	15	19	40	11	3	1	10	27	52	11	9.7
SI		4	12	26	25	28	4	1	0	16	43	38	2	11.6
SK		6	15	33	29	14	3	1	0	21	54	23	2	12.7
FI		3	17	40	27	13	0	0	0	20	59	21	0	13.0
SE		3	12	33	28	20	4	0	0	15	54	30	2	12.1
UK		6	14	29	26	17	5	2	0	20	48	28	4	12.2



**Q6r** Satisfaction index of railway travels  
(%)

		High	Medium	Low
EU26		42	51	7
BE		40	54	6
BG		23	57	20
CZ		56	42	2
DK		59	39	2
DE		33	60	7
EE		84	15	1
IE		59	37	4
EL		38	51	11
ES		53	41	6
FR		32	60	8
HR		40	47	13
IT		31	55	14
LV		68	31	1
LT		82	17	1
LU		47	50	3
HU		53	44	3
NL		53	45	2
AT		66	33	1
PL		44	52	4
PT		62	33	5
RO		30	51	19
SI		53	41	6
SK		50	46	4
FI		65	34	1
SE		50	46	4
UK		47	46	7




























**C1** Overall satisfaction index of railway transport (%)

		High	Medium	Low
EU26		43	52	5
BE		44	53	3
BG		25	62	13
CZ		58	41	1
DK		60	38	2
DE		33	61	6
EE		85	14	1
IE		66	32	2
EL		40	51	9
ES		53	44	3
FR		33	63	4
HR		43	49	8
IT		27	63	10
LV		65	34	1
LT		82	17	1
LU		52	47	1
HU		49	47	4
NL		59	39	2
AT		66	33	1
PL		45	52	3
PT		62	35	3
RO		27	58	15
SI		54	42	4
SK		51	47	2
FI		60	39	1
SE		52	45	3
UK		55	41	4

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**C1b** Overall satisfaction index of railway transport (%)

		40 to 45 points	32 to 39 points	26 to 31 points	20 to 25 points	14 to 19 points	8 to 13 points	2 to 7 points	0 to 1 point	Very high	High	Medium	Low	Average
EU26		2	16	33	28	18	3	1	0	10	52	36	3	25.4
BE		2	16	36	31	14	2	0	0	9	57	32	2	25.9
BG		1	4	17	32	38	7	1	0	3	28	63	6	20.8
CZ		2	20	40	26	11	0	0	0	10	65	25	0	26.9
DK		2	22	37	27	12	1	0	0	11	59	29	0	26.8
DE		1	11	33	31	19	3	0	0	6	50	40	3	24.5
EE		1	19	28	14	38	0	0	0	8	47	45	0	24.0
IE		9	34	29	18	9	1	0	0	26	53	19	1	29.5
EL		2	15	25	26	26	5	1	0	9	41	46	4	23.7
ES		4	23	37	22	11	2	1	0	15	59	24	3	27.4
FR		2	10	38	33	14	3	0	0	6	55	36	3	25.1
HR		2	12	24	26	30	4	1	0	8	40	48	5	23.1
IT		1	8	28	33	24	6	1	0	3	44	47	5	22.8
LV		1	17	37	29	16	0	0	0	9	59	31	0	26.2
LT		2	15	25	14	44	0	0	0	10	37	53	0	23.1
LU		5	25	38	22	10	1	0	0	16	62	21	1	28.1
HU		1	11	26	22	40	1	0	0	5	43	51	1	22.5
NL		1	23	39	22	14	1	0	0	11	62	26	1	27.0
AT		7	33	35	19	6	1	0	0	22	61	17	1	29.6
PL		1	15	37	30	15	1	0	0	8	59	32	1	25.7
PT		9	24	30	21	13	2	0	0	22	50	27	1	28.2
RO		2	8	18	25	37	7	2	1	7	28	57	8	21.2
SI		2	19	29	27	21	2	0	0	12	49	38	2	25.6
SK		5	22	37	26	9	1	0	0	15	60	23	1	27.8
FI		1	22	42	23	10	0	0	0	9	68	23	0	27.3
SE		2	18	40	24	14	1	0	0	8	63	29	1	26.3
UK		5	27	31	23	11	2	1	0	18	54	26	2	27.6




























**Q7.1** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility

**Accessibility of stations or platforms (%)**

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		13	40	19	8	10	10	53	27
BE		19	46	16	6	10	3	65	22
BG		4	22	29	19	17	9	26	48
CZ		16	42	16	3	8	15	58	19
DK		24	40	8	3	14	11	64	11
DE		10	33	24	8	11	14	43	32
EE		18	22	5	2	25	28	40	7
IE		28	36	14	7	9	6	64	21
EL		11	37	19	9	6	18	48	28
ES		16	40	24	11	7	2	56	35
FR		8	53	22	6	4	7	61	28
HR		11	34	18	9	14	14	45	27
IT		8	35	23	10	7	17	43	33
LV		7	36	26	10	13	8	43	36
LT		11	19	5	2	51	12	30	7
LU		15	48	21	4	8	4	63	25
HU		7	25	9	4	48	7	32	13
NL		15	46	12	3	12	12	61	15
AT		29	39	12	2	8	10	68	14
PL		9	48	20	5	9	9	57	25
PT		23	29	20	13	5	10	52	33
RO		10	25	22	15	19	9	35	37
SI		12	31	23	7	3	24	43	30
SK		20	41	18	8	5	8	61	26
FI		12	51	10	2	5	20	63	12
SE		11	40	9	2	25	13	51	11
UK		23	42	12	5	10	8	65	17




























**Q7.2** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility

**Accessibility of the booking process, including pre-journey information about accessibility of the service and infrastructure and assistance (%)**

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		12	38	14	4	15	17	50	18
BE		12	51	12	3	17	5	63	15
BG		4	20	20	11	30	15	24	31
CZ		14	34	7	1	15	29	48	8
DK		14	31	9	2	22	22	45	11
DE		9	32	16	3	16	24	41	19
EE		8	13	2	1	32	44	21	3
IE		24	40	12	4	9	11	64	16
EL		11	37	18	5	6	23	48	23
ES		16	40	16	7	14	7	56	23
FR		8	52	18	4	7	11	60	22
HR		11	31	10	6	19	23	42	16
IT		9	33	14	6	10	28	42	20
LV		5	36	10	3	29	17	41	13
LT		13	18	2	1	52	14	31	3
LU		11	56	10	2	13	8	67	12
HU		7	21	5	3	56	8	28	8
NL		9	38	9	2	19	23	47	11
AT		20	37	9	2	15	17	57	11
PL		10	45	13	2	16	14	55	15
PT		25	30	15	11	7	12	55	26
RO		10	29	19	10	22	10	39	29
SI		10	30	13	3	6	38	40	16
SK		18	44	9	2	12	15	62	11
FI		5	37	8	1	10	39	42	9
SE		8	28	7	2	34	21	36	9
UK		19	42	9	3	15	12	61	12




























**Q7.3** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility

**Assistance by railway or station staff for persons with disabilities or persons with reduced mobility (%)**

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		11	30	15	7	17	20	41	22
BE		11	39	16	5	22	7	50	21
BG		3	16	23	17	25	16	19	40
CZ		10	25	11	3	19	32	35	14
DK		15	22	10	4	23	26	37	14
DE		10	27	14	6	18	25	37	20
EE		5	6	4	1	33	51	11	5
IE		19	31	14	9	14	13	50	23
EL		10	27	19	9	7	28	37	28
ES		17	31	20	10	15	7	48	30
FR		10	44	15	4	11	16	54	19
HR		9	23	14	6	21	27	32	20
IT		7	21	18	12	11	31	28	30
LV		4	24	17	6	30	19	28	23
LT		7	12	3	1	57	20	19	4
LU		11	43	16	3	16	11	54	19
HU		6	17	6	3	57	11	23	9
NL		9	32	11	3	19	26	41	14
AT		22	29	11	2	16	20	51	13
PL		6	36	20	4	17	17	42	24
PT		17	19	17	17	11	19	36	34
RO		7	18	21	19	22	13	25	40
SI		9	25	14	6	6	40	34	20
SK		13	27	12	5	20	23	40	17
FI		6	30	9	3	10	42	36	12
SE		4	20	9	3	41	23	24	12
UK		17	38	11	5	18	11	55	16




























**Q7.4** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility

**Accessibility of train carriages (%)**

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		11	36	21	8	12	12	47	29
BE		15	44	21	6	10	4	59	27
BG		3	15	29	24	20	9	18	53
CZ		13	34	19	4	10	20	47	23
DK		21	37	11	3	15	13	58	14
DE		8	29	25	6	14	18	37	31
EE		22	21	2	1	25	29	43	3
IE		24	37	15	7	9	8	61	22
EL		11	32	23	8	6	20	43	31
ES		17	34	24	13	8	4	51	37
FR		9	48	22	8	5	8	57	30
HR		9	28	19	12	16	16	37	31
IT		9	32	23	11	7	18	41	34
LV		5	29	29	15	13	9	34	44
LT		11	17	5	2	52	13	28	7
LU		14	52	19	4	7	4	66	23
HU		7	24	11	4	47	7	31	15
NL		11	42	15	4	14	14	53	19
AT		16	36	20	3	11	14	52	23
PL		7	42	21	3	14	13	49	24
PT		22	26	19	16	6	11	48	35
RO		8	23	25	16	19	9	31	41
SI		7	27	24	9	4	29	34	33
SK		17	40	18	6	8	11	57	24
FI		10	45	13	2	6	24	55	15
SE		7	32	14	3	28	16	39	17
UK		18	43	15	5	11	8	61	20

**Q7.5** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility

**Accessibility of travel information provided at the station and on-board trains, including in the event of delay (%)**




























		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		11	38	20	6	12	13	49	26
BE		11	46	22	5	12	4	57	27
BG		3	22	23	14	25	13	25	37
CZ		12	45	12	2	9	20	57	14
DK		15	38	12	3	17	15	53	15
DE		7	32	22	4	15	20	39	26
EE		9	18	2	1	30	40	27	3
IE		24	42	12	6	8	8	66	18
EL		11	35	22	8	5	19	46	30
ES		17	41	22	7	9	4	58	29
FR		7	44	29	6	6	8	51	35
HR		12	32	12	8	17	19	44	20
IT		8	31	22	9	8	22	39	31
LV		6	38	16	3	24	13	44	19
LT		12	19	4	1	51	13	31	5
LU		11	49	21	5	8	6	60	26
HU		6	25	7	4	51	7	31	11
NL		12	46	13	2	14	13	58	15
AT		16	41	12	2	13	16	57	14
PL		7	45	21	3	12	12	52	24
PT		25	32	13	11	8	11	57	24
RO		9	24	25	13	20	9	33	38
SI		10	34	15	4	5	32	44	19
SK		23	46	12	3	6	10	69	15
FI		10	45	9	0	8	28	55	9
SE		8	29	13	4	30	16	37	17
UK		21	44	13	4	10	8	65	17



**Q7T.1** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility

**Accessibility of stations or platforms (%)**




























(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		14	43	20	7	7	9	57	27
BE		20	49	18	6	5	2	69	24
BG		4	25	34	20	10	7	29	54
CZ		17	44	18	3	5	13	61	21
DK		24	42	8	3	13	10	66	11
DE		11	36	24	8	10	11	47	32
EE		25	31	8	2	16	18	56	10
IE		29	38	15	7	7	4	67	22
EL		13	45	22	7	2	11	58	29
ES		15	42	26	11	4	2	57	37
FR		8	54	23	6	3	6	62	29
HR		15	39	20	10	6	10	54	30
IT		9	38	23	10	4	16	47	33
LV		9	39	28	11	8	5	48	39
LT		18	29	8	2	29	14	47	10
LU		17	49	22	3	5	4	66	25
HU		10	36	13	5	30	6	46	18
NL		17	50	13	2	8	10	67	15
AT		30	39	13	2	8	8	69	15
PL		9	51	22	5	6	7	60	27
PT		24	32	20	13	4	7	56	33
RO		13	33	27	17	6	4	46	44
SI		11	32	28	8	3	18	43	36
SK		20	42	18	7	5	8	62	25
FI		12	54	11	1	4	18	66	12
SE		11	44	10	2	22	11	55	12
UK		24	44	12	5	9	6	68	17

**Q7T.2** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility

**Accessibility of the booking process, including pre-journey information about accessibility of the service and infrastructure and assistance (%)**




























(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		12	41	14	4	13	16	53	18
BE		13	55	11	3	14	4	68	14
BG		4	22	24	12	24	14	26	36
CZ		15	36	7	1	14	27	51	8
DK		14	33	9	3	21	20	47	12
DE		9	34	16	3	16	22	43	19
EE		12	19	2	1	25	41	31	3
IE		26	42	13	4	6	9	68	17
EL		13	42	22	4	3	16	55	26
ES		15	43	17	7	11	7	58	24
FR		8	52	19	3	7	11	60	22
HR		15	38	12	6	9	20	53	18
IT		9	37	14	6	7	27	46	20
LV		6	39	12	3	27	13	45	15
LT		21	28	4	0	30	17	49	4
LU		11	58	11	1	11	8	69	12
HU		11	30	7	3	41	8	41	10
NL		9	42	10	1	16	22	51	11
AT		21	38	9	2	14	16	59	11
PL		11	48	13	2	13	13	59	15
PT		27	32	15	11	7	8	59	26
RO		13	38	23	11	8	7	51	34
SI		10	34	14	2	6	34	44	16
SK		18	45	10	2	11	14	63	12
FI		5	40	9	1	9	36	45	10
SE		9	31	7	2	31	20	40	9
UK		19	44	9	2	14	12	63	11

**Q7T.3** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility

**Assistance by railway or station staff for persons with disabilities or persons with reduced mobility (%)**




























(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		11	32	16	7	15	19	43	23
BE		12	41	16	4	21	6	53	20
BG		3	18	26	18	20	15	21	44
CZ		11	25	12	3	18	31	36	15
DK		16	24	10	4	21	25	40	14
DE		11	28	15	6	18	22	39	21
EE		7	9	6	1	26	51	16	7
IE		21	32	14	9	12	12	53	23
EL		13	29	22	10	4	22	42	32
ES		17	32	21	9	13	8	49	30
FR		10	43	15	4	12	16	53	19
HR		12	29	16	7	12	24	41	23
IT		7	22	18	12	9	32	29	30
LV		5	25	19	6	28	17	30	25
LT		11	17	6	1	39	26	28	7
LU		12	45	14	2	15	12	57	16
HU		8	25	8	4	42	13	33	12
NL		10	35	12	2	16	25	45	14
AT		23	28	11	2	16	20	51	13
PL		6	38	20	5	15	16	44	25
PT		18	19	18	18	10	17	37	36
RO		9	23	26	22	10	10	32	48
SI		10	29	14	7	5	35	39	21
SK		13	28	13	4	20	22	41	17
FI		5	32	10	3	10	40	37	13
SE		4	22	10	2	39	23	26	12
UK		16	40	12	4	17	11	56	16

**Q7T.4** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility

**Accessibility of train carriages (%)**




























(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		12	38	22	8	9	11	50	30
BE		16	48	22	6	5	3	64	28
BG		3	16	33	27	14	7	19	60
CZ		14	36	20	5	7	18	50	25
DK		23	38	12	3	13	11	61	15
DE		8	31	27	6	13	15	39	33
EE		31	31	3	1	16	18	62	4
IE		26	39	15	7	7	6	65	22
EL		13	37	28	8	3	11	50	36
ES		16	36	26	13	5	4	52	39
FR		8	49	23	8	5	7	57	31
HR		12	33	22	16	6	11	45	38
IT		8	34	25	11	5	17	42	36
LV		5	31	34	17	8	5	36	51
LT		18	28	9	2	29	14	46	11
LU		15	52	21	4	5	3	67	25
HU		10	35	15	6	29	5	45	21
NL		13	47	16	3	10	11	60	19
AT		17	36	21	3	10	13	53	24
PL		8	45	21	4	11	11	53	25
PT		24	28	20	17	3	8	52	37
RO		11	30	30	19	5	5	41	49
SI		7	28	28	10	4	23	35	38
SK		17	41	19	6	7	10	58	25
FI		11	47	14	2	5	21	58	16
SE		7	34	16	4	25	14	41	20
UK		18	45	16	4	9	8	63	20

**Q7T.5** Are you satisfied or not with the following aspects of the accessibility of railway travel? Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility

**Accessibility of travel information provided at the station and on-board trains, including in the event of delay (%)**




























(IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS', CODE 1 TO 6 IN Q1.1 OR Q1.2 OR Q1.3)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	Don't know	Total 'Satisfied'	Total 'Dissatisfied'
EU26		12	40	21	6	9	12	52	27
BE		12	50	23	5	7	3	62	28
BG		4	26	28	14	18	10	30	42
CZ		13	48	12	2	7	18	61	14
DK		15	40	13	3	16	13	55	16
DE		7	35	23	4	14	17	42	27
EE		14	27	4	1	20	34	41	5
IE		26	45	12	6	5	6	71	18
EL		13	42	24	7	3	11	55	31
ES		17	43	24	7	6	3	60	31
FR		6	46	30	6	5	7	52	36
HR		16	40	15	9	7	13	56	24
IT		8	33	24	9	5	21	41	33
LV		8	41	19	3	19	10	49	22
LT		20	30	6	0	29	15	50	6
LU		11	50	23	4	6	6	61	27
HU		10	35	10	5	34	6	45	15
NL		14	52	14	2	9	9	66	16
AT		17	42	12	2	12	15	59	14
PL		6	48	22	4	9	11	54	26
PT		27	34	14	11	6	8	61	25
RO		12	31	31	14	7	5	43	45
SI		12	39	16	3	5	25	51	19
SK		24	46	12	3	6	9	70	15
FI		10	47	10	1	7	25	57	11
SE		8	33	13	4	26	16	41	17
UK		21	45	13	5	9	7	66	18




























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Tables of results

**Q7rb** Satisfaction index of accessibility of railway stations  
(%)

		14 to 15 points	12 to 13 points	10 to 11 points	8 to 9 points	6 to 7 points	4 to 5 points	2 to 3 points	0 to 1 point	High	Medium	Low	Average
EU26		4	6	18	22	20	25	3	2	16	76	8	7.7
BE		4	7	25	27	16	17	2	1	20	74	6	8.4
BG		1	1	6	11	20	44	11	7	3	70	28	5.4
CZ		3	6	18	27	22	22	1	0	17	80	3	8.0
DK		6	9	18	23	21	22	1	0	22	74	4	8.3
DE		2	4	14	21	25	31	3	1	12	81	8	7.2
EE		2	4	12	18	12	51	0	0	12	87	1	7.0
IE		11	11	24	17	16	15	3	2	32	61	7	8.9
EL		3	5	17	21	19	28	5	2	15	74	11	7.4
ES		8	8	18	20	21	18	5	3	20	68	12	8.0
FR		3	5	22	27	22	17	2	1	12	82	6	8.0
HR		3	4	14	20	20	32	5	2	13	76	11	7.1
IT		2	4	12	20	23	30	6	3	10	77	13	6.8
LV		1	2	13	20	25	31	5	1	7	80	13	6.8
LT		5	5	11	10	9	60	0	1	14	84	3	6.8
LU		5	8	25	27	19	14	1	1	19	78	4	8.6
HU		2	5	10	14	11	56	1	1	9	86	4	6.6
NL		2	7	24	23	22	21	1	1	18	78	3	8.0
AT		8	12	20	23	20	16	1	0	29	68	3	8.8
PL		2	4	21	25	23	21	2	1	12	82	6	7.8
PT		9	8	16	19	17	21	7	3	24	61	15	7.9
RO		4	3	11	15	14	41	7	6	9	71	19	6.4
SI		2	5	14	18	24	32	4	1	12	81	7	7.2
SK		6	10	19	28	18	15	2	1	22	72	5	8.6
FI		2	4	22	26	20	25	1	0	13	85	2	7.8
SE		1	3	17	19	21	38	1	0	9	88	3	7.1
UK		5	14	27	20	13	17	2	1	30	65	6	8.8

**Q7r** Satisfaction index of accessibility of railway stations  
(%)




























		High	Medium	Low
EU26		48	42	10
BE		53	41	6
BG		18	48	34
CZ		59	38	3
DK		69	27	4
DE		40	51	9
EE		83	14	3
IE		64	28	8
EL		44	43	13
ES		48	40	12
FR		44	50	6
HR		45	41	14
IT		37	48	15
LV		40	46	14
LT		73	21	6
LU		54	42	4
HU		55	36	9
NL		63	33	4
AT		66	31	3
PL		51	43	6
PT		47	37	16
RO		28	47	25
SI		47	44	9
SK		58	36	6
FI		66	32	2
SE		57	38	5
UK		66	28	6

January-February 2018

Tables of results

**Q8** Which of the following reasons, if any, prevent you from travelling by train? (MULTIPLE ANSWERS POSSIBLE)  
(%)

(IF 'RESPONDENTS WHO NEVER TAKE THE TRAIN', CODE 7 OR 8 IN Q1.1 AND Q1.2 AND Q1.3)

		Inaccessibility of stations or platforms	Inaccessibility of railway carriages	Lack of assistance by train or station staff	Lack of prejourney information about stations and accessible services	Lack of accessible information (such as Braille, large print or accessible websites) in general about rail travel	Difficulties in travelling to the station	Other (SPONTANEOUS)	None (SPONTANEOUS)	Don't know	Total 'At least one reason'
EU26		12	8	9	10	7	16	37	29	5	33
BE		16	11	13	15	13	23	24	32	3	44
BG		11	8	11	15	14	11	25	43	1	32
CZ		13	6	3	2	8	9	28	40	7	27
DK		4	2	0	1	1	13	51	24	9	18
DE		17	15	18	15	10	25	35	20	9	39
EE		5	1	0	1	0	3	48	43	3	8
IE		25	10	8	12	7	25	27	24	1	54
EL		11	10	13	16	11	17	25	37	5	34
ES		9	3	2	7	2	12	49	29	0	25
FR		15	12	14	13	11	19	38	23	4	43
HR		10	5	1	2	4	10	25	45	4	27
IT		10	3	3	4	3	13	49	21	2	31
LV		14	3	2	2	3	12	46	32	0	27
LT		11	1	0	1	1	11	57	24	2	22
LU		21	19	14	16	17	26	22	31	4	43
HU		5	4	1	1	3	7	35	50	2	14
NL		8	10	9	10	7	17	36	26	8	33
AT		8	12	9	10	8	32	30	17	13	42
PL		13	7	4	13	7	12	16	38	9	37
PT		12	5	6	7	6	11	34	38	4	26
RO		10	7	7	6	4	9	38	28	12	23
SI		17	3	2	4	3	9	40	28	3	33
SK		17	0	12	0	3	10	28	25	9	38
FI		3	4	3	4	3	9	26	49	12	15
SE		4	6	1	4	3	11	41	32	11	19
UK		16	11	12	11	10	16	42	29	1	34