



## What Europeans have to say about their satisfaction with rail

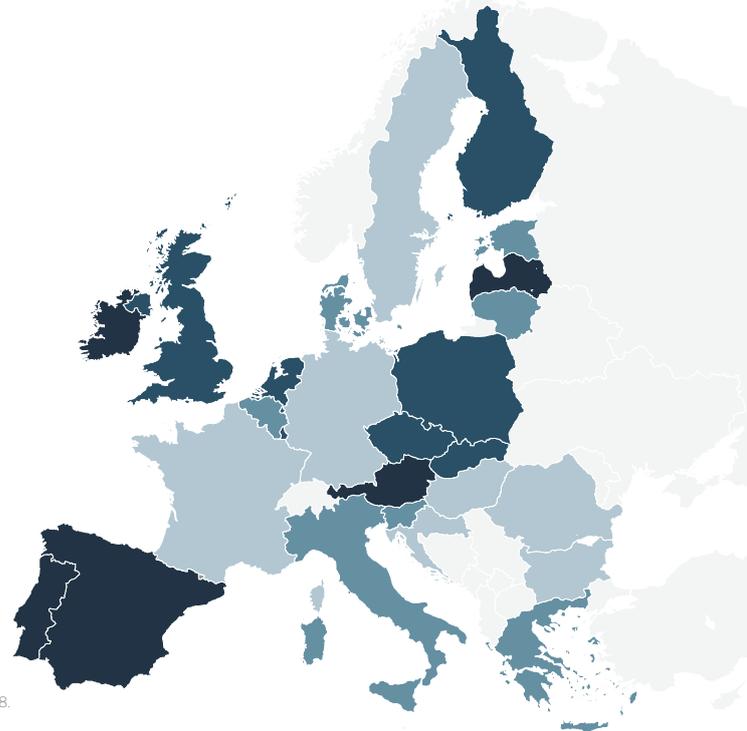


### Punctuality & reliability

**59%** ↑ +4 pts since 2013  
**are satisfied**  
with the punctuality and reliability of railway travel

#### SATISFACTION

- >75%
- 67-75%
- 50-66%
- <50%



*Cyprus and Malta have no railway*



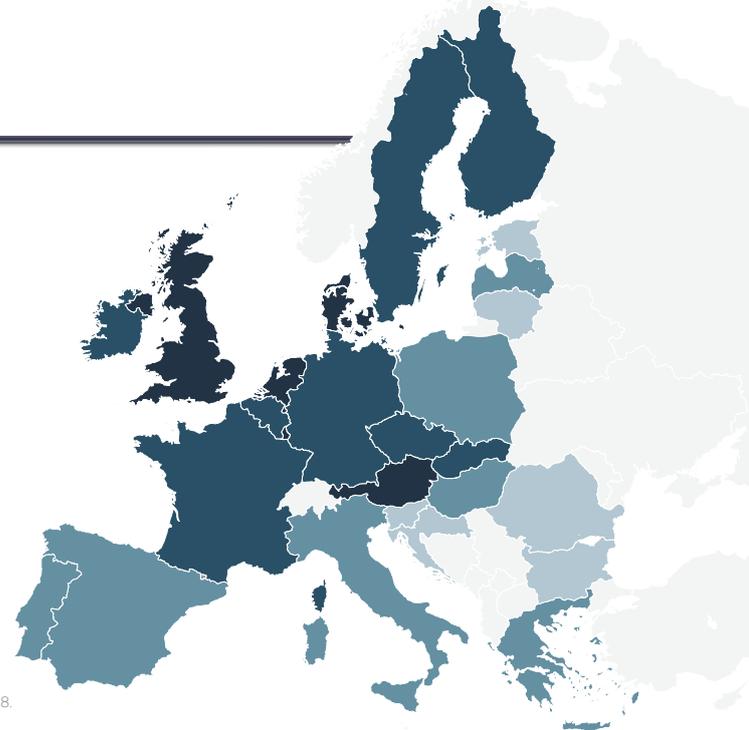
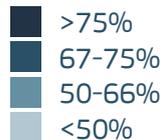
## What Europeans have to say about their satisfaction with rail



# Frequency of trains

**66%** ↑ +7 pts since 2013  
**are satisfied**  
with the frequency of trains

### SATISFACTION



*Cyprus and Malta have no railway*



# What Europeans have to say about their satisfaction with rail

## PROVISION OF INFORMATION



**55%** ↑+8 pts since 2013

are satisfied with the **provision of information during the journey**

**60%**

are satisfied with the provision of information on **connecting services with other modes of transport**



## GETTING TICKETS



**75%** ↑+8 pts since 2013

are satisfied with the **ease of buying tickets**



**64%** ↑+6 pts since 2013

are satisfied with the **availability of tickets covering the whole journey**



**62%**

are satisfied with the **tickets using several modes of transport**



## What Europeans have to say about their satisfaction with rail

### CLEANNESSE & MAINTENANCE

**56%** ↑ +8 pts  
since 2013

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

**62%** ↑ +5 pts  
since 2013

are satisfied with  
the cleanliness and  
good maintenance of  
**stations**



### AVAILABILITY OF SEATS

**68%**  
are satisfied with the  
**availability of seats**  
on trains



### WIFI ON BOARD



**41%**  
are satisfied with the  
**availability of wifi**  
on trains

### HANDLING COMPLAINTS



**38%** are satisfied with the  
**availability of complaint  
handling mechanisms**



## What Europeans have to say about their satisfaction with rail

SATISFACTION WITH  
**ACCESS TO PEOPLE  
WITH DISABILITY OR  
REDUCED MOBILITY**  
HAS SLIGHTLY IMPROVED

**53%** ↑ +7 pts  
since 2013  
are satisfied with the **accessibility  
of stations or platforms**

**47%** ↑ +8 pts  
since 2013  
are satisfied with the **accessibility  
of train carriages**

**41%** ↑ +4 pts  
since 2013  
are satisfied with the **assistance  
by railway or station staff**





## What Europeans have to say about their use of trains



**13%**  
OF EUROPEANS ARE  
**FREQUENT  
TRAVELLERS**  
*(I.E. AT LEAST ONCE A WEEK)*

Austria (27%), Germany (22%)  
and Slovakia (21%) have  
**the highest proportion  
of frequent travellers**

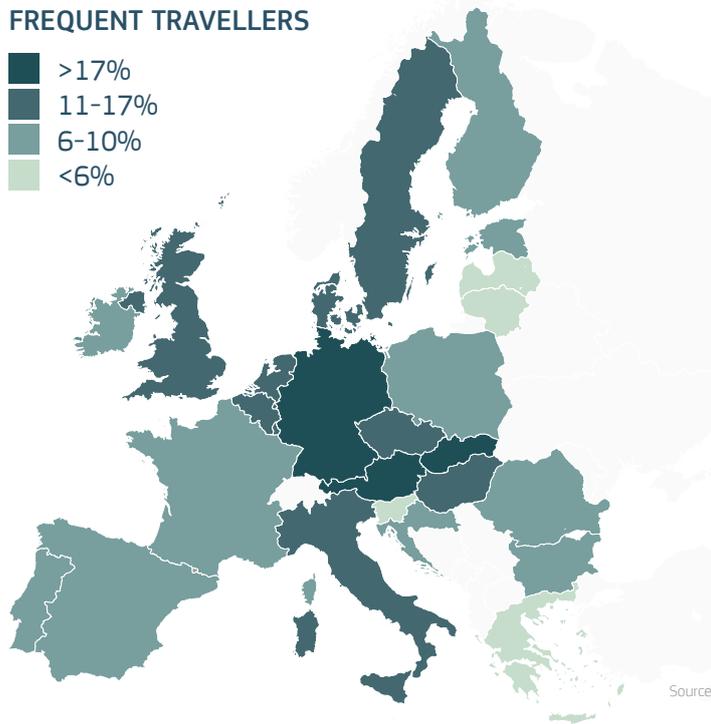




# What Europeans have to say about their use of trains

## FREQUENT TRAVELLERS

- >17%
- 11-17%
- 6-10%
- <6%



**78% NEVER MAKE INTERNATIONAL TRIPS BY RAIL**

Europeans use rail most frequently **for suburban trips**

**WEEKLY RAIL TRIPS**

|||||  **11%**  
make suburban trips

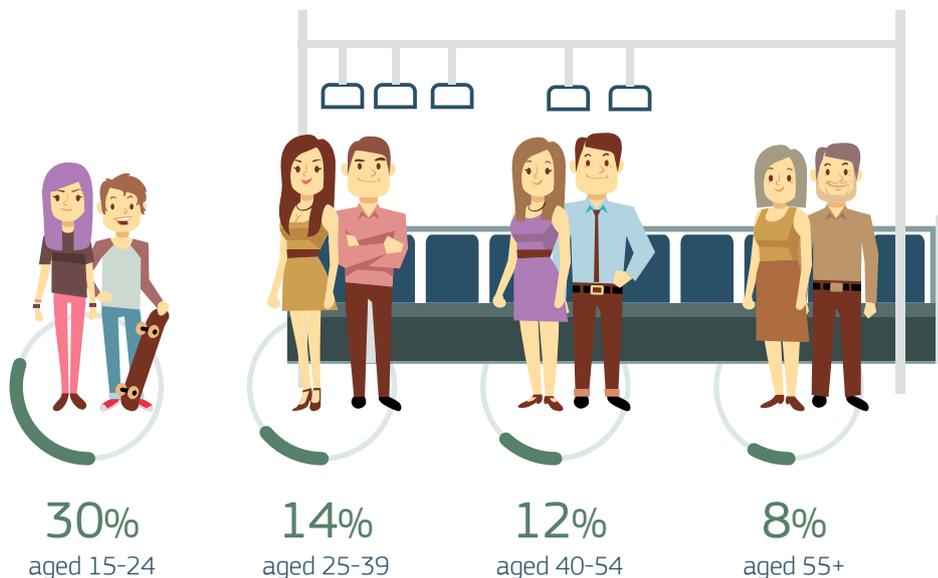
|||||  **5%**  
make national or regional trips

## What Europeans have to say about their use of trains

### WHO TRAVELS BY TRAIN?

**15-24 years old**  
are the most frequent  
train travellers

THEY TRAVEL  
WEEKLY  
BY TRAIN





## What Europeans have to say about their use of trains

# MAIN REASONS FOR TAKING THE TRAIN



Leisure  
activities  
**35%**



Going on  
holidays  
**23%**



Travelling to work/  
school/university  
**16%**



Business  
trips  
**9%**



## What Europeans have to say about their use of trains

### TO GET TO THE RAILWAY STATION EUROPEANS USE

