

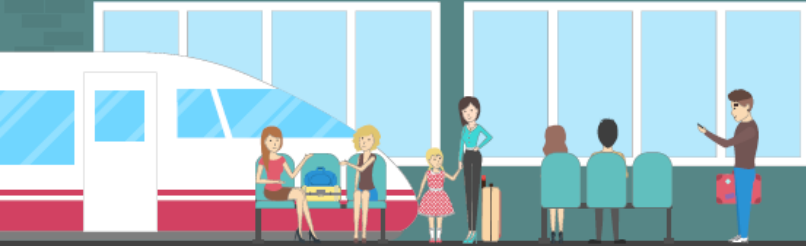
What Europeans have to say about their use of trains



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

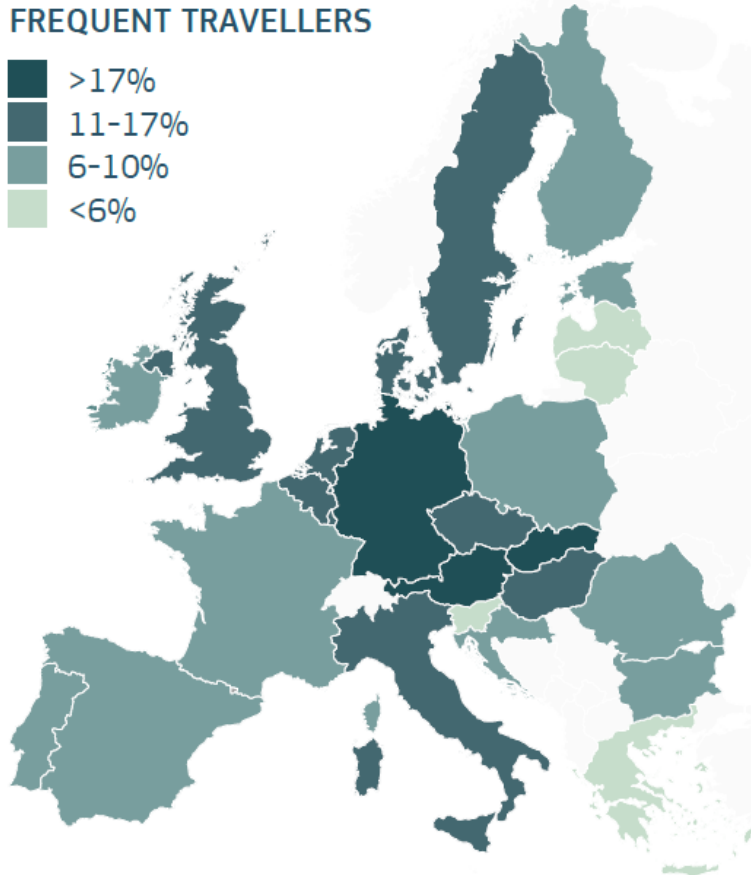
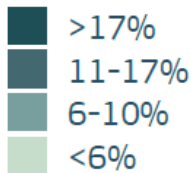
Austria (27%), Germany (22%)
and Slovakia (21%) have
**the highest proportion
of frequent travellers**





What Europeans have to say about their use of trains

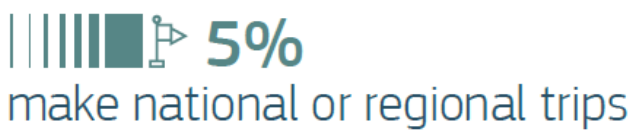
FREQUENT TRAVELLERS



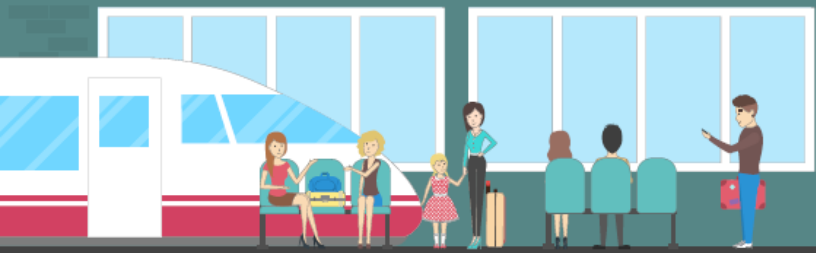

78% NEVER MAKE INTERNATIONAL TRIPS BY RAIL

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

WEEKLY RAIL TRIPS



Source: Flash Eurobarometer 463 - Europeans' satisfaction with passenger rail services. Fieldwork: January - February 2018.

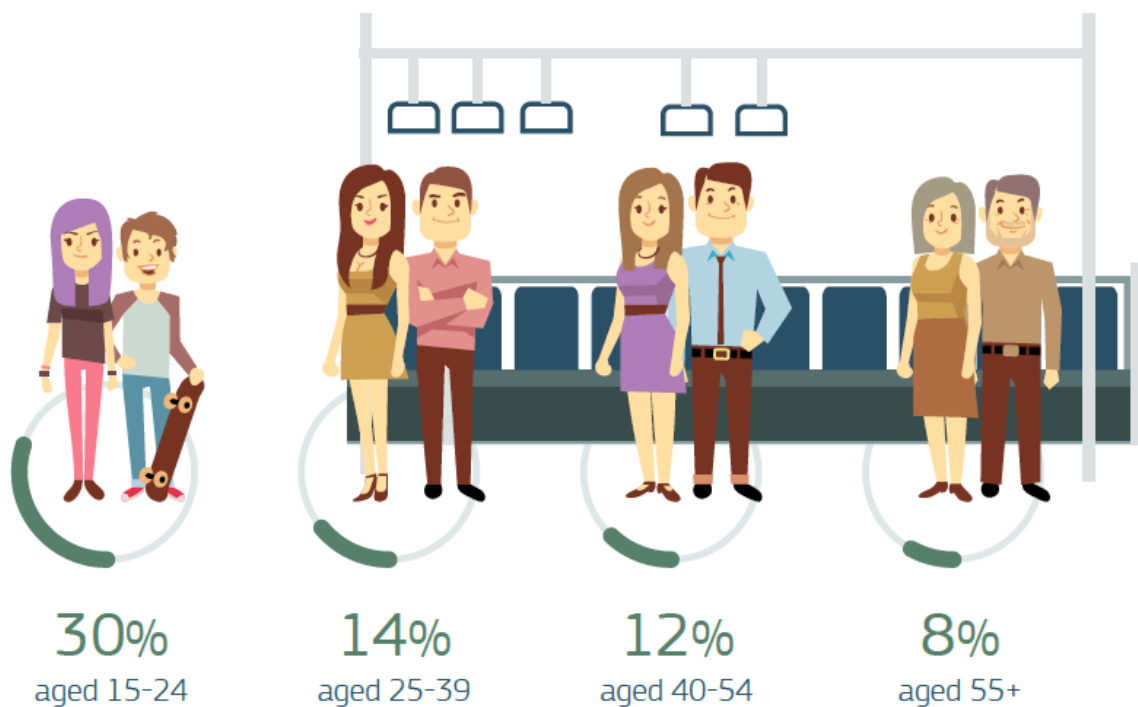


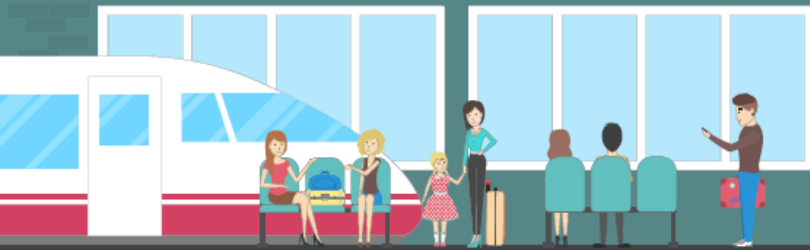
What Europeans have to say about their use of trains

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%

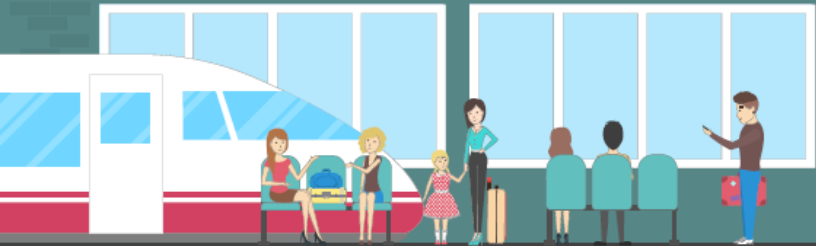


Travelling to work/
school/university
16%



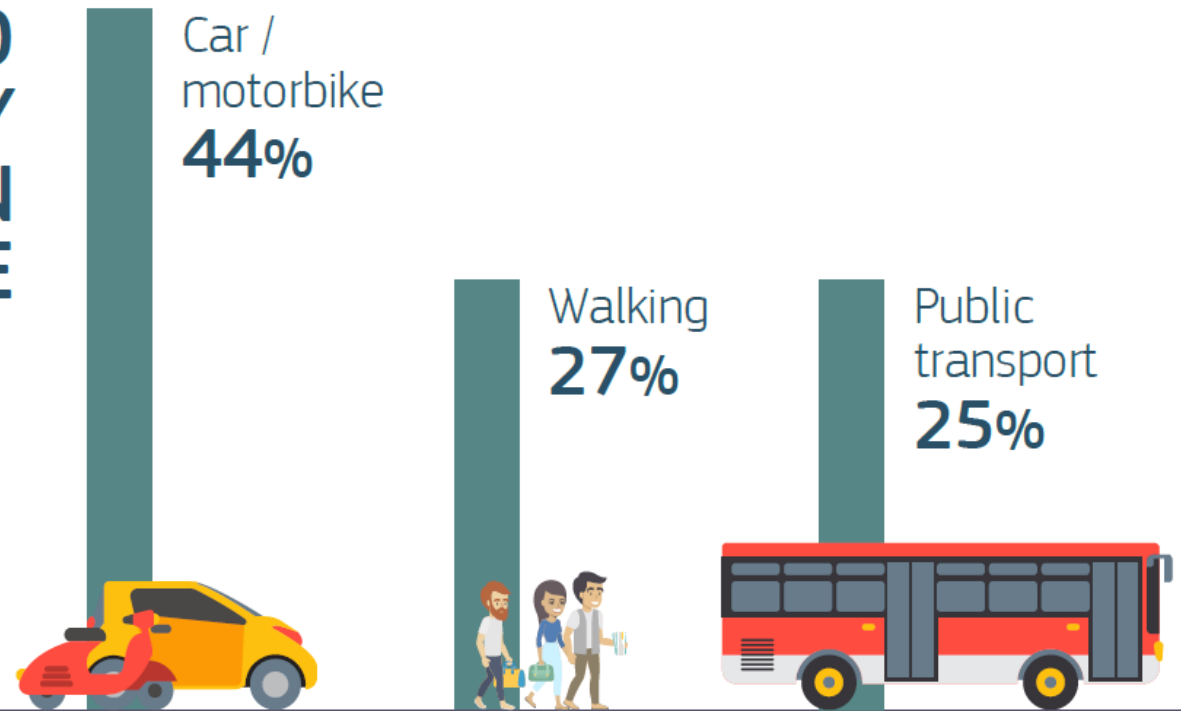
Business
trips
9%





What Europeans have to say about their use of trains

TO GET TO THE RAILWAY STATION EUROPEANS USE





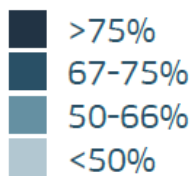
What Europeans have to say about their satisfaction with rail



Punctuality & reliability

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

SATISFACTION



Cyprus and Malta have no railway







What Europeans have to say about their satisfaction with rail

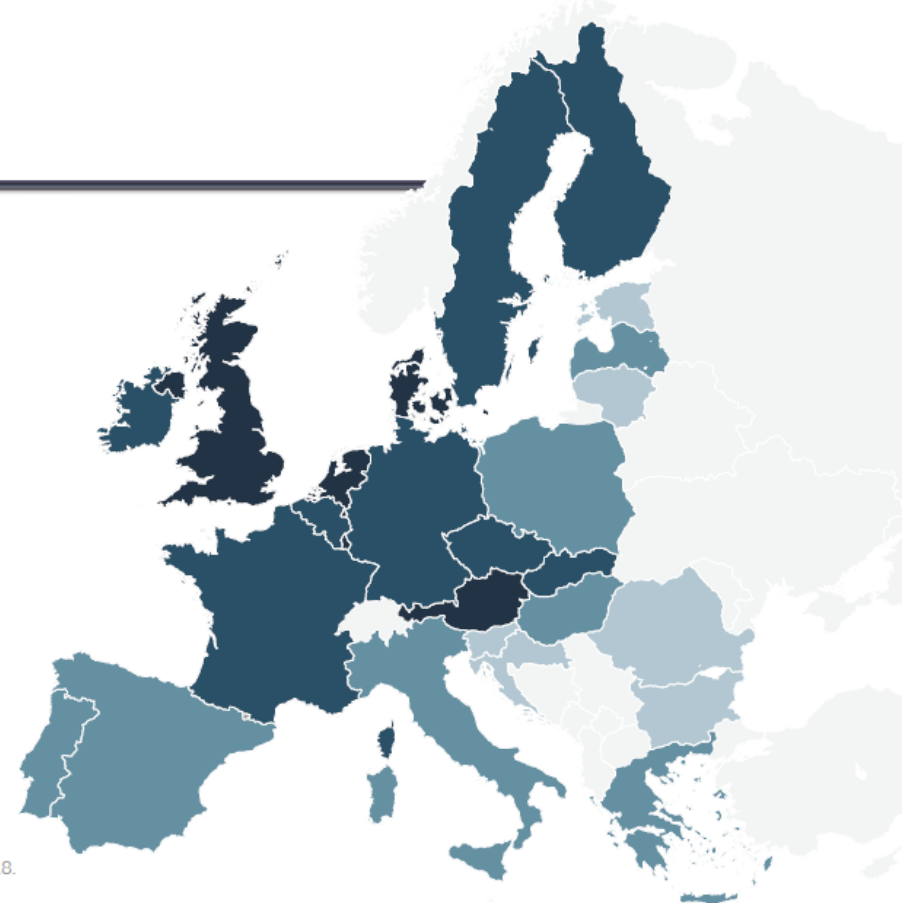


Frequency of trains

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

SATISFACTION

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



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

CLEANNESS & 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**

