

# Survey on passengers' satisfaction with rail services

## Analytical report

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This survey was requested by Directorate-General Mobility and Transport and coordinated by Directorate-General Communication

This document does not represent the point of view of the European Commission. The interpretations and opinions contained in it are solely those of the authors.

Flash EB Series #326

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Survey conducted by The Gallup Organization,  
Hungary upon the request of  
Directorate-General Mobility and Transport



Coordinated by Directorate-General  
Communication

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**THE GALLUP ORGANIZATION**

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## Introduction

The Flash Eurobarometer “*Survey on passengers' satisfaction with rail services*” (Flash N° 326) was conducted to examine EU rail passengers' satisfaction with various features of the rail services, including the trains themselves, railway stations and the rail network in their country.

The survey was conducted via telephone interviews with nationally representative samples of rail passengers (aged 15 and older) living in 25 of the 27 EU Member States. A *rail passenger* was defined as someone who had travelled by train within their country in the 12 months prior to the survey; passengers who had only used suburban trains or trains within city limits were excluded. Given that *Malta* and *Cyprus* have no railway networks, these countries were not included in the survey.

In most EU countries the target sample size was 400 respondents, but in Estonia, Latvia, Luxembourg and Slovenia the target sample size was 300 respondents; in total, 9,708 interviews were conducted by Gallup's network of fieldwork organisations in the period from 21 to 29 March, 2011. More details on the survey methodology are included in the Annex of this report.

## Main findings

### *Frequency and purpose of journeys by rail*

Within the EU, rail passengers were interviewed about their satisfaction with various features of rail services, including trains and train stations in their country. A large majority of rail passengers surveyed said they travelled by train less than once a month. A minority of respondents took the train either *daily* (4%) or regularly (*between once and three times per week* – also 4%).

Across all countries surveyed, a majority of rail passengers answered that they took the train less than once a month; this proportion ranged from 53% in the Czech Republic to 88% in Spain. Countries with a relatively high proportion of “frequent travellers” were the Czech Republic, Latvia, Slovenia and the three Benelux countries.

About 1 in 10 rail passengers mainly took the train to work, school or university (i.e. commuted) and a similar proportion said that most of their journeys by rail were for business purposes. The largest proportion (56%) of rail passengers, however, said that most of their journeys by rail were for leisure purposes.

The largest proportions of respondents who mostly used the train to commute to work or school were seen in Portugal (22%), Denmark (20%) and Belgium (19%). The largest proportions of business travellers were in Sweden (24%), Italy (21%) and Greece (18%).

### *Satisfaction with various features of railway stations in respondents' countries*

Of the eight features of train stations (as listed in the survey), rail passengers across most countries were most likely to be satisfied with three of them: (1) ease of buying tickets, (2) the provision of information about train schedules and platforms, and (3) personal security in the railway station.

Roughly 8 in 10 rail passengers were *rather* or *very satisfied* with the **ease of buying tickets** in train stations in their country. About three-quarters of rail passengers expressed their satisfaction with the **provision of information about train schedules and platforms**; a similar result was found for rail passengers' satisfaction with their **personal security in stations** (77% “satisfied” passengers).

Three other features were identified as ones that rail passengers – across most countries – were most likely to be dissatisfied with: (1) car parking facilities, (2) the quality of station facilities, and (3) the cleanliness and maintenance of such facilities.

Roughly 4 in 10 rail passengers were *very* or *rather satisfied* with **car parking facilities** in or near stations in their country; the proportion of respondents who were *very* or *rather dissatisfied* with this feature, however, was almost as high (37%). A third of respondents were *very* or *rather dissatisfied* with the **quality of facilities and services** (e.g. toilets, shops and cafes) in train stations in their country and a somewhat larger proportion of passengers (36%) were dissatisfied with the **cleanliness and maintenance of station facilities**.

For almost all of the features of railway stations listed in the survey, Poland had the lowest proportion of rail passengers who reported being *very* or *rather satisfied* (the only exception was the “ease of buying train tickets”). Spain, Lithuania and Luxembourg, on the other hand, were consistently among the countries with the highest proportions of satisfied rail passengers.

*Satisfaction with various features of the trains in respondents' countries*

Somewhat more than 8 in 10 rail passengers were *very* or *rather satisfied* with their **personal security on board trains** in their country; this figure was somewhat higher than the one observed for security in railway stations. The **length of time a journey was scheduled to take** (i.e. the estimated travelling speed of trains) was considered *very* or *rather satisfactory* by 78% of rail passengers.

In 18 countries, some of the largest proportions of rail passengers were satisfied with their personal security on board trains in their country. The “travelling speed of trains in one’s country” appeared among the aspects that rail passengers were the most likely to be satisfied with in 14 countries; a similar observation could be made for the “comfort of trains’ seating areas”, which appeared in the top three in 15 countries.

More than three-quarters (78%) of rail passengers were *very* or *rather satisfied* with the **comfort of seating areas** in trains in their country; however, the proportion being *very* or *rather satisfied* with the **seating capacity** in railway carriages was considerably lower (67%). Furthermore, just 56% of respondents said they were *satisfied*, and 41% were *dissatisfied*, with the **maintenance and cleanliness** of railway carriages. The cleanliness and maintenance of railway carriages was the aspect that most frequently appeared in countries’ top three of features that passengers were the most likely to be dissatisfied with.

When asked about the **punctuality and reliability** of trains in their country, 66% of rail passengers said they were *very* or *rather satisfied*. Although the same proportion (66%) of rail passengers were *very* or *rather satisfied* with the **availability of staff on board trains**, a considerably lower level of satisfaction (56%) was measured for the **provision of information on board trains**, particularly in case of a delay.

Three countries – Poland, Bulgaria and Romania – were the ones where rail passengers were the most likely to be *very* or *rather dissatisfied* with the rail services in their country. These countries were joined by Germany for the items related to seating capacity in railway carriages, the punctuality and reliability of trains, the information provided in case of delays and the availability of staff on trains.

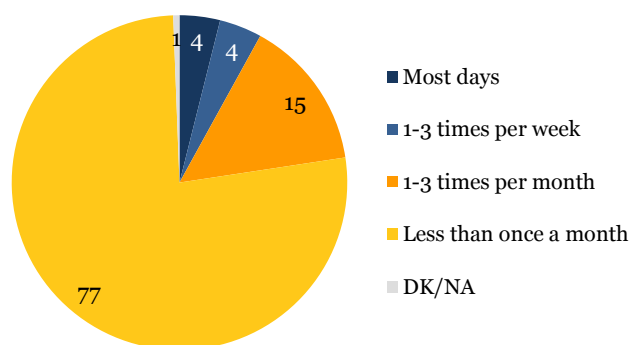
## 1. Travelling by train

### 1.1 Frequency of journeys by rail

Roughly three-quarters (77%) of rail passengers in the EU said they travelled by train *in their country* less than once a month, while almost a quarter (23%) said it was *at least once a month*.

More precisely, about one in seven (15%) respondents said they travelled by train *in their country* between once and three times per month. A minority of respondents were “frequent” travellers: 4% said they took the train between once and three times per week and the same proportion said they travelled by train on a daily basis.

Frequency of journeys by rail



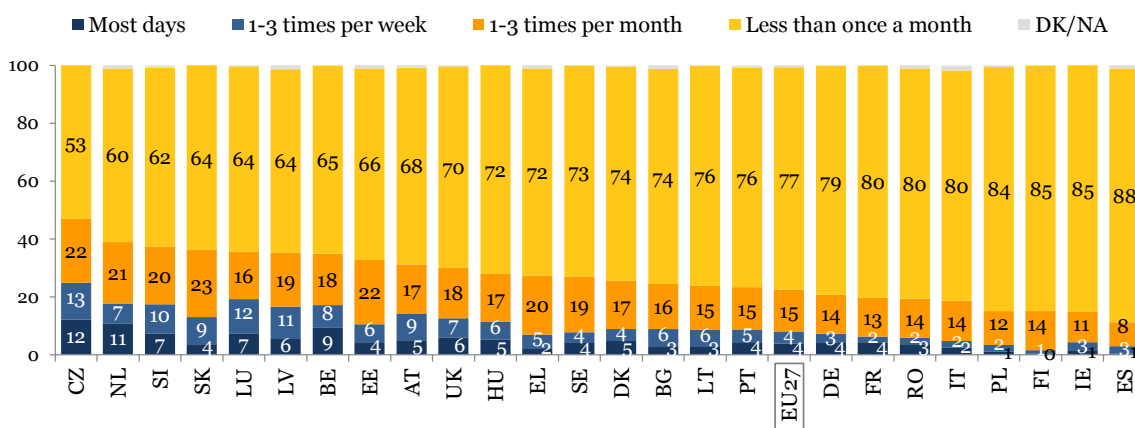
Q1. How often do you travel by train [IN YOUR COUNTRY]?  
Base: all respondents, %EU27

#### Country variations

Across all countries surveyed, a majority of rail passengers said that they took the train *in their country* less than once a month; this proportion ranged from 53% in the Czech Republic to 88% in Spain. The proportion of respondents who travelled by train between once and three times per month ranged from 8% in Spain to 22%-23% in the Czech Republic, Estonia and Slovakia.

In the Czech Republic, the country with the most frequent travellers, 13% of respondents said they took the train between once and three times per week and 12% answered that they travelled by train on a daily basis. Other countries with a relatively high proportion of “frequent travellers” were Latvia, Slovenia and the three Benelux countries (17%-19%).

Frequency of journeys by rail



Q1. How often do you travel by train [IN YOUR COUNTRY]?  
Base: all respondents, % by country

#### Socio-demographic considerations

The youngest respondents (between 15 and 24 years-of-age) and full-time students were the most likely to be “frequent” rail passengers: 16% said they took the train in their country either *daily* or *between once and three times per week*. Across all other socio-demographic groups, the proportion of “frequent” rail passengers varied between 4% among those with the lowest level of education and 10% among employees.

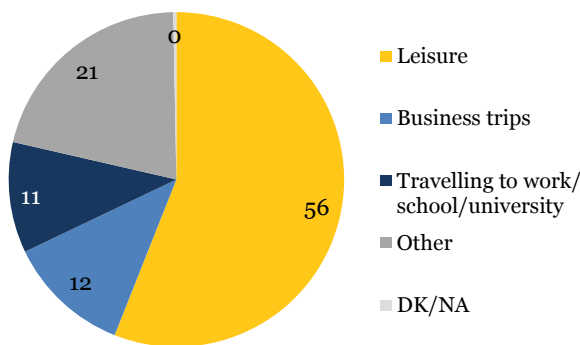
Rail passengers travelling *less than once a month* were more likely to be women (79% vs. 74% of men), the over 39 year-olds (78%-81% vs. 63% of 15-24 year-olds), respondents with the lowest level of education (86% vs. 75% of the most educated), non-working respondents and manual workers (79%-81% vs. 75% of employees and the self-employed).

For more details, see annex table 1b.

### 1.2 Purpose of journeys by rail

A slim majority (56%) of respondents said that most of their *domestic* journeys by rail were for leisure purposes. Roughly a tenth (11%) of rail passengers mainly took the train to go to their work, school or university (i.e. commuted) and a similar proportion (12%) said that most of their rail journeys were on business. Finally, 21% of respondents listed purposes other than the ones mentioned above.

Most frequent purpose of journeys by rail

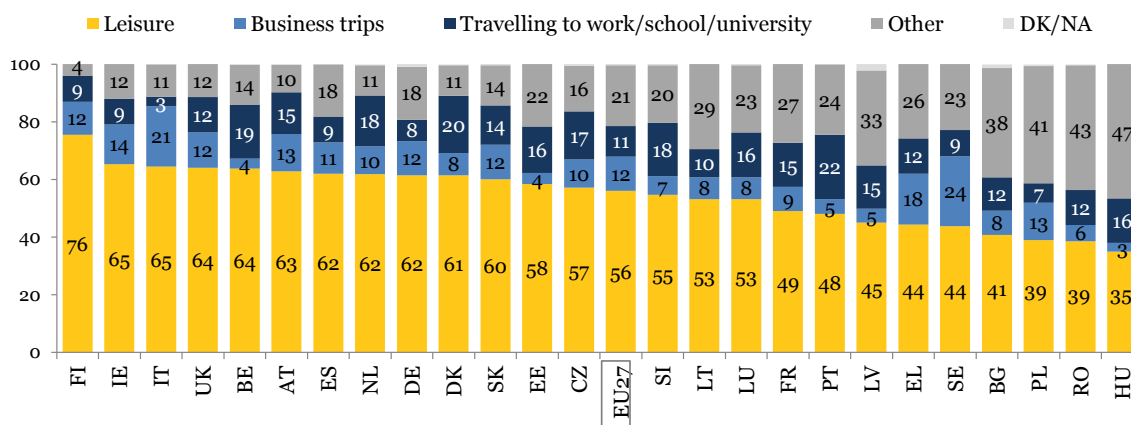


#### Country variations

The proportion of respondents who travelled by train *within their country* mainly for leisure purposes ranged from 35% in Hungary to 76% in Finland. Hungary was joined by Romania, Poland and Bulgaria, with roughly 4 in 10 rail passengers who said that most of their journeys by rail were for leisure purposes (39%-41%). These four countries had the highest proportions of respondents who mentioned “another” purpose for most of their journeys by rail (between 38% in Bulgaria and 47% in Hungary).

The largest proportions of respondents who mostly used the train to commute to work or school were seen in Portugal (22%) and Denmark (20%). Other countries with a relatively high proportion of *commuters* were the Benelux countries, Estonia, Hungary, the Czech Republic and Slovenia (between 16% and 19%). The largest proportions of *business travellers* (i.e. those making mainly business trips by train), on the other hand, were found in Sweden (24%), Italy (21%) and Greece (18%).

Most frequent purpose of journeys by rail



Q2. What is the most frequent purpose of your rail trip [IN YOUR COUNTRY]?  
Base: all respondents, % by country

### Frequency of journeys by rail by most frequent purpose of such journeys

Respondents who mainly took the train to commute were more likely to be “frequent travellers”: 31% of these respondents said they travelled by train on a *daily basis* and 15% took the train *between once and three times per week*. By comparison, just 2% of respondents who mainly travelled by train for leisure purposes took the train this frequently. Of these leisure travellers, 84% said that they travelled by train *less than once a month* (compared to 35% of commuters and 70% of business travellers).

Somewhat more than a fifth (22%) of business travellers said they took the train *between once and three times per month*; this figure was somewhat higher than for other types of travellers (18% for commuters and 13% for both leisure and “other” travellers).

### Socio-demographic considerations

Men were more likely than women to say that they mainly took the train to work, school or university (13% vs. 9%) or for business purposes (17% vs. 9%). Conversely, women were more likely to travel by train for leisure purposes (59% vs. 52% of men) or for “other” purposes (23% vs. 19%).

The 15-24 year-olds were also more likely to use the train mainly to commute to school or work (23% vs. 13%-15% of 25-54 year-olds and 5% of the over 54 year-olds), while 25-54 year-olds were more likely than their counterparts to take the train for business purposes (19%-20% vs. 3% of 15-24 year-olds and 7% of the over 54 year-olds). Roughly 6 in 10 rail passengers in the youngest and oldest age groups (59%-61%) said that most of their journeys by rail were leisure trips, compared to about half of the 25-54 year-olds (50%-51%). The over 54 year-olds were also more likely to list purposes other than the ones mentioned above (28% vs. 14%-18% across other age groups).

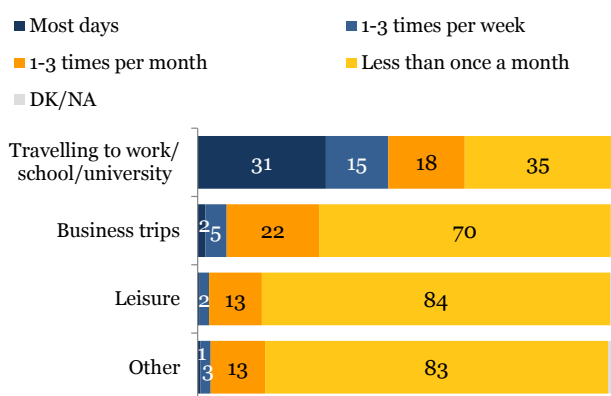
In accordance with the results for 15-24 year-olds, 23% of full-time students mainly used the train to commute (i.e. to travel to school or university). Among those who had completed their studies, those with the highest level of education were more likely to be commuters (12% vs. 4% of the least educated) or business travellers (18% vs. 3% of the least educated); they were, however, less likely to travel by train primarily for leisure purposes (52% vs. 64% of the least educated and 60% of full-time students). Finally, respondents with the lowest level of education more frequently mentioned “other” purposes (30% vs. 18% of the most educated).

Almost a sixth (16%) of employees said they mostly used the train to commute to work, compared to roughly a tenth of the self-employed and manual workers (10%-11%). Self-employed respondents were more likely than their counterparts to say that most of their journeys by rail were for business purposes (27% vs. 20% of employees and 9% of manual workers). Travelling by train for leisure and “other” purposes, however, was more frequent among manual workers and non-working respondents; for example, a majority of these respondents (56% and 62%, respectively) said that most of their journeys by rail were leisure trips, compared to about half of the self-employed and employees (49%-51%).

In regard to one's place of residence, the largest – although still small – differences were seen in the proportions of respondents who mainly travelled by train for business purposes; this proportion varied between 10% in rural areas and 15% in metropolitan areas.

For more details, see annex table 2b.

### Frequency of journeys by rail by most frequent purpose



Q1. How often do you travel by train [IN YOUR COUNTRY]?  
Q2. What is the most frequent purpose of your rail trip [IN YOUR COUNTRY]?

Base: all respondents, %EU27

## 2. Satisfaction with railway stations

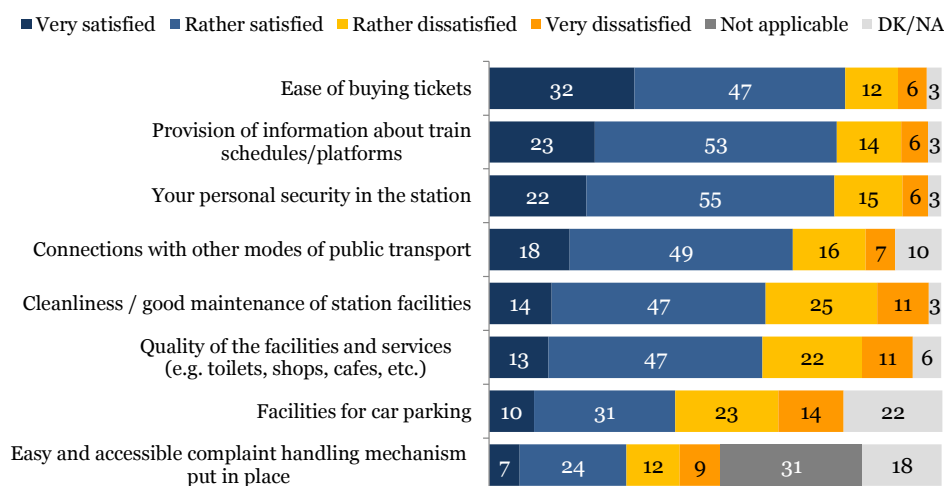
Roughly 8 in 10 rail passengers thought it was **easy to buy tickets** in railway stations in their country – they were *very satisfied* (47%) or *rather* (32%) with this feature of their country's train stations. A large majority of rail passengers also expressed satisfaction with the **provision of information about train schedules and platforms** (23% said they were “very satisfied” and 53% “rather satisfied”); a similar result was found for rail passengers' satisfaction with their **personal security in stations** (22% of “very satisfied” and 55% of “rather satisfied” responses).

Two-thirds (67%) of respondents, in total, were satisfied – about a sixth (18%) were *very satisfied* – with **connections with other modes of public transport** in railway stations in their country. Furthermore, roughly 4 in 10 (41%) rail passengers were *very* or *rather satisfied* with **car parking facilities** in/near stations in their country; the proportion of respondents who said they were *very* or *rather dissatisfied* with this feature, however, was almost as high (37%). Note: more than a fifth (22%) of respondents did not answer the question about car parking facilities.

Six in 10 interviewees were *very* or *rather satisfied* with the **quality of facilities and services** (e.g. toilets, shops and cafes) in train stations in their country and a similar proportion (61%) said the same when asked about the **cleanliness and maintenance of station facilities**. For each of these aspects, roughly a third of respondents were *very* or *rather dissatisfied* (33% and 36%, respectively).

The question about complaint handling was answered by about half of respondents (31% considered this question “not-applicable” and 18% gave a “don't know” response). Nonetheless, among those who expressed an opinion, those being *satisfied* with the **complaint handling mechanism** – i.e. they considered it easy and accessible – outnumbered the ones being *dissatisfied* (31% of “very” and “rather satisfied” responses vs. 21% of “very” and “rather dissatisfied” responses).

### Satisfaction with various features of railway stations



Q3. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]?  
Base: all respondents, %EU27

### Country variations

Across almost all countries, more than 7 in 10 rail passengers said they were *very* or *rather satisfied* with the **ease of buying tickets** in railway stations in their country; in six countries, the level of satisfaction was over 90%: Lithuania (95%), Latvia (93%), Slovenia (92%), Finland, Slovakia and Estonia (all 91%). Furthermore, in these six countries, respondents were among the most likely to be *very satisfied* with this facility.

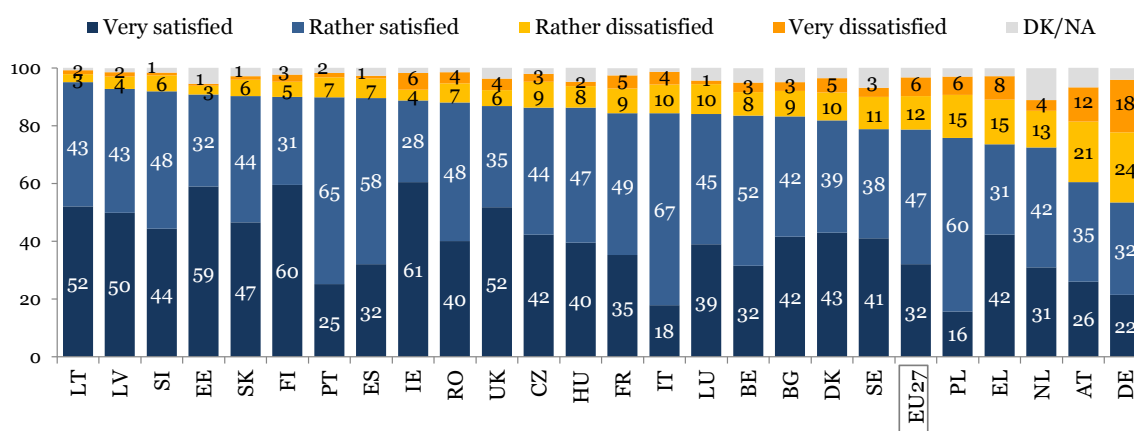
The highest proportion of "very satisfied" respondents was found in Ireland, Finland and Estonia (61%, 60% and 59%, respectively).

Rail passengers in Germany and Austria, on the other hand, were considerably less likely to be *very* or *rather satisfied* with the ease of buying tickets (54% and 61%, respectively); furthermore, 33% of respondents in Austria and 42% of those in Germany were *rather* or *very dissatisfied* with this facility.

Although the overall level of satisfaction was higher in Poland and Italy (76% and 85%, respectively) than in Germany and Austria, respondents in the first-named countries were overall the least likely to be *very satisfied* with the ease of buying tickets: 16% in Poland and 18% in Italy (compared to 22% in Germany and 26% in Austria).

Although Spain and France<sup>1</sup> were characterised by a relatively high proportion of respondents who were *very* or *rather satisfied* with the ease of buying tickets in railway stations in their country (90% and 84%, respectively), the proportions selecting the "very satisfied" response were considerably lower than in most other countries (32% and 35%, respectively).

#### Satisfaction with **ease of buying tickets**



Q3. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]?  
Base: all respondents, % by country

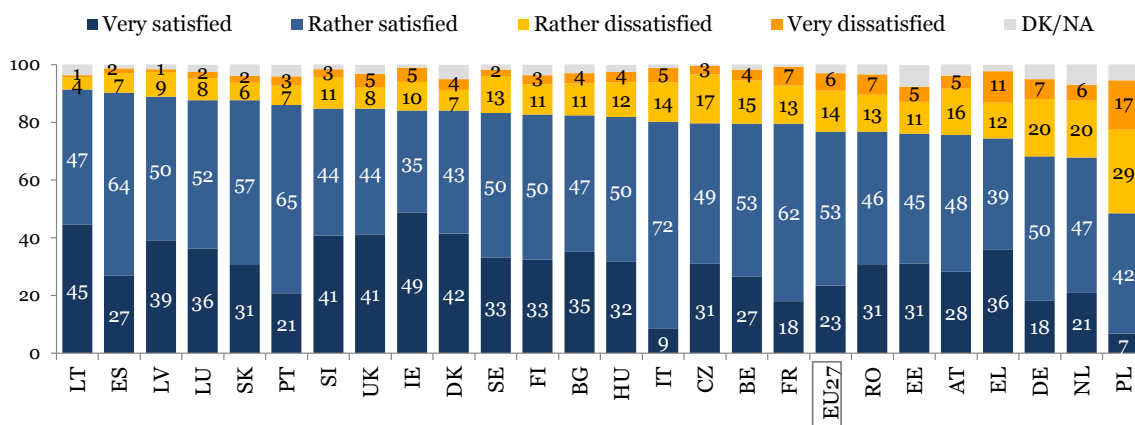
Similar to the results discussed above, more than two-thirds of rail passengers across most countries said they were *very* or *rather satisfied* with the **provision of information about train schedules and platforms** (ranging from 68% in the Netherlands and Germany to 92% in Lithuania). Furthermore, in most countries, less than a quarter of respondents were *dissatisfied* with the provision of such information in stations. In Poland, however, about half (49%) of rail passengers were satisfied, and a similar proportion (46%) were dissatisfied with information about train schedules and platforms provided in their country's train stations.

Focusing on the more extreme responses, respondents in Ireland and Lithuania were the most likely to select the "very satisfied" response (49% and 45%, respectively), while those in Poland and Italy were the least likely to do so (7% and 9%, respectively). Poland was the only country where respondents

<sup>1</sup> Note: Spain and France are two countries with many high-speed trains with compulsory seat reservation (e.g. TGV in France and Alvia high-speed trains in Spain).

who said they were *very dissatisfied* with the provision of information about train schedules and platforms outnumbered those being *very satisfied* (17% vs. 7%).

### Satisfaction with **provision of information about train schedules and platforms**



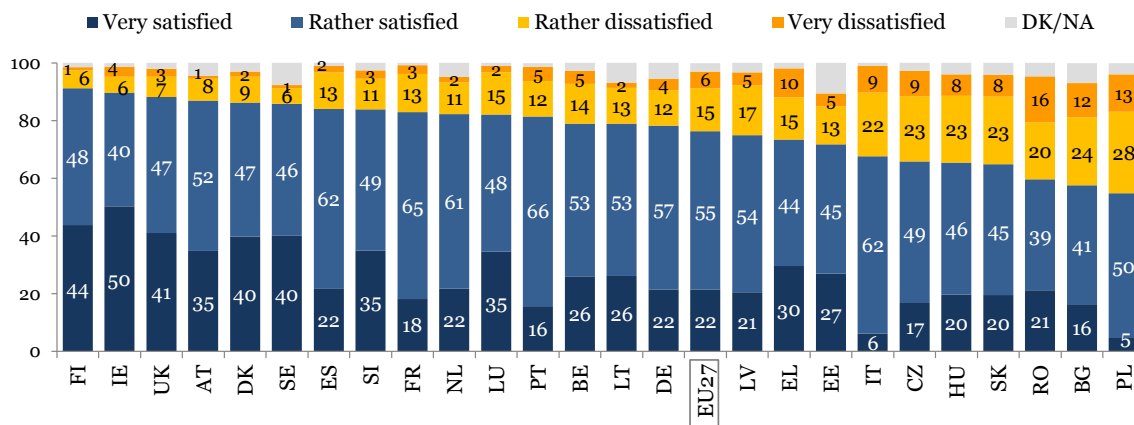
Q3. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]?  
Base: all respondents, % by country

The proportion of rail passengers who were *very* or *rather satisfied* with **their personal security in their country's railway stations** ranged from 55% in Poland to 92% in Finland. Similarly, the proportion of interviewees who were *rather* or *very dissatisfied* with their safety in train stations ranged from 7% in Finland and Sweden to 41% in Poland.

Poland was joined by Bulgaria and Romania and by the other countries of the Visegrád Group<sup>2</sup>; in these six countries, less than two-thirds of rail passengers were *very* or *rather satisfied* with their personal security in their country's railway stations (between 55% in Poland and 66% in Hungary and the Czech Republic), while about a third – or more – of respondents were *very* or *rather dissatisfied* with this aspect (between 31% in Slovakia and Hungary and 41% in Poland).

Poland and Italy – once more – had the lowest proportions of respondents who were *very satisfied* with their personal security in railway stations (5%-6%), while respondents in Ireland were again the most likely to select this response (50%). The Nordic countries and the UK also had a high proportion of rail passengers who were *very satisfied* with their personal security: 44% in Finland, 41% in the UK, and 40% in Sweden and Denmark.

<sup>2</sup> The Visegrád Group (or Visegrád Four) is a cooperation of four eastern European countries – the Czech Republic, Hungary, Poland and Slovakia – for the purposes of collaboration and furthering their European integration. One of the initiatives of the Visegrád Group is to promote efficient railway transport between their countries.

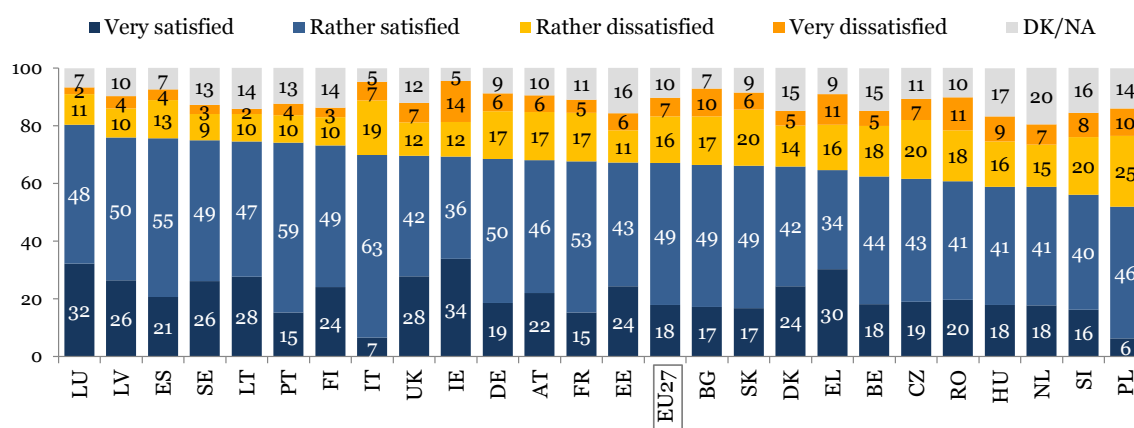
Satisfaction with **respondents' personal security in the station**

Q3. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]?  
Base: all respondents, % by country

Rail passengers in Luxembourg were the most likely to be satisfied with the **connections with other modes of public transport** in their country's stations (80% of "very" and "rather satisfied" responses). About a third (32%) of respondents in Luxembourg said they were *very satisfied* with this aspect; a figure similar to the one observed in Ireland (34%). In Luxembourg, just 13% of respondents were *dissatisfied* with the available public transport connections; this figure, however, was twice as high in Ireland (26%).

Although Luxembourg had the highest proportion of rail passengers who were *very* or *rather satisfied* with the available public transport connections (80%), many other countries with a high proportion of commuters – e.g. Slovenia, the Netherlands, Belgium and Denmark (see section 1.2) – were characterised by a considerably lower proportion of satisfied rail passengers (between 56% and 64%).

Rail passengers in Poland were – once again – the least likely to be *satisfied* (52%), and the most likely to be *dissatisfied* (35%), with the available public transport connections in the stations in their country. Other countries where more than a quarter of respondents were dissatisfied were Ireland (see above), Italy, Slovakia, Bulgaria, Greece, the Czech Republic, Slovenia and Romania (all 26%-29%).

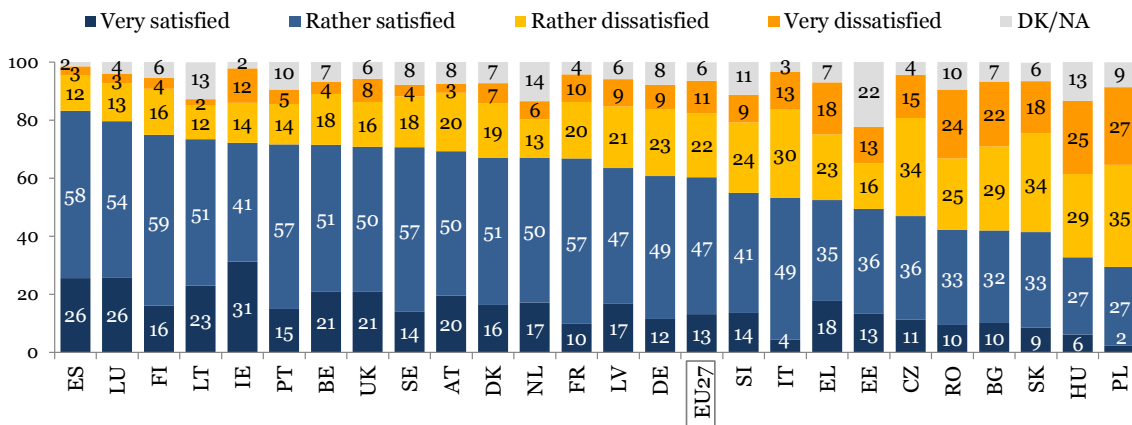
Satisfaction with **connections with other modes of public transport**

Q3. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]?  
Base: all respondents, % by country

**The quality of facilities and services (e.g. toilets, shops, cafes) in railway stations** was an aspect where a large variation was observed in the proportion of rail passengers who *were satisfied* or *rather not satisfied*. While 80% – or more – of interviewees in Spain (84%) and Luxembourg (80%) said they were *very* or *rather satisfied* with the quality of facilities and services, the total level of satisfaction decreased to 29% in Poland.

In Poland, 62% of rail passengers expressed dissatisfaction – compared to, for example, 15% in Spain. Other countries where about half – or more – of respondents were *rather* or *very dissatisfied* with the quality of station facilities and services were Bulgaria (51%), Romania (49%) and the remaining three members of the Visegrád Four: Hungary (54%), Slovakia (52%) and the Czech Republic (49%).

Satisfaction with **quality of the facilities and services** (e.g. toilets, shops, cafes, etc.)

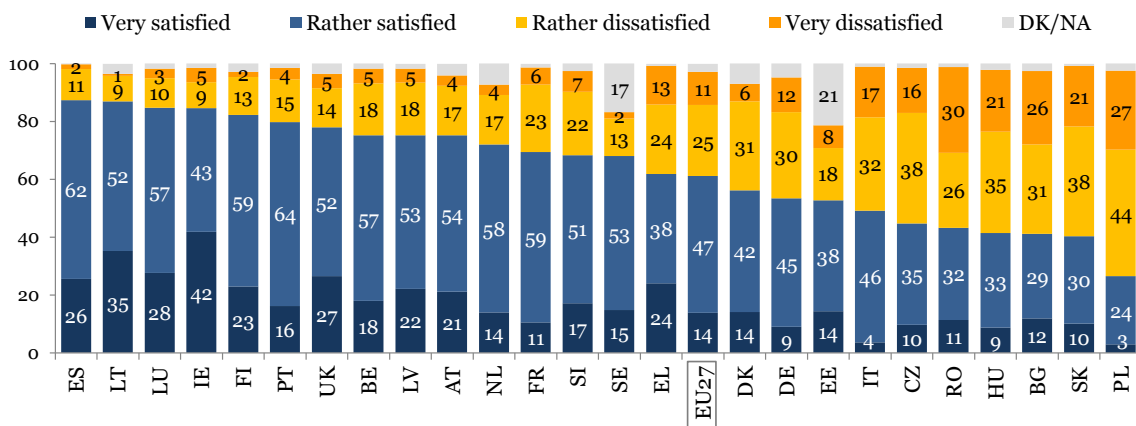


Q3. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]?  
Base: all respondents, % by country

In five countries, more than 80% of respondents were *very* or *rather satisfied* with the **cleanliness and maintenance of station facilities** in their country: Spain (88%), Lithuania (87%), Ireland and Luxembourg (both 85%) and Finland (82%); rail passengers in these countries were also the most likely to be satisfied with the quality of such facilities (see previous chart). Respondents in Ireland (42%), followed by those in Lithuania (35%), were the most likely to be *very satisfied* with this aspect of their country’s railway stations.

There were also similarities at the right-hand side of the two charts – with the same six countries having the lowest proportions of satisfied rail passengers. In other words, respondents in Bulgaria, Romania and those in Poland, Slovakia, Hungary and the Czech Republic (i.e. the Visegrád Four) were not only the least likely to be satisfied with the quality of stations’ facilities and services (between 29% and 47% – see previous chart), they were also the least likely to be satisfied with the cleanliness and maintenance of such facilities (between 27% and 45% – see next chart).

Satisfaction with **cleanliness and good maintenance of station facilities**



Q3. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]?  
Base: all respondents, % by country

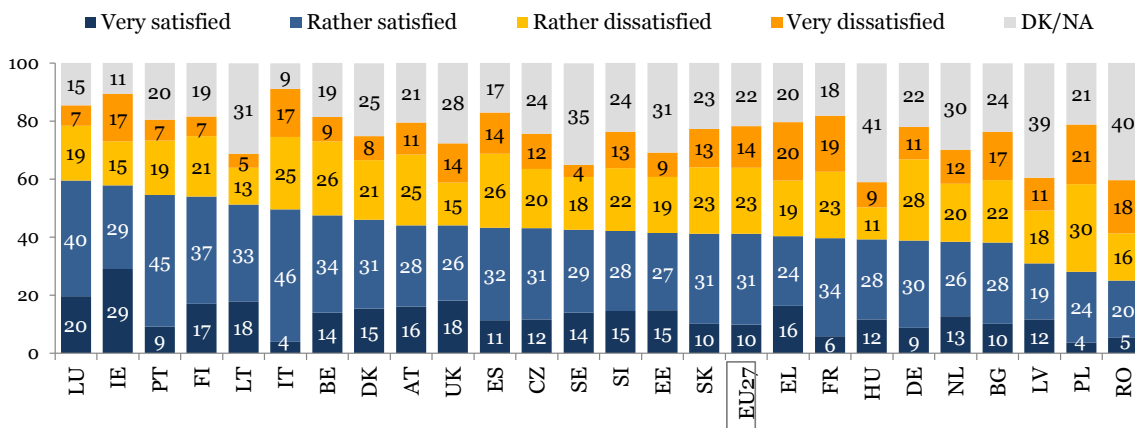
Respondents found it more difficult to express an opinion about **car parking facilities** in or near train stations in their country: between 9% of respondents in Italy and 41% in Hungary could not or would not say whether they were satisfied with such facilities.

Focusing solely on those respondents who did respond (the second chart on this page), the proportion of rail passengers who were *very* or *rather satisfied* with car parking facilities in or near train stations in their country ranged from 36% in Poland to 74% in Lithuania. Similarly, the proportion of interviewees who were *rather* or *very dissatisfied* with such facilities ranged from 26% in Lithuania to 64% in Poland.

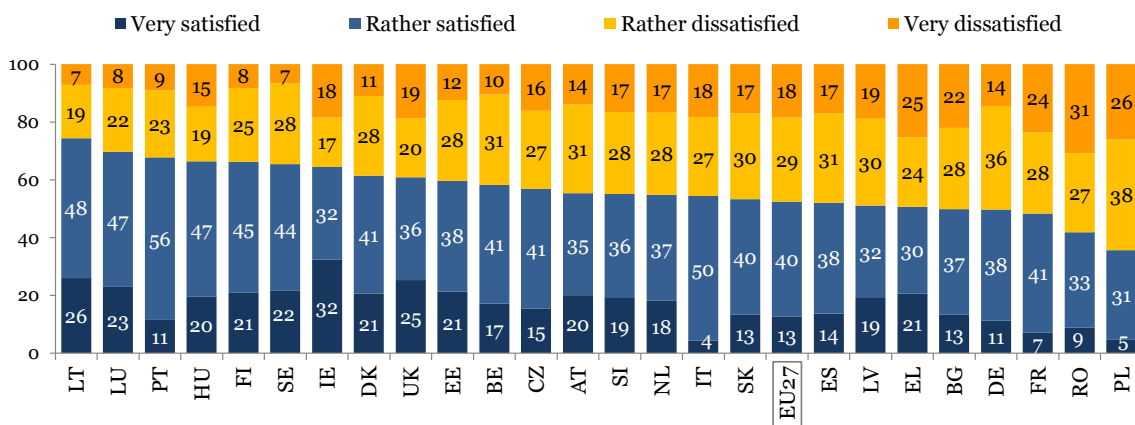
In Italy, Poland, France and Romania, less than a tenth of respondents (of those who answered the question) said they were *very satisfied* with car parking facilities (4%-9%); the proportion of “very satisfied” passengers was – once again – the highest in Ireland (32%). Across most countries, however, more than a tenth of respondents said they were *very dissatisfied* with this aspect of railway stations in their country; the proportion of “very dissatisfied” passengers ranged from 7% in Lithuania and Sweden to 31% in Romania.

### Satisfaction with facilities for car parking

Base: all respondents



Base: those respondents who provided an answer



Q3. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]?  
% by country

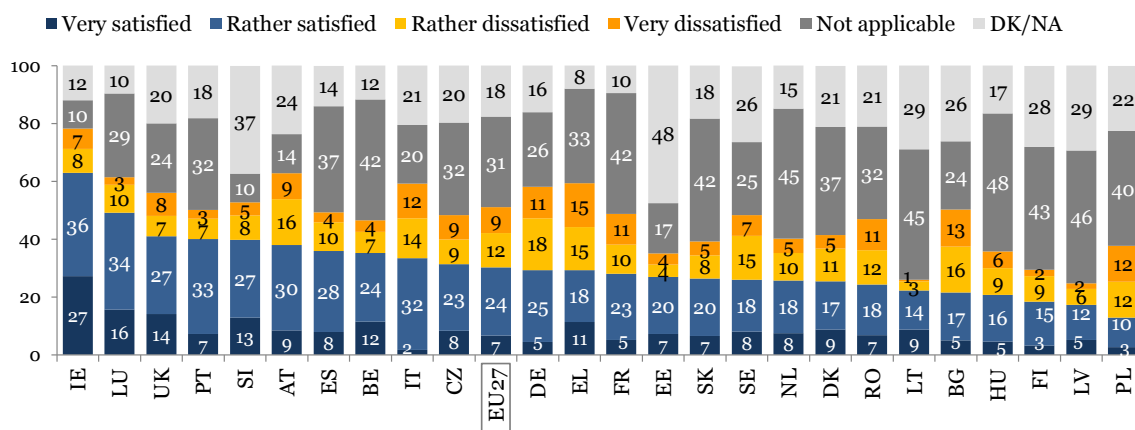
The proportion of respondents who thought that the question about the **complaint handling mechanism** in their country’s railway stations was not relevant to their personal situation ranged from 10% in Ireland and Slovenia to 48% in Hungary. Apart from the latter, other countries with more than 40% of “not-applicable” responses were Latvia (46%), Lithuania and the Netherlands (both 45%), Finland (43%), Slovakia, France and Belgium (all 42%). Furthermore, across most countries, a considerable proportion of respondents could not – or would not – say whether they were satisfied with the complaint handling mechanism; the proportion of such “don’t know” answers ranged from 8% in Greece to 48% in Estonia.

Placing the focus on those interviewees who had actually responded, it was noted that a majority of rail passengers in most countries were *very* or *rather satisfied* with the complaint handling mechanism – i.e. they considered it easy and accessible. The overall level of satisfaction was the highest in Lithuania (86%), followed by Ireland, Portugal and Luxembourg (all 80%-81%). Rail passengers in Lithuania and Ireland were also the most likely to report being *very satisfied* with this aspect of railway stations in their country (34%-35%).

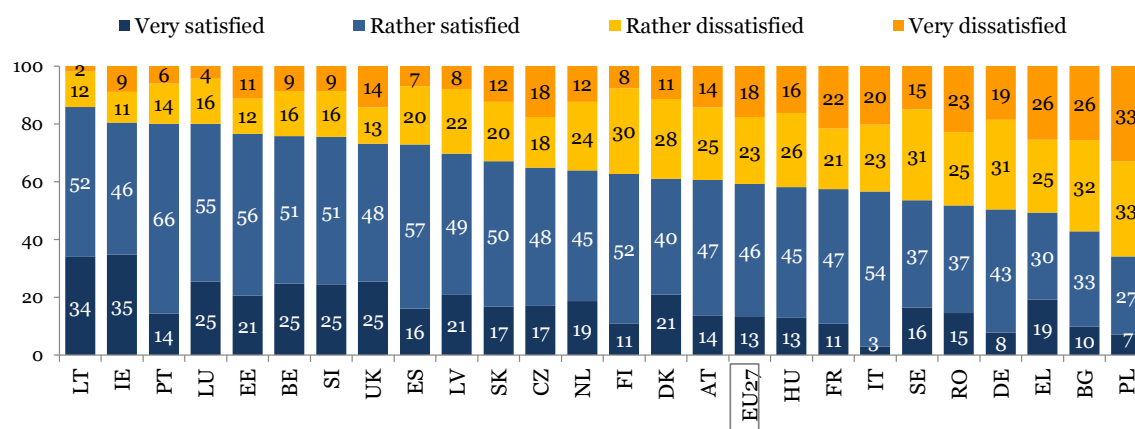
In Poland, Bulgaria and Greece, on the other hand, a majority of respondents (of those who answered the question) said they were *rather* or *very dissatisfied* with the complaint handling mechanism (66%, 58% and 51%, respectively). These three countries were also characterised by the highest proportions of “very dissatisfied” rail passengers: 33% in Poland and 26% in Bulgaria and Greece.

**Satisfaction with easy and accessible complaint handling mechanism put in place**

Base: all respondents



Base: those respondents who provided an answer



Q3. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]? % by country

The table below summarises, for each country, the **features of railway stations that passengers were the most likely to be satisfied with**; the features listed in the survey were sorted based on the proportions of interviewees who selected either the “very satisfied” or “rather satisfied” response.

Of the eight features of railway stations (as listed in the survey), three could be identified as being the ones that rail passengers across most countries were the most likely to be satisfied with: (1) ease of buying tickets, (2) the provision of information about train schedules and platforms, and (3) respondents' personal security in train stations. For example, in 14 countries, the largest proportion of respondents said they were *very* or *rather satisfied* with the ease of buying tickets in their country's railway stations; in another nine countries, this feature appeared in either second or third position.

### Satisfaction with various features of railway stations

(% sum of “very satisfied” and “rather satisfied” responses)

<b>BE</b>	<b>%</b>	<b>BG</b>	<b>%</b>	<b>CZ</b>	<b>%</b>
Ease of buying tickets	84	Ease of buying tickets	83	Ease of buying tickets	86
Provision of information	80	Provision of information	82	Provision of information	80
Personal security	79	Public transport connections	66	Personal security	66
<b>DK</b>	<b>%</b>	<b>DE</b>	<b>%</b>	<b>EE</b>	<b>%</b>
Personal security	86	Personal security	78	Ease of buying tickets	91
Provision of information	84	Public transport connections	69	Provision of information	76
Ease of buying tickets	82	Provision of information	68	Personal security	72
<b>EL</b>	<b>%</b>	<b>ES</b>	<b>%</b>	<b>FR</b>	<b>%</b>
Provision of information	74	Provision of information	90	Ease of buying tickets	84
Ease of buying tickets	74	Ease of buying tickets	90	Personal security	83
Personal security	73	Cleanliness of station facilities	87	Provision of information	80
<b>IE</b>	<b>%</b>	<b>IT</b>	<b>%</b>	<b>LV</b>	<b>%</b>
Personal security	90	Ease of buying tickets	84	Ease of buying tickets	93
Ease of buying tickets	89	Provision of information	80	Provision of information	89
Cleanliness of station facilities	85	Public transport connections	70	Public transport connections	76
<b>LT</b>	<b>%</b>	<b>LU</b>	<b>%</b>	<b>HU</b>	<b>%</b>
Ease of buying tickets	95	Provision of information	88	Ease of buying tickets	86
Provision of information	91	Cleanliness of station facilities	85	Provision of information	82
Cleanliness of station facilities	87	Ease of buying tickets	84	Personal security	65
<b>NL</b>	<b>%</b>	<b>AT</b>	<b>%</b>	<b>PL</b>	<b>%</b>
Personal security	82	Personal security	87	Ease of buying tickets	76
Ease of buying tickets	73	Provision of information	76	Personal security	55
Cleanliness of station facilities	72	Cleanliness of station facilities	75	Public transport connections	52
<b>PT</b>	<b>%</b>	<b>RO</b>	<b>%</b>	<b>SI</b>	<b>%</b>
Ease of buying tickets	90	Ease of buying tickets	88	Ease of buying tickets	92
Provision of information	86	Provision of information	77	Provision of information	85
Personal security	82	Public transport connections	61	Personal security	84
<b>SK</b>	<b>%</b>	<b>FI</b>	<b>%</b>	<b>SE</b>	<b>%</b>
Ease of buying tickets	90	Personal security	91	Personal security	86
Provision of information	88	Ease of buying tickets	90	Provision of information	83
Public transport connections	66	Provision of information	83	Ease of buying tickets	79
<b>UK</b>	<b>%</b>				
Personal security	88				
Ease of buying tickets	87				
Provision of information	85				

**Q3. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]?**

Base: all respondents, % by country

The table below shows, for each country, the **features of railway stations that passengers were the most likely to be dissatisfied with** (i.e. based on the sum of “very dissatisfied” and “rather dissatisfied” responses).

Once again, three features could be identified as the ones that rail passengers – across most countries – were the most likely to be dissatisfied with: (1) car parking facilities, (2) the quality of station facilities and (3) the cleanliness and maintenance of such facilities. For example, in 16 countries, both the quality and cleanliness/maintenance of station facilities appeared in the top three features that received the highest proportions of “dissatisfied” responses.

### Dissatisfaction with various features of railway stations

(% sum of “very dissatisfied” and “rather dissatisfied” responses)

<b>BE</b>	<b>%</b>	<b>BG</b>	<b>%</b>	<b>CZ</b>	<b>%</b>
Facilities for car parking	34	Cleanliness of station facilities	56	Cleanliness of station facilities	54
Cleanliness of station facilities	23	Quality of station facilities	51	Quality of station facilities	49
Public transport connections	23	Facilities for car parking	38	Facilities for car parking	33
<b>DK</b>	<b>%</b>	<b>DE</b>	<b>%</b>	<b>EE</b>	<b>%</b>
Cleanliness of station facilities	37	Ease of buying tickets	42	Quality of station facilities	28
Facilities for car parking	29	Cleanliness of station facilities	42	Facilities for car parking	28
Quality of station facilities	26	Facilities for car parking	39	Cleanliness of station facilities	26
<b>EL</b>	<b>%</b>	<b>ES</b>	<b>%</b>	<b>FR</b>	<b>%</b>
Quality of station facilities	41	Facilities for car parking	40	Facilities for car parking	42
Facilities for car parking	39	Public transport connections	17	Cleanliness of station facilities	29
Cleanliness of station facilities	37	Quality of station facilities	15	Quality of station facilities	29
<b>IE</b>	<b>%</b>	<b>IT</b>	<b>%</b>	<b>LV</b>	<b>%</b>
Facilities for car parking	32	Cleanliness of station facilities	50	Quality of station facilities	31
Public transport connections	26	Quality of station facilities	43	Facilities for car parking	30
Quality of station facilities	26	Facilities for car parking	42	Cleanliness of station facilities	23
<b>LT</b>	<b>%</b>	<b>LU</b>	<b>%</b>	<b>HU</b>	<b>%</b>
Facilities for car parking	18	Facilities for car parking	26	Cleanliness of station facilities	56
Personal security	14	Personal security	17	Quality of station facilities	54
Quality of station facilities	14	Quality of station facilities	16	Personal security	31
<b>NL</b>	<b>%</b>	<b>AT</b>	<b>%</b>	<b>PL</b>	<b>%</b>
Facilities for car parking	32	Facilities for car parking	36	Cleanliness of station facilities	71
Provision of information	25	Ease of buying tickets	33	Quality of station facilities	62
Public transport connections	22	Complaint handling mechanism	25	Facilities for car parking	51
<b>PT</b>	<b>%</b>	<b>RO</b>	<b>%</b>	<b>SI</b>	<b>%</b>
Facilities for car parking	26	Cleanliness of station facilities	56	Facilities for car parking	34
Quality of station facilities	19	Quality of station facilities	48	Quality of station facilities	34
Cleanliness of station facilities	19	Personal security	36	Cleanliness of station facilities	29
<b>SK</b>	<b>%</b>	<b>FI</b>	<b>%</b>	<b>SE</b>	<b>%</b>
Cleanliness of station facilities	59	Facilities for car parking	28	Complaint handling mechanism	22
Quality of station facilities	52	Quality of station facilities	20	Facilities for car parking	22
Facilities for car parking	36	Cleanliness of station facilities	15	Quality of station facilities	22
<b>UK</b>	<b>%</b>				
Facilities for car parking	28	<b>Q3. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]?</b>			
Quality of station facilities	24	Base: all respondents, % by country			
Cleanliness of station facilities	19				

It was noted before that, in 23 countries, the **ease of buying tickets** was one of the features that rail passengers were the most likely to be *satisfied* with; in Germany and Austria, however, this feature appeared among the ones that respondents were the most likely to *dissatisfied* with (42% and 33%, respectively, of “very dissatisfied” and “rather dissatisfied” responses).

In the Netherlands, the **provision of information about train schedules and platforms** appeared in the top three features that received the highest proportions of “dissatisfied” responses (25% of “very dissatisfied” and “rather dissatisfied” responses); in 22 other countries, however, this feature belonged to the ones that respondents were most likely to be satisfied with. Similarly, although some of the largest proportions of respondents in a majority of the countries surveyed were satisfied with their **personal security** in their country’s train stations, this feature appeared among the ones that rail passengers were the most likely to be *dissatisfied* with in Romania (36% of “very dissatisfied” and “rather dissatisfied” responses), Hungary (31%), Luxembourg (17%) and Lithuania (14%).

The opposite trend was seen for the level of (dis)satisfaction with the **cleanliness and maintenance of station facilities**. This was one of the features that respondents in most countries were among the most likely to be *dissatisfied* with; in six countries, however, this feature appeared among the ones that respondents were the most likely to be *satisfied* with: Spain and Lithuania (both 87% of “very satisfied” and “rather satisfied” responses), Ireland and Luxembourg (both 85%), Austria (75%) and the Netherlands (72%).

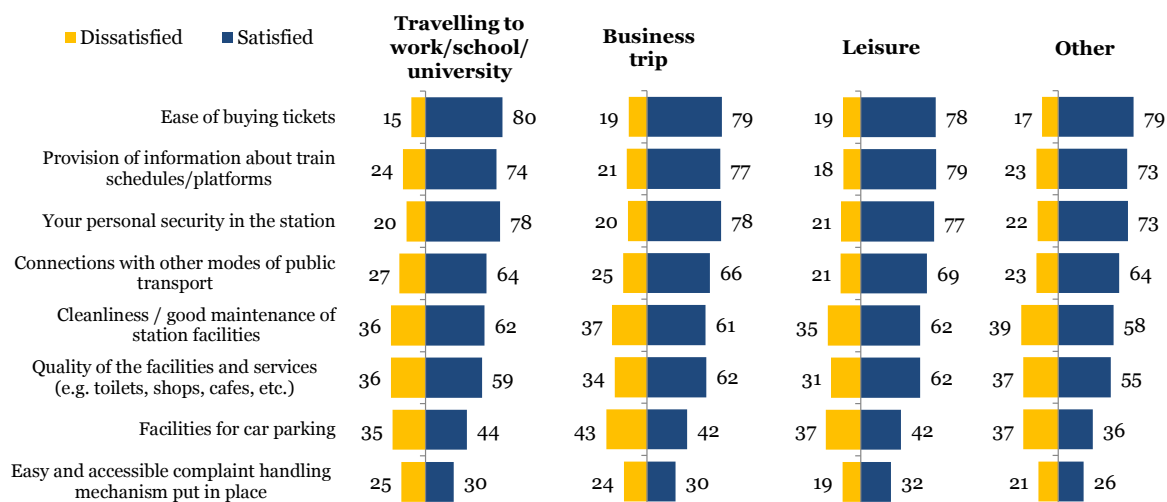
### Satisfaction with railway stations by types of rail passengers

Across all types of rail passengers, the largest levels of satisfaction were measured for the ease of buying tickets, personal security in train stations and the provision of information about train schedules and platforms. Business and leisure travellers, nonetheless, were somewhat more likely to be *very* or *rather satisfied* with the last-named aspect (77%-79% vs. 73%-74% for other types of rail passengers).

Leisure travellers were also less likely to be dissatisfied with connections with other modes of public transport and the quality of facilities and services in railway stations in their country. For example, while 21% of leisure travellers reported being *very* or *rather dissatisfied* with the available public transport connections; this proportion increased to 25% for business travellers and 27% for commuters.

Business travellers were the most likely to say that they were *very* or *rather dissatisfied* with facilities for car parking in or near train stations in their country (43% vs. 35%-37% across other types of travellers). The proportions dissatisfied with the complaint handling mechanism were also higher among business travellers and commuters (24%-25% vs. 19%-21% across other types of travellers); it should, however, be noted that leisure and “other” travellers were less likely to answer this question (49%-53% vs. 45% across other types).

### Satisfaction with various features of railway stations



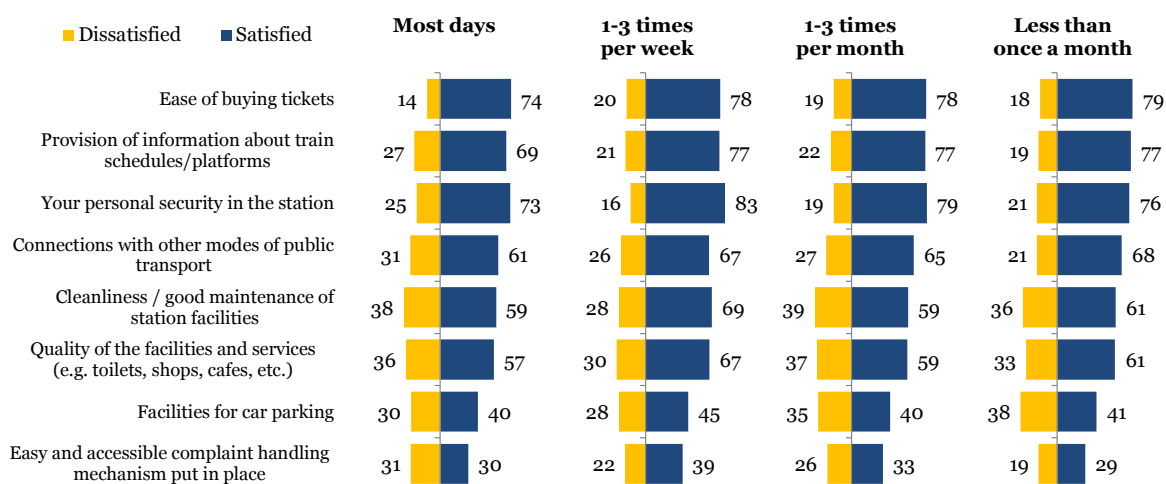
Q3. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]?  
Base: all respondents, %EU27

### Satisfaction with railway stations by frequency of journeys by rail

Respondents who answered that they travelled by train *on a daily basis* were less likely to express their satisfaction when asked about the ease of buying tickets, personal security in train stations, the provision of information about train schedules and connections with other modes of public transport. For example, while 61% of respondents who took the train on a daily basis reported being *very* or *rather satisfied* with the available public transport connections in the railway stations in their country; this proportion increased to 65%-68% for respondents who took the train less frequently.

Rail passengers who took the train *between once and three times per week* were the most likely to be satisfied with the quality of facilities and services in railway stations and the cleanliness and maintenance of such facilities. For example, while 69% of these respondents reported being *very* or *rather satisfied* with the cleanliness and maintenance of station facilities; this proportion decreased to 59%-61% for other groups of rail passengers. Respondents who took the train between once and three times per week were also somewhat more likely to be satisfied with car parking facilities and the complaint handling mechanism in their country's railway stations.

### Satisfaction with various features of railway stations



Q3. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]?  
Base: all respondents, %EU27

### Socio-demographic considerations

Differences in satisfaction levels between men and women were mostly minor; the largest difference was seen when looking at “personal security in train stations”: while 79% of men said they were *very* or *rather satisfied* with this aspect of railway stations, this proportion was somewhat lower for female passengers (75%).

Younger respondents (15-39 year-olds) were more likely to be *very* or *rather satisfied* with certain features of their country's railway stations: ease of buying tickets (83%-84% vs. 76%-78% of the over 39 year-olds), the provision of information about train schedules and platforms (81% vs. 75%-76%) and connections with other modes of public transport (70%-72% vs. 64%-67%). For the former two features, the over 39 year-olds were the most likely to be *very* or *rather dissatisfied*. For the third feature, however, just the 25-39 year-olds were more likely than their younger counterparts to say they were dissatisfied, while the over 54 year-olds were more likely not to give an opinion.

The younger the respondents were, however, the more likely they were to be *very* or *rather dissatisfied* with their personal security in their country's railway stations (29% of 15-24 year-olds vs. 17% of the over 54 year-olds), the quality of train stations' facilities (37% vs. 31%) and the cleanliness/maintenance of such facilities (40% vs. 34%). Across all age groups, a considerable proportion of respondents could not – or would not – say whether they were satisfied with station car parking facilities

in their country or with complaint handling. Controlling for these differences in the “not-applicable” and “don't know” responses, it was noted that 25-54 year-old rail passengers were less likely to express their satisfaction with these features.

Full-time students had similar satisfaction levels as 15-24 year-olds; for example, they were more likely than their older counterparts – who had finished their studies – to be *very* or *rather satisfied* with the ease of buying tickets in their country's stations (83% vs. 77%-81%) and they were more likely to be *very* or *rather dissatisfied* with their personal security in those stations (28% vs. 19%-22%). Among rail passengers who had completed their studies, it was noted that those with the highest level of education were more likely to report being *very* or *rather dissatisfied* with most of the features of train stations listed in the survey. For example, while 35% of respondents with the highest level of education said they were *very* or *rather dissatisfied* with the quality of their country's station facilities and services, this proportion decreased to 29% for those with the lowest level of education.

Rail passengers living in rural areas had higher satisfaction levels than those living in urban and metropolitan areas for “personal security in train stations”, the “cleanliness and maintenance of station facilities” and “car parking facilities”. For example, 63% of respondents in rural areas were *very* or *rather satisfied* with the quality of railway station facilities and services, compared to 59%-60% of those in urban and metropolitan areas. Rural residents – together with those in urban areas – were also more likely to be *very* or *rather satisfied* with the provision of information about train schedules and platforms and with the complaint handling mechanism in stations in their country. Metropolitan and urban residents, on the other hand, somewhat more frequently reported being satisfied with the ease of buying tickets in railway stations.

For some features listed in the survey, the differences in satisfaction levels across occupational groups were not great; for example, the proportion of rail passengers who were *very* or *rather satisfied* with the provision of information about train schedules and platforms varied between 76% for non-working respondents and 80% for the self-employed. For other features, however, it was noted that manual workers were more liable to be satisfied; for example, while 66% of manual workers said they were *very* or *rather satisfied* with the cleanliness and maintenance of station facilities in their country, the corresponding figure across other occupational groups was just 60%-61%. Finally, after controlling for the proportions who did not answer the question about complaint handling, it appeared that the self-employed, in particular, were more likely to be *very* or *rather dissatisfied* with the complaint handling mechanism at stations in their country.

For more details, see annex tables 3b through 10b.

### 3. Satisfaction with rail services and facilities on trains

More than 8 in 10 (82%) rail passengers in the EU said they were *very* or *rather satisfied* with their **personal security on board trains** in their country; this figure was somewhat higher than the one observed for security in railway stations (77% – see previous chapter).

The **length of time a journey was scheduled to take** (i.e. the estimated travelling speed of trains) was considered to be *very* or *rather satisfactory* by 78% of rail passengers; a somewhat lower proportion (72%) was satisfied with the **frequency of trains**. When asked about the **punctuality and reliability** of trains (i.e. if trains in their country departed and arrived on time), the total level of satisfaction decreased to 66%. Furthermore, while 19% of rail passengers said they were *very* or *rather dissatisfied* with the travelling speed of trains, 33% were dissatisfied with their punctuality and reliability.

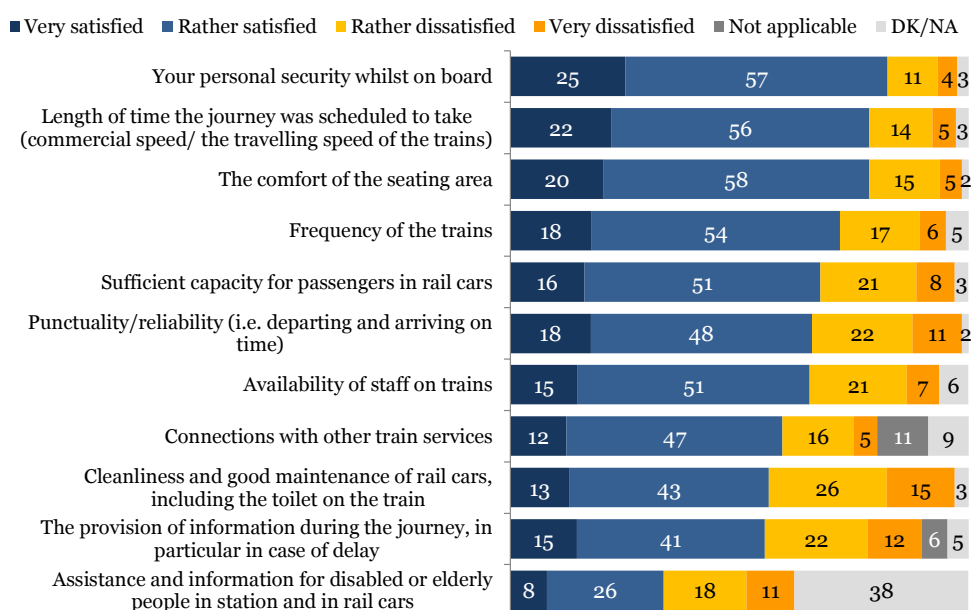
It was noted in the previous chapter that roughly two-thirds (67%) of rail passengers were satisfied with connections to other modes of public transport; however, just 59% were *very* or *rather satisfied* with **connections to other train services**. (Note: 11% of rail passengers said this question was “not-applicable” and 9% gave a “don’t know” response.)

More than three-quarters (78%) of rail passengers reported being *very* or *rather satisfied* with the **comfort of seating areas** in their country’s trains; however, the proportion being *very* or *rather satisfied* with **seating capacity** in railway carriages was considerably lower – at 67%. Furthermore, 56% of respondents said they were *satisfied*, and 41% were *dissatisfied*, with the **cleanliness and maintenance** of railway carriages (incl. train toilets).

Although 66% of rail passengers were *very* or *rather satisfied* with the **availability of staff on trains** in their country, a considerably lower level of satisfaction (56%) was measured for the **provision of information during train journeys**, in particular in case of a delay.

Almost 4 in 10 (38%) rail passengers gave a “don’t know” response when asked about **assistance and information for disabled and elderly passengers** (both in railway stations and on trains). Among those who answered the question, respondents who were *very* or *rather satisfied* with assistance and information for disabled and elderly outnumbered those being *very* or *rather dissatisfied* (34% vs. 29%).

#### Satisfaction with various features of trains and train services



Q4. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]?

Base: all respondents, %EU27

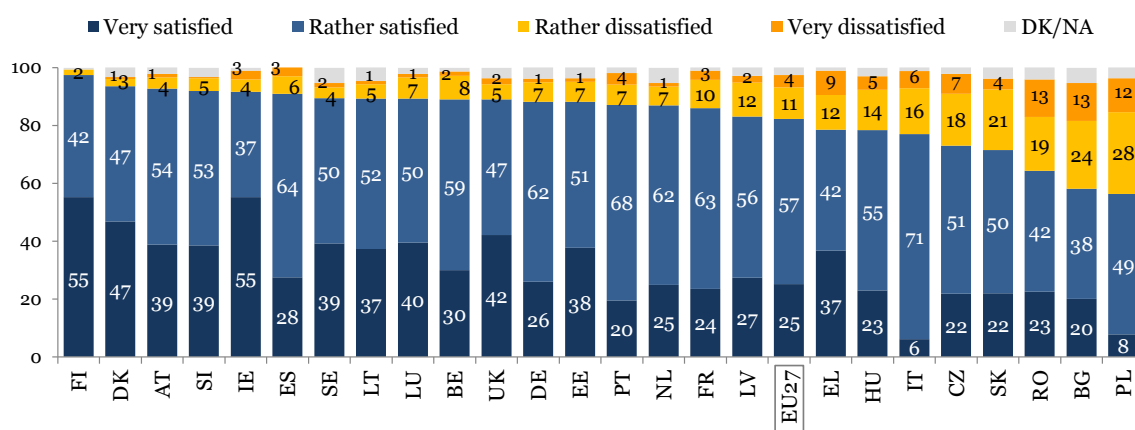
The results also showed that rail passengers were considerably more likely to report being *rather satisfied* rather than being *very satisfied* with each of the features of trains in their country. For example, while 58% of rail passengers said they were *rather satisfied* with the seating comfort of trains in their country, just 20% were *very satisfied*. Furthermore, for two items, the proportion of “very satisfied” passengers was somewhat lower than the proportion of “very dissatisfied” ones; this was the case for the cleanliness/maintenance of railway carriages (13% “very satisfied” vs. 15% “very dissatisfied”) and assistance/information for disabled and elderly passengers (8% vs. 11%).

### Country variations

In accordance with the results for respondents’ satisfaction with their personal security in train stations, in a large majority of the countries surveyed, more than 7 in 10 respondents were *very* or *rather satisfied* with their **personal security on board trains** in their country (from 72% in Slovakia to 97% in Finland). Ireland and Finland – once again – had the highest proportions of rail passengers who were *very satisfied* with their personal security on board trains (both 55%).

Rail passengers in Romania, Bulgaria and the Visegrád Group were not only the most likely to be dissatisfied with their personal security in railway stations (31%-41% – see chapter 2), they were also among the most likely to say that they were *very* or *rather dissatisfied* with their security on board trains (for example, 40% in Poland, 37% in Bulgaria and 32% in Romania).

### Satisfaction with respondents’ personal security whilst on board



Q4. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]?

Base: all respondents, % by country

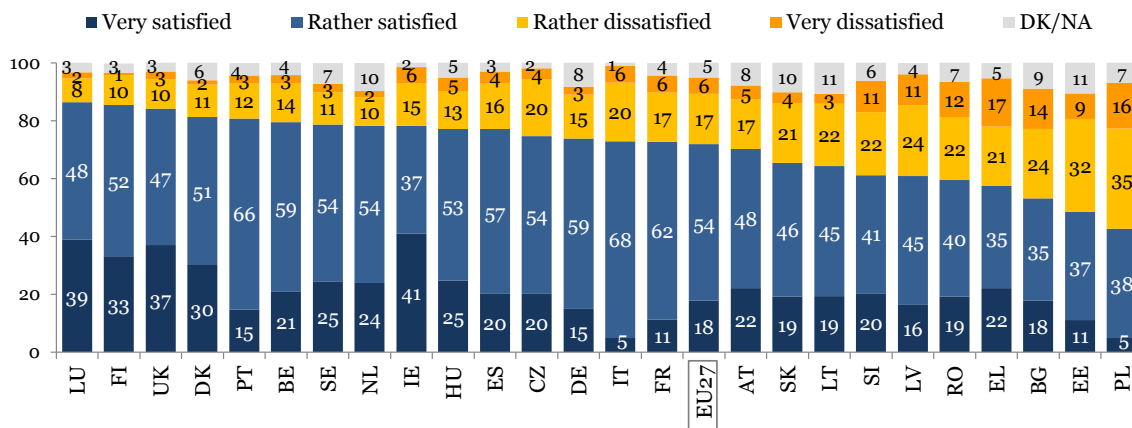
Rail passengers in Luxembourg, Finland and the UK most frequently said that they were *very* or *rather satisfied* with **the frequency of trains** in their country (84%-87%); furthermore, in these countries, at least a third of respondents answered that they were *very satisfied* with this aspect of their country’s trains: 39% in Luxembourg, 37% in the UK and 33% in Finland. Rail passengers in Ireland were once more the most likely to select the “very satisfied” response (41%).

Not only in Finland and Luxembourg, but also in the other Benelux and Nordic countries and in Portugal, respondents were among the most likely to answer that they were *very* or *rather satisfied* with the frequency of trains in their country (81% in Denmark and Portugal, 80% in Belgium, 79% in Sweden and 78% in the Netherlands). In each of these countries, more than a fifth of rail passengers said they were *very satisfied* with train frequencies (between 21% and 30%).

In two countries at the right-hand side of the chart, however, less than half of respondents were *very* or *rather satisfied* with the frequency of trains in their country: 48% in Estonia and 43% in Poland. In Poland, 51% of rail passengers said they were *very* or *rather dissatisfied* with train frequencies; the overall level of dissatisfaction was lower in Estonia (41%). Focusing on the more extreme response of being “very dissatisfied”, Poland was joined by Greece in having the highest proportions of passengers who selected this response (16%-17%).

Lithuania was among the countries with some of the highest proportions of satisfied rail passengers both in terms of the various features of railway stations (see previous chapter) and the trains themselves (see further in this chapter); there appeared to be one exception: when asked about their satisfaction with the frequency of trains in their country, rail passengers in Lithuania were among the least likely to say they were *very* or *rather satisfied* (64% compared to an EU average of 72%).

Satisfaction with **frequency of the trains**

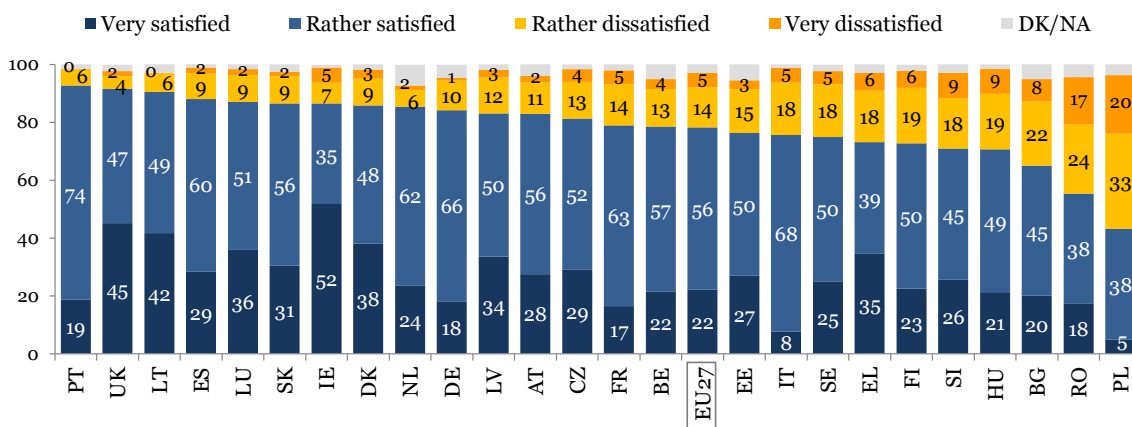


Q4. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]?  
Base: all respondents, % by country

Respondents in the UK were not only among the most likely to be satisfied with train frequencies, they were also among the most likely to be *very* or *rather satisfied* with the **length of time rail journeys were scheduled to take** (92%); a similar level of satisfaction was measured in Portugal (93%). However, while 45% of respondents in the UK reported being *very satisfied* with the travelling speed of trains in their country, this figure was just 19% in Portugal. Other countries with a high proportion of “very satisfied” passengers were Ireland (52%) and Lithuania (42%).

Poland was the only country where less than half of interviewees (43%) were *very* or *rather satisfied* with the scheduled travelling time for rail journeys; a slim majority said they were dissatisfied with this aspect of the rail service (33% said they were *rather dissatisfied* and 20% were *very dissatisfied*). Romania was the closest to Poland with 41% of “dissatisfied” passengers.

Satisfaction with **length of time the journey was scheduled to take**  
(e.g. commercial speed, the travelling speed of the trains)



Q4. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]?  
Base: all respondents, % by country

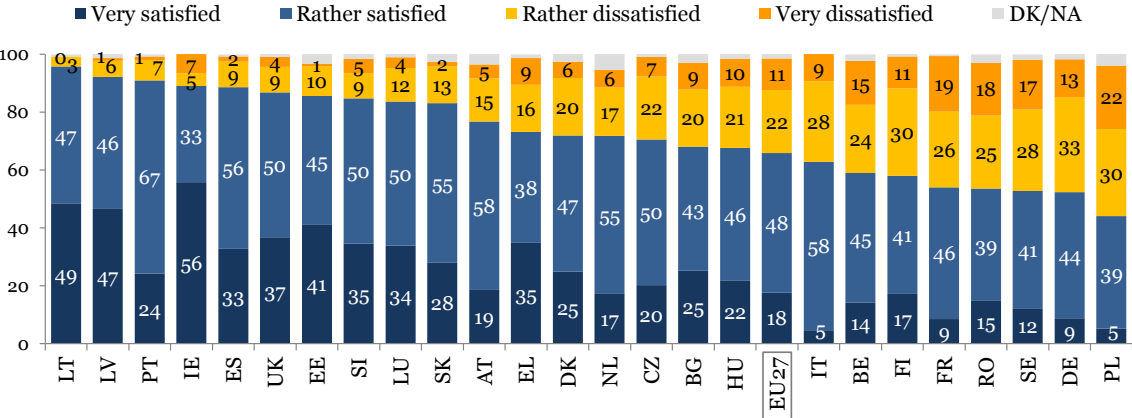
The highest satisfaction levels for the **punctuality and reliability of trains** were measured in Lithuania, Latvia and Portugal (above 90%). A slim majority of rail passengers in Ireland (56%) and almost half of those in Lithuania and Latvia (49% and 47%) were *very satisfied* with this aspect of their country’s trains; in accordance with the results in the previous chart, respondents in Portugal were considerably less likely to say the same (24% “very satisfied”).

It was noted earlier that the railway systems in France and Spain are similar (with many high-speed trains); nonetheless, while 89% of rail passengers in Spain reported being *very or rather satisfied* with the punctuality and reliability of trains in their country, this proportion decreased to 55% in France. Furthermore, 33% of respondents in Spain, as opposed to 9% in France, said they were *very satisfied* with this aspect of their country’s trains.

In many countries, the proportion of rail travellers who were *very or rather satisfied* with the punctuality and reliability of trains in their country was considerably lower than the corresponding proportion for scheduled travelling speed. For example, while 84% of rail passengers in Germany were satisfied with the latter, just 53% were satisfied with the former. Large differences in the levels of satisfaction were also observed in France (80% vs. 55%), Belgium (79% vs. 59%) and Sweden (75% vs. 53%).

Poland was once again the only country where less than half (44%) of rail passengers said they were *very or rather satisfied* with trains’ punctuality and reliability. Furthermore, the proportion of interviewees in this country who selected the “very dissatisfied” response was higher than the proportion selecting the “very satisfied” response (22% vs. 5%); other countries with a high number of “very dissatisfied” passengers were France (19%), Romania (18%) and Sweden (17%).

Satisfaction with **punctuality and reliability (i.e. departing and arriving on time)**



Q4. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]?  
Base: all respondents, % by country

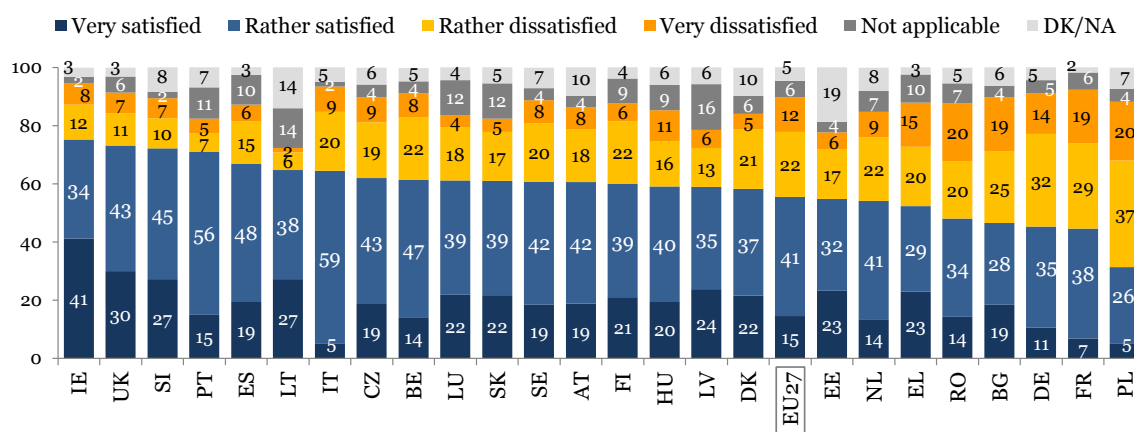
As noted above, rail passengers in Latvia and Lithuania were among the most likely to be satisfied with the punctuality and reliability of trains in their country; as such, they were also the most liable to say that the question about **information provided during a journey in case of a delay** was not relevant to their personal situation (16% and 14%, respectively). The proportion of “don’t know” responses was the highest in Estonia (19%). In almost all other countries, however, a large majority of respondents gave their opinion about this aspect of the trains in their country; the next paragraph focuses only on respondents who said they were satisfied or dissatisfied with the provision of information during a journey, in particular in case of a delay.

Among respondents who expressed an opinion, those in Lithuania and Portugal were the most likely to be *very* or *rather satisfied* with the information provided in case of a delayed journey (90% and 86%, respectively). Nonetheless, rail passengers in Ireland were the ones most likely to be *very satisfied* with the provision of such information (44%, compared to 38% in Lithuania and 18% in Portugal). Poland was again found at the bottom of the country ranking; this time joined by France and Germany. In these three countries, at least half of interviewees said they were *very* or *rather dissatisfied* with the provision of information on their country’s trains: 64% in Poland, 52% in France and 50% in Germany.

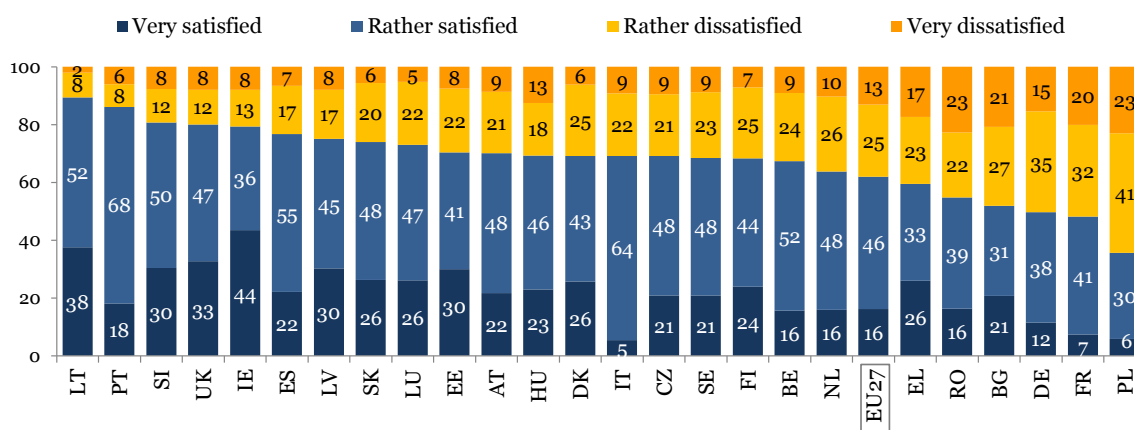
In accordance with the results discussed in the previous chart, rail passengers in Spain were among the most likely to answer that they *very* or *rather satisfied* with the information provided in case of a delayed journey, while those in France were among the least likely to say the same (77% vs. 48%).

### Satisfaction with the provision of information during the journey, in particular in case of delay

Base: all respondents



Base: those respondents who provided an answer



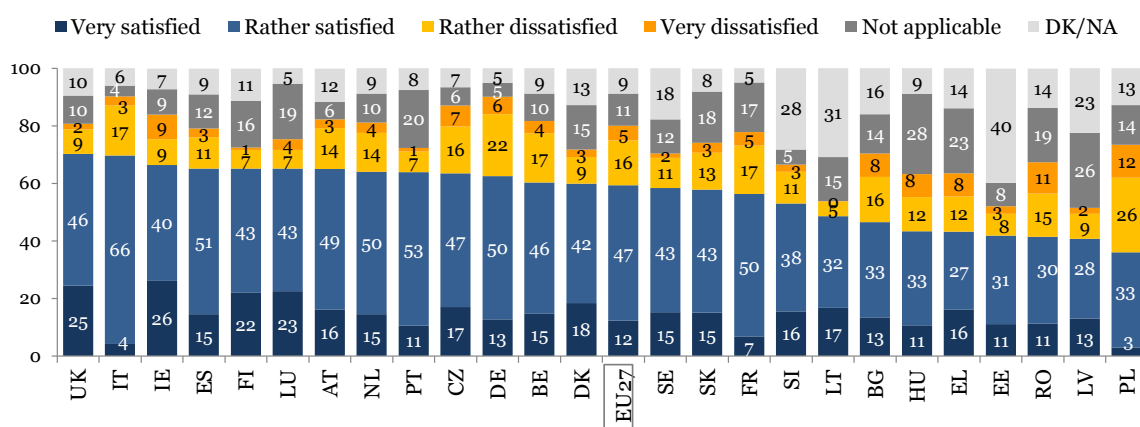
Q4. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? % by country

Across most countries, a large number of respondents gave a “don’t know” or “not-applicable” response when asked about **connections with other train services**. Respondents in Hungary (28%), Latvia (26%) and Greece (23%) were the most likely to say that this question was not relevant to their personal situation, while those in Estonia (40%), Lithuania (31%) and Slovenia (28%) were the most apt to say they could not answer this question.

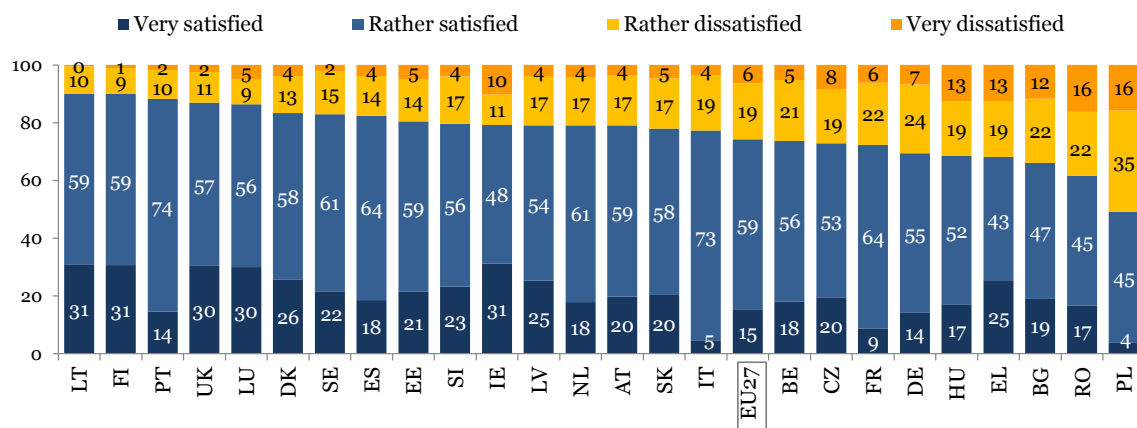
Focusing solely on those respondents who answered this question, it was noted that the proportion of rail passengers who said they were *very* or *rather satisfied* with the available connections with other train services ranged from 49% in Poland to 90% in Finland and Lithuania. Similarly, the proportion of “very satisfied” respondents ranged from 4%-5% in Poland and Italy to 30%-31% in the UK, Luxembourg, Lithuania, Finland and Ireland.

### Satisfaction with **connections with other train services**

Base: all respondents



Base: those respondents who provided an answer

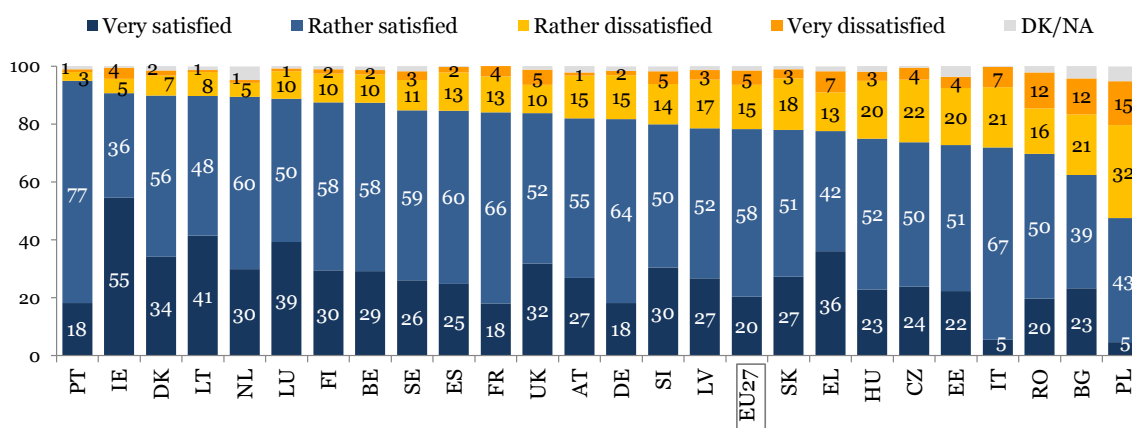


Q4. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]?  
% by country

Across almost all countries surveyed, 70% – or more – of respondents reported being *very* or *rather satisfied* with the **comfort of seating areas** on their country’s trains; respondents in Portugal were overall the most likely to be *very* or *rather satisfied* (95%). In this country, a large majority of respondents reported being *rather satisfied*, while just 18% said they were *very satisfied*. There were only two countries where the proportion of “very satisfied” passengers was even lower: Poland and Italy (both 5%). In sharp contrast, in Ireland, a slim majority (55%) of rail passengers were *very satisfied* with the seating comfort on their country’s trains.

In two countries, the level of satisfaction dropped below 70%: Bulgaria (62%) and Poland (48%). In Poland, 47% of rail passengers were *very* or *rather dissatisfied* with the seating comfort on trains, the corresponding proportion was 33% in Bulgaria – both countries, however, had a similar level of “very dissatisfied” responses (15% and 12%, respectively); a comparable figure was also observed in Romania (12% “very dissatisfied”). Other countries with more than a fifth of *very* or *rather dissatisfied* rail passengers were Romania and Italy (both 28%), Estonia (24%), and the remaining three countries of the Visegrád Four: the Czech Republic (26%), Hungary (23%) and Slovakia (21%).

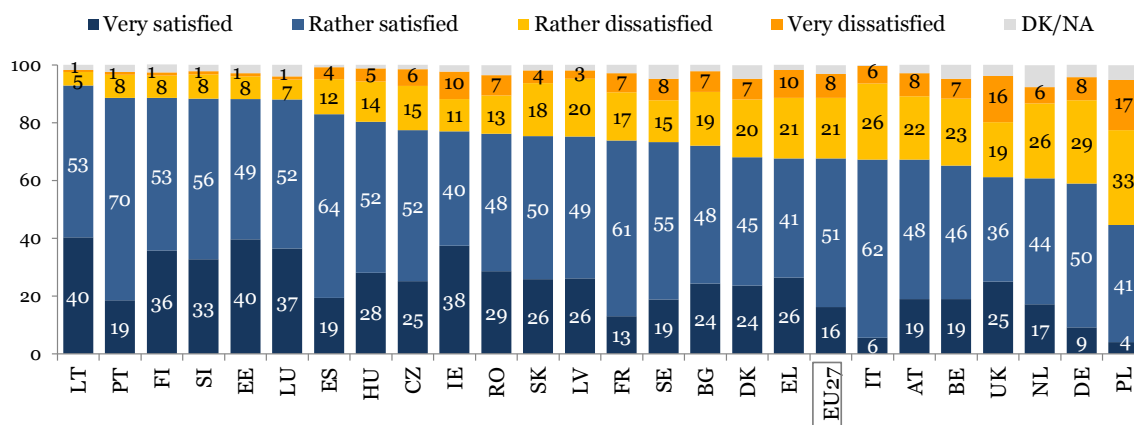
Satisfaction with **the comfort of the seating area**



Q4. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]?  
Base: all respondents, % by country

Looking at passengers’ satisfaction with the **seating capacity in railway carriages**, it was noted that 93% of interviewees in Lithuania and 89% of those in Portugal, Finland, Slovenia, Estonia and Luxembourg were *very* or *rather satisfied* with this aspect of their country’s rail network. In most of these countries, a third – or more – of respondents reported being *very satisfied* (between 33% in Slovenia and 40% in Lithuania and Estonia); the corresponding figure for Portugal was 19%. Rail passengers in Ireland were also again among the most likely to select the “very satisfied” response (38%).

Poland stood out from the pack with just 45% of rail passengers who were *very* or *rather satisfied*, and 50% who were *very* or *rather dissatisfied* with the seating capacity of their country’s trains. Other countries at the lower end of the ranking were Germany, the Netherlands and the UK; in these countries, roughly 60% of respondents were *satisfied* with seating capacity, while at least about a third reported being *dissatisfied* (37% in Germany, 35% in the United Kingdom and 32% the Netherlands).

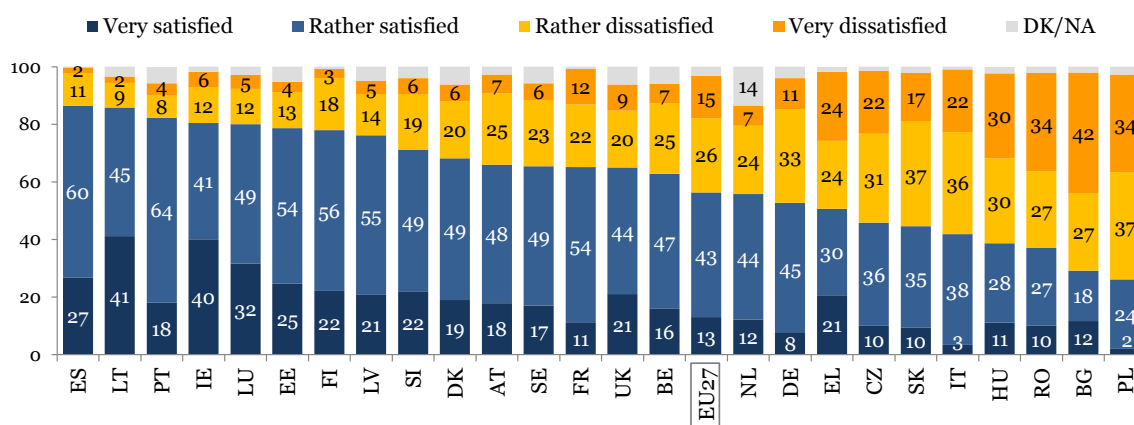
Satisfaction with **sufficient capacity for passengers in rail cars**

Q4. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]?

Base: all respondents, % by country

In accordance with the results discussed in chapter 2, the largest variation across countries was seen when looking at rail passengers' satisfaction with the **cleanliness and maintenance of railway carriages**; the proportion of respondents who said they were *very* or *rather satisfied* with this aspect of their country's trains ranged from 26% in Poland to 87% in Spain (a difference of 61 percentage points).

Spain was the country with the highest proportion of satisfied rail passengers (87%), closely followed by Lithuania (86%); respondents in Lithuania – together with those in Ireland – were also the most likely to be *very satisfied* with railway carriages' maintenance and cleanliness (41% and 40%, respectively). In the Visegrád Group countries, Bulgaria, Romania and Italy, less than half of respondents were *very* or *rather satisfied* with this aspect of the rail network (between 26% in Poland and 46% in the Czech Republic), while a majority were *very* or *rather dissatisfied* (between 53% and 71%). Finally, rail passengers in Bulgaria (42%), Romania and Poland (both 34%) were the most likely to be *very dissatisfied*.

Satisfaction with **cleanliness and good maintenance of rail cars**, including the toilet on the train

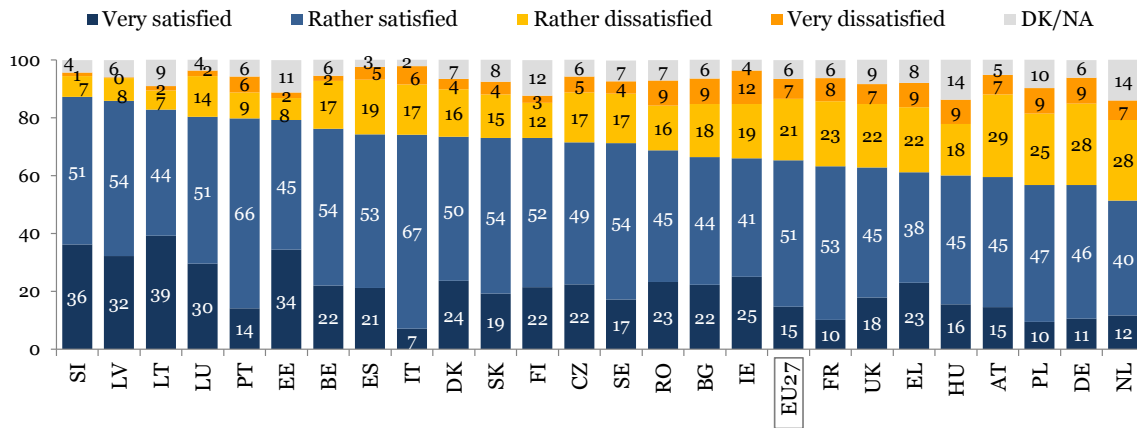
Q4. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]?

Base: all respondents, % by country

A somewhat different country ranking appeared when rail passengers were asked about their satisfaction with **the availability of staff on trains** in their country; the highest levels of satisfaction were measured in Slovenia (87%) and Latvia (86%), while the lowest level was observed in the Netherlands (52%). Germany and Poland were close to the Netherlands with 57% of rail passengers who said they were *very* or *rather satisfied* with the availability of staff on trains in their country. In these three countries – and in Austria – more than a third of respondents were *very* or *rather dissatisfied* with staff availability (between 34% in Poland and 37% in Germany).

In all but one of the countries surveyed, less than a tenth of respondents selected the “very dissatisfied” response. In Ireland, however, slightly more than a tenth (12%) of rail passengers were *very dissatisfied* with staff’s availability on their country’s trains. Note: in this respect only, rail passengers in Ireland were not among the most likely to be *very satisfied*.

Satisfaction with **availability of staff on trains**



Q4. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]?  
Base: all respondents, % by country

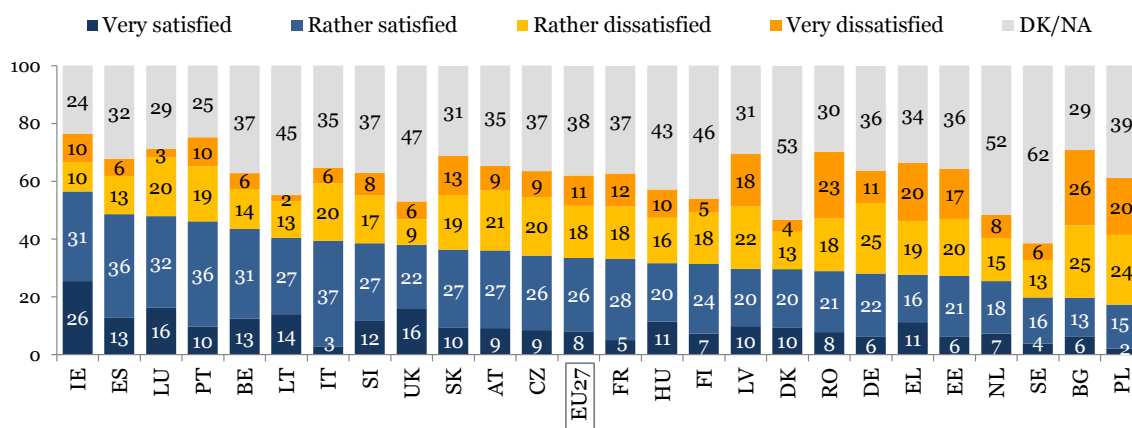
Respondents found it difficult to express an opinion about the **provision of information and assistance for disabled and elderly rail passengers** on trains and in stations in their country: the proportion of “don't know” responses ranged from a quarter in Ireland and Portugal (24%-25%) to a majority in the Netherlands, Denmark and Sweden (between 52% and 62%).

Focusing solely on those interviewees who did respond (the second chart on this page), it was noted that in a majority of countries, more than half of respondents were *very* or *rather satisfied* with assistance and information for disabled and elderly passengers in the stations and trains in their country; nonetheless, the total level of satisfaction remained below three-quarters in all countries surveyed, with Ireland, Lithuania, Spain and UK, representing the most satisfied countries, ranging from 72% to 74%.

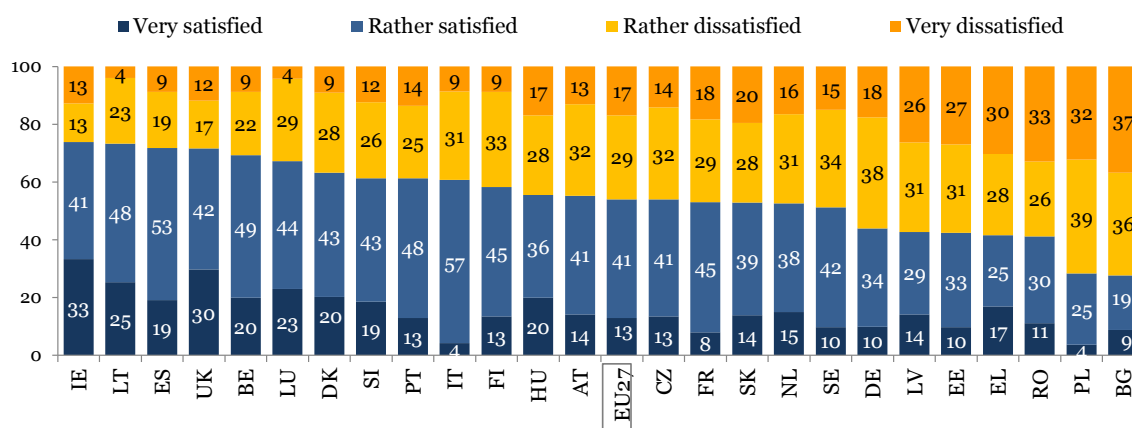
In Romania, Greece, Estonia, Latvia and Germany, between 41% and 44% of rail passengers were *very* or *rather satisfied* with the provision of information and assistance for disabled and elderly rail passengers. The lowest satisfaction levels were observed in Bulgaria and Poland (28%-29% of “very” and “rather satisfied” responses). In these two countries, rail passengers who were *very dissatisfied* with this aspect of train stations and trains in their country outnumbered those being *very* or *rather satisfied* (Bulgaria: 37% vs. 28%; Poland: 32% vs. 29%).

### Satisfaction with **assistance and information for disabled or elderly people in station and in rail cars**

Base: all respondents



Base: those respondents who provided an answer



Q4. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]?  
% by country

The table below summarises, for each country, the **features of trains that rail passengers were the most likely to be satisfied with**; the features listed in the survey were sorted again based on the proportions of respondents who selected either the “very satisfied” or “rather satisfied” response.

In 18 countries, some of the largest proportions of rail passengers were *very* or *rather satisfied* with their personal security on board their country's trains. The “comfort of seating areas” appeared among the aspects that rail passengers were the most likely to be satisfied with in 15 countries; a similar observation could be made for the “travelling speed of trains”, which appeared in the top three in 14 countries.

### Satisfaction with various features of trains and train services

(% sum of “very satisfied” and “rather satisfied” responses)

<b>BE</b>	<b>%</b>	<b>BG</b>	<b>%</b>	<b>CZ</b>	<b>%</b>
Personal security	89	Sufficient seating capacity	72	Scheduled journey time	81
Comfort of seating area	87	Punctuality/reliability	68	Sufficient seating capacity	77
Frequency of trains	80	Availability of staff on trains	66	Frequency of trains	75
<b>DK</b>	<b>%</b>	<b>DE</b>	<b>%</b>	<b>EE</b>	<b>%</b>
Personal security	94	Personal security	88	Sufficient seating capacity	88
Comfort of seating area	90	Scheduled journey time	84	Personal security	88
Scheduled journey time	86	Comfort of seating area	82	Punctuality/reliability	86
<b>EL</b>	<b>%</b>	<b>ES</b>	<b>%</b>	<b>FR</b>	<b>%</b>
Personal security	79	Personal security	91	Personal security	86
Comfort of seating area	78	Punctuality/reliability	89	Comfort of seating area	84
Scheduled journey time	73	Scheduled journey time	88	Scheduled journey time	79
<b>IE</b>	<b>%</b>	<b>IT</b>	<b>%</b>	<b>LV</b>	<b>%</b>
Personal security	92	Personal security	77	Punctuality/reliability	92
Comfort of seating area	91	Scheduled journey time	76	Availability of staff on trains	86
Punctuality/reliability	89	Availability of staff on trains	74	Scheduled journey time	83
<b>LT</b>	<b>%</b>	<b>LU</b>	<b>%</b>	<b>HU</b>	<b>%</b>
Punctuality/reliability	96	Personal security	89	Sufficient seating capacity	80
Sufficient seating capacity	93	Comfort of seating area	89	Personal security	78
Scheduled journey time	91	Sufficient seating capacity	88	Frequency of trains	77
<b>NL</b>	<b>%</b>	<b>AT</b>	<b>%</b>	<b>PL</b>	<b>%</b>
Comfort of seating area	90	Personal security	93	Availability of staff on trains	57
Personal security	87	Scheduled journey time	83	Personal security	56
Scheduled journey time	86	Comfort of seating area	82	Comfort of seating area	48
<b>PT</b>	<b>%</b>	<b>RO</b>	<b>%</b>	<b>SI</b>	<b>%</b>
Comfort of seating area	95	Sufficient seating capacity	76	Personal security	92
Scheduled journey time	93	Comfort of seating area	70	Sufficient seating capacity	88
Punctuality/reliability	91	Availability of staff on trains	69	Availability of staff on trains	87
<b>SK</b>	<b>%</b>	<b>FI</b>	<b>%</b>	<b>SE</b>	<b>%</b>
Scheduled journey time	87	Personal security	97	Personal security	89
Punctuality/reliability	83	Sufficient seating capacity	89	Comfort of seating area	85
Comfort of seating area	78	Comfort of seating area	88	Frequency of trains	79
<b>UK</b>	<b>%</b>				
Scheduled journey time	92				
Personal security	89				
Punctuality/reliability	87				

**Q4. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]?**

Base: all respondents, % by country

The punctuality and reliability of trains appeared in the top three features that received the highest proportions of “very” and “rather satisfied” responses in nine countries. The table on the next page, however, shows that this aspect appeared just as frequently (in fact, in 10 countries) in the top three **features that received the highest proportions of “very” and “rather dissatisfied” responses.**

The cleanliness and maintenance of railway carriages, nevertheless, was the aspect that most frequently appeared among the features for which respondents were the most likely to express dissatisfaction; in eight countries, the largest proportion of respondents said they were *very* or *rather dissatisfied* with this aspect of the rail service in their country; in another 10 countries, this feature appeared in second or third position.

The table below also shows that there was considerable variation across countries in the proportions of rail passengers who reported being dissatisfied with each of the features listed in the survey. For example, in Luxembourg and Spain, the proportion of “very” and “rather dissatisfied” responses for each of the 11 characteristics of trains and railway services in general remained below 25%. In Poland, on the other hand, at least a slim majority of respondents were *very* or *rather dissatisfied* with the highest ranked features (71% for the “cleanliness/maintenance of rail cars”, 57% for the “provision of information about delays” and 53% for the “scheduled journey time”).

### Dissatisfaction with various features of trains and train services

(% sum of “very dissatisfied” and “rather dissatisfied” responses)

<b>BE</b>	%	<b>BG</b>	%	<b>CZ</b>	%
Punctuality/reliability	39	Cleanliness of rail cars	69	Cleanliness of rail cars	53
Cleanliness of rail cars	31	Assistance for disabled or elderly	51	Assistance for disabled or elderly	29
Sufficient seating capacity	30	Provision of information	43	Punctuality/reliability	29
<b>DK</b>	%	<b>DE</b>	%	<b>EE</b>	%
Sufficient seating capacity	27	Punctuality/reliability	46	Frequency of trains	41
Provision of information	26	Provision of information	46	Assistance for disabled or elderly	37
Punctuality/reliability	26	Cleanliness of rail cars	43	Comfort of seating area	24
<b>EL</b>	%	<b>ES</b>	%	<b>FR</b>	%
Cleanliness of rail cars	48	Availability of staff on trains	23	Provision of information	48
Assistance for disabled or elderly	39	Provision of information	20	Punctuality/reliability	45
Frequency of trains	37	Frequency of trains	20	Cleanliness of rail cars	34
<b>IE</b>	%	<b>IT</b>	%	<b>LV</b>	%
Availability of staff on trains	30	Cleanliness of rail cars	57	Assistance for disabled or elderly	40
Sufficient seating capacity	21	Punctuality/reliability	37	Frequency of trains	35
Frequency of trains	20	Sufficient seating capacity	33	Sufficient seating capacity	23
<b>LT</b>	%	<b>LU</b>	%	<b>HU</b>	%
Frequency of trains	25	Assistance for disabled or elderly	23	Cleanliness of rail cars	59
Assistance for disabled or elderly	15	Provision of information	23	Punctuality/reliability	31
Cleanliness of rail cars	11	Cleanliness of rail cars	17	Scheduled journey time	28
<b>NL</b>	%	<b>AT</b>	%	<b>PL</b>	%
Availability of staff on trains	35	Availability of staff on trains	35	Cleanliness of rail cars	71
Sufficient seating capacity	32	Cleanliness of rail cars	31	Provision of information	57
Cleanliness of rail cars	31	Sufficient seating capacity	30	Scheduled journey time	53
<b>PT</b>	%	<b>RO</b>	%	<b>SI</b>	%
Assistance for disabled or elderly	29	Cleanliness of rail cars	61	Frequency of trains	33
Frequency of trains	15	Punctuality/reliability	43	Scheduled journey time	26
Availability of staff on trains	15	Assistance for disabled or elderly	41	Cleanliness of rail cars	25
<b>SK</b>	%	<b>FI</b>	%	<b>SE</b>	%
Cleanliness of rail cars	53	Punctuality/reliability	41	Punctuality/reliability	45
Assistance for disabled or elderly	32	Provision of information	28	Cleanliness of rail cars	29
Personal security	25	Scheduled journey time	25	Provision of information	28
<b>UK</b>	%				
Sufficient seating capacity	35				
Cleanliness of rail cars	29				
Availability of staff on trains	29				

**Q4. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]?**

Base: all respondents, % by country

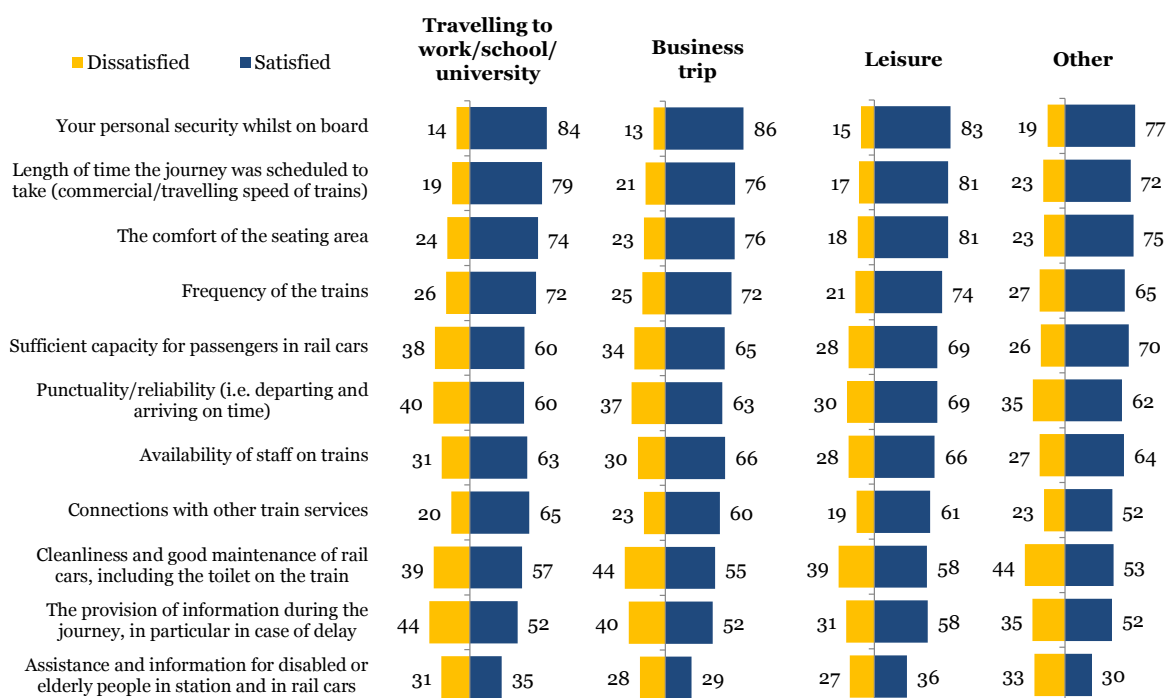
**Satisfaction with trains and related services by types of rail passengers**

Leisure travellers were more likely to be *very* or *rather satisfied* with the comfort of seats and the seating capacity of their country’s trains. Respondents who mainly took the train for “other” purposes were also more likely to be satisfied with seating capacity; commuters, on the other hand, were the most likely to be *very* or *rather dissatisfied* with this aspect of trains in their country (38% vs. 26%-28% of leisure and “other” travellers).

Furthermore, commuters more frequently said they were dissatisfied with the punctuality and reliability of trains in their country and with the provision of information on trains in case of delays; the overall level of satisfaction for these two aspects was highest among leisure travellers. For example, 60% of commuters were *very* or *rather satisfied* with punctuality and reliability of trains, while 40% were *very* or *rather dissatisfied* with this aspect; the corresponding proportions for leisure travellers were 69% and 30%, respectively.

For business and “other” travellers, the highest level of dissatisfaction was seen in regard to the cleanliness and maintenance of railway carriages (both 44% vs. 39% for other types of travellers). In fact, for several other items as well, respondents who mainly took the train for “other” purposes appeared to be the least likely to be satisfied and the most liable to be dissatisfied; for example, just 52% of these travellers were *very* or *rather satisfied* with the connections with other train services in their country; this proportion increased to 65% for commuters.

**Satisfaction with various features of trains and train services**



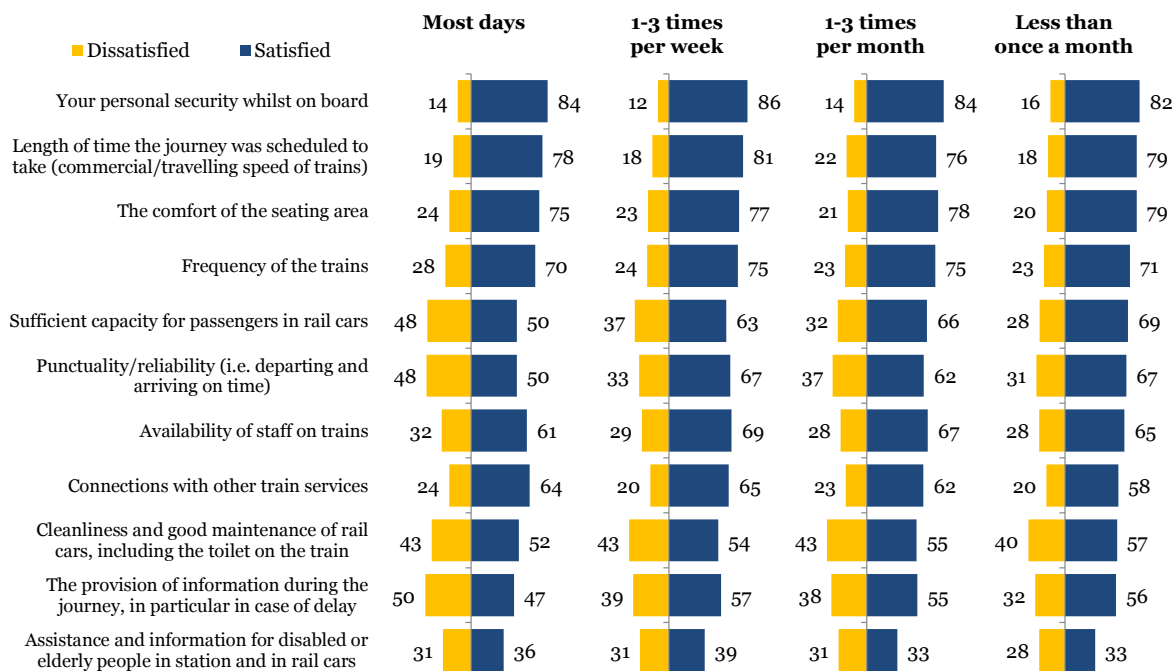
Q4. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]?  
Base: all respondents , %EU27

**Satisfaction with trains and related services by frequency of journeys by rail**

In accordance with the results discussed in the previous section, respondents who took the train *on a daily basis* (i.e. those more likely to use the train mainly to commute to school or work) were more liable to be dissatisfied with the seating capacity in railway carriages, the punctuality and reliability of trains in their country and the provision of information on trains in case of delays. For example, 48% of respondents who took the train on a daily basis were *very* or *rather dissatisfied* with the punctuality and reliability of trains; the corresponding proportions for respondents who took the train less frequently were between 31% and 37%.

In fact, for several other items as well, respondents who travelled by train on a daily basis appeared to be the somewhat more likely to be dissatisfied; for example, 28% of these respondents were *very* or *rather dissatisfied* with the frequency of trains in their country; this proportion decreased to 23%-24% for rail passengers who took the train less frequently.

### Satisfaction with various features of trains and train services



Q4. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]?  
Base: all respondents, %EU27

### Socio-demographic considerations

In accordance with the results discussed in the previous chapter, women were somewhat less likely than men to be *very* or *rather satisfied* with their personal security on board trains in their country (81% vs. 85%). Female rail passengers, however, were also somewhat less likely to be *very* or *rather satisfied* with seating comfort (77% vs. 81%), the availability of staff on trains (64% vs. 68%) and the maintenance/cleanliness of rail cars (54% vs. 60%).

The younger the respondents were, the more likely they were to be *very* or *rather dissatisfied* with various features of trains in their country; such as the length of time rail journeys were scheduled to take, trains' punctuality and reliability, seating capacity in railway carriages, and their cleanliness and maintenance. For example, looking at rail passengers' satisfaction with seating capacity, the proportion of dissatisfied rail passengers ranged from 25% among the over 54 year-olds to 36% among 15-24 year-olds. In terms of satisfaction with the availability of staff on board trains, however, it was 40-54 year-olds who were the most likely to express dissatisfaction (31% vs. 26%-28%).

As noted in chapter 2, full-time students had similar satisfaction levels as 15-24 year-olds. Furthermore, in accordance with the findings in that chapter, among those who had completed their studies, the most educated were less likely to be satisfied and more likely to say they were dissatisfied with various features of their country's trains. The largest differences in the levels of (dis)satisfaction were observed for the item about the information provided during a journey in case of a delay. Among respondents with the highest level of education, half were *very* or *rather satisfied*, and 4 in 10 were *very* or *rather dissatisfied* with such information; the corresponding proportions for respondents with the lowest level of education were 67% and 19%, respectively (note: members of the latter group were somewhat more likely to give a "don't know" or "not-applicable" response).

Rail passengers from metropolitan areas were overall the least likely to be *very* or *rather satisfied* with various features of the rail services in their country; rural and urban residents, however, somewhat more frequently reported being satisfied. For example, 55% of metropolitan residents were *very* or *rather satisfied* with the connections with other train services; this figure increased to 60% for urban residents and 62% for rural residents; it is, however, also worth pointing out that metropolitan residents were more likely not to answer this question (25% of “not-applicable” and “don’t know” responses vs. 17%-20% among urban and rural residents).

Looking at respondents' occupational status, it was noted again that, for several items, the difference in satisfaction across groups was small. For some other items, however, larger differences were seen in these levels of satisfaction – with manual workers being the most likely to report being satisfied. For example, 80% of manual workers were *very* or *rather satisfied*, and just 19% reported being *very* or *rather dissatisfied* with seating capacity on trains in their country; the corresponding figures for employees were 63% vs. 35%, respectively. Similarly, while 71% of manual workers said they were *very* or *rather satisfied* with the availability of staff on trains in their country, this proportion decreased to 58% among the self-employed.

For more details, see annex tables 11b through 21b.

Flash EB Series #326

Survey on rail  
passengers'  
satisfaction

Annex  
tables and  
survey  
details

THE GALLUP ORGANIZATION

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Table 1a. Frequency of travelling by train – *by country*

QUESTION: Q1. How often do you travel by train [IN YOUR COUNTRY]?



























	Total N	% Most days	% 1-3 times per week	% 1-3 times per month	% Less than once a month	% DK/NA
 <b>EU27</b>	9708	3.9	4.1	14.6	76.8	0.6
<b>COUNTRY</b>						
 Belgium	400	9.2	7.8	17.8	65	0.2
 Bulgaria	404	3	5.9	15.6	74.3	1.2
 Czech Rep.	411	12.2	12.7	22.1	53	0
 Denmark	402	4.7	4.2	16.7	74.1	0.2
 Germany	400	4	3.2	13.5	79	0.2
 Estonia	305	4.3	6.2	22.3	66.2	1
 Greece	402	2	5	20.4	71.6	1
 Spain	403	0.5	2.5	8.2	87.8	1
 France	400	4	2.2	13.2	80.2	0.2
 Ireland	400	1.2	3	10.5	85.2	0
 Italy	409	2.4	2.4	13.9	79.5	1.7
 Latvia	307	5.5	11.1	18.6	63.5	1.3
 Lithuania	408	2.7	5.9	15.2	76	0.2
 Luxembourg	301	7.3	12	16.3	64.1	0.3
 Hungary	413	5.3	6.1	16.5	72.2	0
 Netherlands	401	10.7	7	21.2	60.1	1
 Austria	400	5	9.2	17	68	0.8
 Poland	410	1.2	2.2	11.7	84.4	0.5
 Portugal	401	4	4.7	14.7	75.8	0.7
 Romania	412	3.4	2.4	13.6	79.6	1
 Slovenia	309	7.4	10	20.1	61.8	0.6
 Slovakia	410	3.7	9.3	23.2	63.9	0
 Finland	400	0.2	1.2	13.5	84.8	0.2
 Sweden	400	4.2	3.5	19.2	72.8	0.2
 United Kingdom	400	5.8	6.8	17.5	69.5	0.5

Table 1b. Frequency of travelling by train – *by segments*

QUESTION: Q1. How often do you travel by train [IN YOUR COUNTRY]?






	Total N	% Most days	% 1-3 times per week	% 1-3 times per month	% Less than once a month	% DK/NA
<b>EU27</b>	9708	3.9	4.1	14.6	76.8	0.6
 <b>SEX</b>						
Male	3805	4.8	4.5	16.3	73.7	0.8
Female	5903	3.4	3.9	13.4	78.8	0.6
 <b>AGE</b>						
15 - 24	1059	7.5	8.9	19.6	63.2	0.9
25 - 39	1779	4.6	4.7	15	74.9	0.7
40 - 54	2571	5.4	3.6	12.8	77.7	0.5
55 +	4146	1.7	3	14.1	80.6	0.6
 <b>EDUCATION (end of)</b>						
Until 15 years of age	967	0.8	2.7	9.6	85.7	1.2
16 - 20	3826	3.4	3.5	12.4	79.9	0.7
20 +	3893	4.5	4	16.2	75	0.4
Still in education	874	7.2	9.1	21.2	62.1	0.5
 <b>URBANISATION</b>						
Metropolitan	2021	3.6	4.8	15.2	75.7	0.7
Urban	4585	3.1	3.9	14.9	77.5	0.6
Rural	3077	5.2	4	13.7	76.5	0.6
 <b>OCCUPATION</b>						
Self-employed	888	2.7	4.4	17.1	75.4	0.5
Employee	3733	6.2	3.7	14.8	74.5	0.8
Manual worker	465	3.3	4	10.8	81.3	0.6
Not working	4577	2.4	4.3	14.1	78.6	0.6

Table 2a. Most frequent purpose of journeys by rail – *by country*

QUESTION: Q2. What is the most frequent purpose of your rail trip [IN YOUR COUNTRY]?



























	Total N	% Travelling to work/school/ university	% Business trips	% Leisure	% Other	% DK/NA
 <b>EU27</b>	9708	10.7	11.9	56	21.1	0.3
<b>COUNTRY</b>						
 Belgium	400	18.5	3.5	63.8	14	0.2
 Bulgaria	404	11.6	8.4	40.8	37.9	1.2
 Czech Rep.	411	16.8	9.7	57.2	15.8	0.5
 Denmark	402	19.9	7.7	61.4	10.7	0.2
 Germany	400	7.5	11.8	61.5	18.2	1
 Estonia	305	16.1	3.9	58.4	21.6	0
 Greece	402	12.2	17.7	44.3	25.9	0
 Spain	403	8.9	10.9	62	18.1	0
 France	400	15.2	8.5	49	27.2	0
 Ireland	400	9	13.8	65.2	12	0
 Italy	409	3.2	21	64.5	11.2	0
 Latvia	307	15	4.9	45	32.9	2.3
 Lithuania	408	9.8	7.6	53.2	29.4	0
 Luxembourg	301	15.6	7.6	53.2	23.3	0.3
 Hungary	413	15.5	3.1	34.9	46.5	0
 Netherlands	401	17.7	9.7	61.8	10.5	0.2
 Austria	400	14.5	13	62.8	9.5	0.2
 Poland	410	6.8	12.9	39	40.7	0.5
 Portugal	401	22.4	5	48.1	24.4	0
 Romania	412	12.1	5.6	38.6	43.4	0.2
 Slovenia	309	18.4	6.5	54.7	20.1	0.3
 Slovakia	410	13.7	12	60	13.9	0.5
 Finland	400	9	11.5	75.5	4	0
 Sweden	400	9	24.2	43.8	23	0
 United Kingdom	400	12.2	12.2	64	11.5	0

Table 2b. Most frequent purpose of journeys by rail – *by segments*

QUESTION: Q2. What is the most frequent purpose of your rail trip [IN YOUR COUNTRY]?






	Total N	% Travelling to work/ school/ university	% Business trips	% Leisure	% Other	% DK/NA
<b>EU27</b>	9708	10.7	11.9	56	21.1	0.3
 <b>SEX</b>						
Male	3805	12.8	16.7	51.5	18.6	0.5
Female	5903	9.4	8.8	59	22.7	0.2
 <b>AGE</b>						
15 - 24	1059	23.1	2.8	59.4	14.6	0.1
25 - 39	1779	15.3	19.5	51.3	13.8	0.2
40 - 54	2571	12.5	19.3	49.6	18.2	0.3
55 +	4146	4.5	6.5	61.3	27.5	0.3
 <b>EDUCATION (end of)</b>						
Until 15 years of age	967	3.5	2.7	63.6	29.7	0.4
16 - 20	3826	7.9	9.8	57.9	24.1	0.3
20 +	3893	12.4	18.2	51.5	17.6	0.3
Still in education	874	23.1	2.4	60.2	14.2	0.1
 <b>URBANISATION</b>						
Metropolitan	2021	9.9	14.8	56.1	19	0.1
Urban	4585	10.3	11.8	55.6	22.1	0.3
Rural	3077	11.9	10.1	56.7	21	0.4
 <b>OCCUPATION</b>						
Self-employed	888	9.6	26.8	49.1	14.5	0.1
Employee	3733	15.6	19.9	50.7	13.6	0.3
Manual worker	465	11.1	8.6	55.5	24.4	0.4
Not working	4577	6.9	2.8	61.8	28.2	0.3

Table 3a. Satisfaction with connections with other modes of public transport – *by country*

QUESTION: Q3\_A. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]? - Connections with other modes of public transport



























	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
 <b>EU27</b>	9708	17.8	49.3	16.1	6.5	10.3
<b>COUNTRY</b>						
 Belgium	400	18.2	44.2	17.5	5.2	14.8
 Bulgaria	404	17.1	49.3	16.8	9.7	7.2
 Czech Rep.	411	19	42.6	20.4	7.3	10.7
 Denmark	402	24.4	41.5	14.2	5	14.9
 Germany	400	18.5	50	16.5	6.2	8.8
 Estonia	305	24.3	43	11.1	5.9	15.7
 Greece	402	30.3	34.3	15.7	10.7	9
 Spain	403	20.6	55.1	13.2	3.7	7.4
 France	400	15.2	52.5	16.8	4.5	11
 Ireland	400	33.8	35.5	12	14.2	4.5
 Italy	409	6.6	63.3	18.8	6.6	4.6
 Latvia	307	26.4	49.5	10.1	4.2	9.8
 Lithuania	408	27.7	46.8	9.6	1.7	14.2
 Luxembourg	301	32.2	48.2	10.6	2.3	6.6
 Hungary	413	17.9	40.9	15.7	8.7	16.7
 Netherlands	401	17.7	41.1	14.7	7	19.5
 Austria	400	22	46	16.8	5.8	9.5
 Poland	410	6.3	45.6	24.6	9.5	13.9
 Portugal	401	15.2	58.9	9.5	4	12.5
 Romania	412	19.7	41	17.7	11.4	10.2
 Slovenia	309	16.2	39.8	20.1	8.4	15.5
 Slovakia	410	16.8	49.3	19.5	5.9	8.5
 Finland	400	24	49.2	9.8	3.2	13.8
 Sweden	400	26.2	48.8	9	3.2	12.8
 United Kingdom	400	27.8	41.8	11.5	6.8	12.2

Table 3b. Satisfaction with connections with other modes of public transport – *by segments*

QUESTION: Q3\_A. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]? - Connections with other modes of public transport






	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
<b>EU27</b>	9708	17.8	49.3	16.1	6.5	10.3
 <b>SEX</b>						
Male	3805	17.8	50.2	16.2	6.3	9.5
Female	5903	17.7	48.8	16.1	6.6	10.8
 <b>AGE</b>						
15 - 24	1059	21.9	50.3	17.7	4.8	5.2
25 - 39	1779	16.4	53.1	17.7	5.7	7
40 - 54	2571	15.4	48.7	18.8	7.5	9.6
55 +	4146	18.7	48.1	13.5	6.2	13.4
 <b>EDUCATION (end of)</b>						
Until 15 years of age	967	17.7	52.9	9.3	6.2	13.9
16 - 20	3826	18.8	48.4	16.2	6.2	10.4
20 +	3893	16	49	17.4	7.2	10.4
Still in education	874	20.2	52.2	18.9	4.2	4.5
 <b>URBANISATION</b>						
Metropolitan	2021	19	49.7	16.3	5.7	9.3
Urban	4585	16.7	50.5	15.9	6.4	10.5
Rural	3077	18.4	47.6	16.4	7.1	10.5
 <b>OCCUPATION</b>						
Self-employed	888	20	45.2	16.5	7.4	10.9
Employee	3733	15.3	51.6	16.9	6.6	9.7
Manual worker	465	16	51.4	17.1	7.1	8.4
Not working	4577	19.5	48	15.4	6.1	10.9

Table 4a. Satisfaction with facilities for car parking – *by country*

QUESTION: Q3\_B. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]? - Facilities for car parking



























	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
 <b>EU27</b>	9708	9.9	31.2	22.8	14.4	21.8
<b>COUNTRY</b>						
 Belgium	400	14	33.5	25.5	8.5	18.5
 Bulgaria	404	10.1	28	21.5	16.8	23.5
 Czech Rep.	411	11.7	31.4	20.4	12.2	24.3
 Denmark	402	15.4	30.6	20.6	8.2	25.1
 Germany	400	8.8	30	28	11.2	22
 Estonia	305	14.8	26.6	19.3	8.5	30.8
 Greece	402	16.4	23.9	19.2	20.1	20.4
 Spain	403	11.4	31.8	25.6	14.1	17.1
 France	400	5.8	33.8	23	19.2	18.2
 Ireland	400	29	28.8	15.2	16.5	10.5
 Italy	409	3.9	45.7	24.9	16.6	8.8
 Latvia	307	11.7	19.2	18.2	11.4	39.4
 Lithuania	408	17.9	33.3	12.7	4.9	31.1
 Luxembourg	301	19.6	39.9	18.9	7	14.6
 Hungary	413	11.6	27.6	11.1	8.7	40.9
 Netherlands	401	12.7	25.7	20	11.7	29.9
 Austria	400	16	28	24.5	11	20.5
 Poland	410	3.7	24.4	30.2	20.5	21.2
 Portugal	401	9.2	45.4	18.7	7.2	19.5
 Romania	412	5.3	19.7	16.3	18.4	40.3
 Slovenia	309	14.6	27.5	21.7	12.6	23.6
 Slovakia	410	10.2	31	22.9	13.2	22.7
 Finland	400	17	37	20.8	6.8	18.5
 Sweden	400	14	28.5	18.2	4.2	35
 United Kingdom	400	18.2	25.8	14.8	13.5	27.8

Table 4b. Satisfaction with facilities for car parking – *by segments*

QUESTION: Q3\_B. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]? - Facilities for car parking






	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
<b>EU27</b>	9708	9.9	31.2	22.8	14.4	21.8
 <b>SEX</b>						
Male	3805	9.1	33.6	23.3	15.1	18.9
Female	5903	10.4	29.6	22.4	14	23.6
 <b>AGE</b>						
15 - 24	1059	10.6	36.6	25.4	10.8	16.6
25 - 39	1779	8.6	32.8	25.7	17.4	15.5
40 - 54	2571	11.3	30.7	25	14.1	18.8
55 +	4146	9.5	29.2	19.3	14.1	27.9
 <b>EDUCATION (end of)</b>						
Until 15 years of age	967	10.6	31.7	14.2	11.8	31.6
16 - 20	3826	11.6	31.1	23.4	12.7	21.2
20 +	3893	7.7	30	24.3	17.2	20.8
Still in education	874	10.1	35.1	24.2	12.2	18.4
 <b>URBANISATION</b>						
Metropolitan	2021	6.6	27.3	23.4	18.3	24.4
Urban	4585	9.5	31.1	21.7	14.5	23.2
Rural	3077	12.6	33.8	24	11.7	17.8
 <b>OCCUPATION</b>						
Self-employed	888	8.7	33.3	20.9	19.1	18
Employee	3733	10.3	31.8	24.9	16.1	16.8
Manual worker	465	9.1	39.5	27.2	9.9	14.4
Not working	4577	9.8	29.3	21.1	12.7	27.2

Table 5a. Satisfaction with quality of the facilities and services – *by country*

QUESTION: Q3\_C. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]? - Quality of the facilities and services (e.g. toilets, shops, cafes, etc.)



























	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
 <b>EU27</b>	9708	13.1	47.3	22	11.2	6.3
<b>COUNTRY</b>						
 Belgium	400	21	50.5	17.5	4.2	6.8
 Bulgaria	404	10.1	31.9	29	22.3	6.7
 Czech Rep.	411	11.2	35.8	33.8	14.8	4.4
 Denmark	402	16.4	50.7	18.7	7	7.2
 Germany	400	11.5	49.2	23	8.5	7.8
 Estonia	305	13.4	36.1	15.7	12.5	22.3
 Greece	402	17.7	34.8	22.6	17.9	7
 Spain	403	25.6	57.6	12.2	3.2	1.5
 France	400	10	56.8	19.5	9.5	4.2
 Ireland	400	31.2	41	13.8	11.8	2.2
 Italy	409	4.4	48.9	30.3	13	3.4
 Latvia	307	16.9	46.6	21.2	9.4	5.9
 Lithuania	408	23	50.5	11.5	2.2	12.7
 Luxembourg	301	25.9	53.8	13	3.3	4
 Hungary	413	6.1	26.6	28.8	25.2	13.3
 Netherlands	401	17.2	49.9	13.2	6.2	13.5
 Austria	400	19.5	49.8	20.2	3	7.5
 Poland	410	2.4	27.1	35.1	26.8	8.5
 Portugal	401	15	56.6	14	5	9.5
 Romania	412	9.5	32.8	24.5	23.8	9.5
 Slovenia	309	13.6	41.4	24.3	9.4	11.3
 Slovakia	410	8.5	32.9	34.1	18	6.3
 Finland	400	16	59	15.8	3.8	5.5
 Sweden	400	14.2	56.5	17.5	4	7.8
 United Kingdom	400	21	49.8	15.5	8	5.8

Table 5b. Satisfaction with quality of the facilities and services – *by segments*

QUESTION: Q3\_C. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]? - Quality of the facilities and services (e.g. toilets, shops, cafes, etc.)






	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
<b>EU27</b>	9708	13.1	47.3	22	11.2	6.3
 <b>SEX</b>						
Male	3805	13.8	48.4	22.1	10.3	5.3
Female	5903	12.6	46.6	22	11.9	6.9
 <b>AGE</b>						
15 - 24	1059	14	46.9	27.1	10.3	1.7
25 - 39	1779	11.3	51.3	21.6	12.2	3.6
40 - 54	2571	12.9	46.9	23.7	10.9	5.6
55 +	4146	13.9	46.4	19.6	11.3	8.8
 <b>EDUCATION (end of)</b>						
Until 15 years of age	967	16	45.4	18.3	10.5	9.9
16 - 20	3826	14.3	47.1	22.4	9.7	6.5
20 +	3893	10.8	48.5	21.8	12.7	6.1
Still in education	874	14.6	45.5	25.5	11.4	2.9
 <b>URBANISATION</b>						
Metropolitan	2021	12.8	45.7	22.3	13.2	6.1
Urban	4585	12.6	47.1	22.9	10.8	6.5
Rural	3077	13.9	48.8	20.7	10.4	6.1
 <b>OCCUPATION</b>						
Self-employed	888	14.4	43.2	22.5	11.9	8
Employee	3733	11	50.1	22.7	11.3	4.9
Manual worker	465	14.3	48.2	20.1	11.3	6.1
Not working	4577	14.4	45.9	21.6	11	7.2

Table 6a. Satisfaction with provision of information about train schedules and platforms – *by country*

QUESTION: Q3\_D. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]? - Provision of information about train schedules/platforms



























	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
 <b>EU27</b>	9708	23.4	53.4	14.2	6	3
<b>COUNTRY</b>						
 Belgium	400	26.5	53	15	3.8	1.8
 Bulgaria	404	35.1	47.3	11.1	3.5	3
 Czech Rep.	411	30.9	48.7	17	2.9	0.5
 Denmark	402	41.5	42.5	7.2	3.7	5
 Germany	400	18.2	50	19.8	7	5
 Estonia	305	31.1	44.9	11.1	5.2	7.5
 Greece	402	35.8	38.6	12.4	10.9	2.2
 Spain	403	26.8	63.5	6.7	1.7	1.2
 France	400	18	61.5	13.2	6.5	0.8
 Ireland	400	48.8	35.2	10	5	1
 Italy	409	8.6	71.6	13.7	4.9	1.2
 Latvia	307	39.1	49.8	8.5	1	1.6
 Lithuania	408	44.6	46.8	4.2	0.7	3.7
 Luxembourg	301	36.2	51.5	7.6	2.3	2.3
 Hungary	413	31.7	50.1	12.1	3.6	2.4
 Netherlands	401	20.9	46.9	19.7	5.5	7
 Austria	400	28.2	47.5	16	4.5	3.8
 Poland	410	6.8	41.7	29	17.1	5.4
 Portugal	401	20.7	65.3	6.7	3.2	4
 Romania	412	30.8	45.9	12.9	7	3.4
 Slovenia	309	40.8	44	10.7	2.9	1.6
 Slovakia	410	30.5	57.1	6.1	2.4	3.9
 Finland	400	32.5	50.2	10.5	3.2	3.5
 Sweden	400	33.2	50	12.8	2.2	1.8
 United Kingdom	400	41.2	43.5	7.5	4.5	3.2

Table 6b. Satisfaction with provision of information about train schedules and platforms – *by segments*

QUESTION: Q3\_D. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]? - Provision of information about train schedules/platforms






	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
<b>EU27</b>	9708	23.4	53.4	14.2	6	3
 <b>SEX</b>						
Male	3805	23.8	53.6	13.8	6	2.8
Female	5903	23.2	53.4	14.4	6	3.1
 <b>AGE</b>						
15 - 24	1059	27.7	53.3	14.4	4	0.5
25 - 39	1779	21.9	58.8	11.6	6	1.7
40 - 54	2571	23	51.9	16.2	5.9	3.1
55 +	4146	23.2	52.5	13.9	6.3	4
 <b>EDUCATION (end of)</b>						
Until 15 years of age	967	25.3	55.3	10	5.8	3.6
16 - 20	3826	24.3	52.1	13.9	6.1	3.7
20 +	3893	21	55	15.1	6.3	2.6
Still in education	874	28.4	51.7	15.1	4.1	0.7
 <b>URBANISATION</b>						
Metropolitan	2021	21.1	52.4	15.6	7.4	3.5
Urban	4585	23.3	54.3	13.6	6	2.8
Rural	3077	25	53	14	5.2	2.8
 <b>OCCUPATION</b>						
Self-employed	888	23.4	56.5	11.8	4.7	3.6
Employee	3733	22	54.5	15.2	6.1	2.2
Manual worker	465	22.5	55.8	12	7.2	2.5
Not working	4577	24.8	51.6	14	6.1	3.5

Table 7a. Satisfaction with ease of buying tickets – *by country*

QUESTION: Q3\_E. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]? - Ease of buying tickets



























	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
 <b>EU27</b>	9708	32.1	46.6	11.6	6.4	3.3
<b>COUNTRY</b>						
 Belgium	400	31.5	52	8.2	3.2	5
 Bulgaria	404	41.6	41.6	8.9	3	5
 Czech Rep.	411	42.3	44	9	2.7	1.9
 Denmark	402	43	38.8	9.7	5	3.5
 Germany	400	21.5	32	24.2	18.2	4
 Estonia	305	59	31.8	3	0.7	5.6
 Greece	402	42.3	31.3	15.4	8.2	2.7
 Spain	403	32	57.6	6.7	1	2.7
 France	400	35.2	49.2	8.5	4.5	2.5
 Ireland	400	60.5	28.2	3.8	5.8	1.8
 Italy	409	17.8	66.5	10	4.4	1.2
 Latvia	307	49.8	43	4.2	1.6	1.3
 Lithuania	408	52	43.1	2.7	1.5	0.7
 Luxembourg	301	38.9	45.2	10.3	1.3	4.3
 Hungary	413	39.5	46.7	7.5	1.5	4.8
 Netherlands	401	30.9	41.6	12.7	3.7	11
 Austria	400	26	34.5	21	11.8	6.8
 Poland	410	15.6	60.2	14.9	6.3	2.9
 Portugal	401	25.2	64.6	7	1.5	1.7
 Romania	412	40	48.1	6.6	3.9	1.5
 Slovenia	309	44.3	47.6	5.5	1	1.6
 Slovakia	410	46.6	43.7	5.6	1.2	2.9
 Finland	400	59.5	30.5	5.2	2.5	2.2
 Sweden	400	41	37.8	11.2	3.2	6.8
 United Kingdom	400	51.8	35	5.5	4	3.8

Table 7b. Satisfaction with ease of buying tickets – *by segments*

QUESTION: Q3\_E. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]? - Ease of buying tickets






	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
<b>EU27</b>	9708	32.1	46.6	11.6	6.4	3.3
 <b>SEX</b>						
Male	3805	31.7	46.9	11.8	6.4	3.2
Female	5903	32.4	46.3	11.5	6.4	3.4
 <b>AGE</b>						
15 - 24	1059	34.2	48.9	11.3	4.1	1.4
25 - 39	1779	32.7	51.3	9.4	4.3	2.3
40 - 54	2571	31.4	46.9	12.3	6.4	3
55 +	4146	32.1	43.5	12	8	4.4
 <b>EDUCATION (end of)</b>						
Until 15 years of age	967	30.3	50.6	8.6	6.4	4.2
16 - 20	3826	31.9	46.9	11	6.7	3.4
20 +	3893	32.1	45.3	12.6	6.6	3.3
Still in education	874	33.5	49.2	11.9	4	1.4
 <b>URBANISATION</b>						
Metropolitan	2021	30.8	47.9	12.6	5.6	3.1
Urban	4585	32.1	48.7	10.2	5.6	3.4
Rural	3077	32.9	42.7	12.9	8.2	3.3
 <b>OCCUPATION</b>						
Self-employed	888	31.2	45.8	13	7.3	2.7
Employee	3733	31.3	47.6	12	5.7	3.5
Manual worker	465	30.3	56.7	6.5	4.7	1.8
Not working	4577	33.3	45	11.3	7	3.4

Table 8a. Satisfaction with easy and accessible complaint handling mechanism put in place – *by country*

QUESTION: Q3\_F. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]? - Easy and accessible complaint handling mechanism put in place



























	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% Not applicable	% DK/NA
 <b>EU27</b>	9708	6.7	23.6	11.8	9	31.3	17.6
<b>COUNTRY</b>							
 Belgium	400	11.5	23.8	7.2	4	41.8	11.8
 Bulgaria	404	5	16.6	15.8	12.9	23.5	26.2
 Czech Rep.	411	8.3	23.1	8.5	8.5	31.9	19.7
 Denmark	402	8.7	16.7	11.4	4.7	37.3	21.1
 Germany	400	4.5	24.8	18	10.8	25.8	16.2
 Estonia	305	7.2	19.7	4.3	3.9	17.4	47.5
 Greece	402	11.4	17.9	14.9	15.2	32.6	8
 Spain	403	7.9	28	9.9	3.5	36.7	13.9
 France	400	5.2	22.8	10.2	10.5	41.8	9.5
 Ireland	400	27.2	35.8	8.2	7	9.8	12
 Italy	409	1.7	31.8	13.7	12	20.3	20.5
 Latvia	307	5.2	12.1	5.5	2	45.9	29.3
 Lithuania	408	8.8	13.5	3.2	0.5	45.1	28.9
 Luxembourg	301	15.6	33.6	9.6	2.7	28.9	9.6
 Hungary	413	4.6	16.2	9.2	5.8	47.7	16.5
 Netherlands	401	7.5	18.2	9.5	5	44.9	15
 Austria	400	8.5	29.5	15.8	9	13.5	23.8
 Poland	410	2.7	10.2	12.4	12.4	39.8	22.4
 Portugal	401	7.2	32.9	7	3	31.7	18.2
 Romania	412	6.8	17.5	11.9	10.7	32	21.1
 Slovenia	309	12.9	26.9	8.4	4.5	10	37.2
 Slovakia	410	6.6	19.8	8	4.9	42.4	18.3
 Finland	400	3.2	15.2	8.8	2.2	42.5	28
 Sweden	400	8	18	15.2	7.2	25.2	26.2
 United Kingdom	400	14.2	26.8	7	8	24	20

Table 8b. Satisfaction with easy and accessible complaint handling mechanism put in place – *by segments*

QUESTION: Q3\_F. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]? - Easy and accessible complaint handling mechanism put in place






	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% Not applicable	% DK/NA
<b>EU27</b>	9708	6.7	23.6	11.8	9	31.3	17.6
 <b>SEX</b>							
Male	3805	7	25	11.3	8.8	30.6	17.4
Female	5903	6.6	22.7	12.2	9.1	31.7	17.8
 <b>AGE</b>							
15 - 24	1059	7.4	29	14.7	8.5	27.4	13
25 - 39	1779	5	25.3	13.6	9.4	28.9	17.7
40 - 54	2571	7.3	21.7	12.5	10.1	32	16.4
55 +	4146	7	22.5	10	8	33.3	19.2
 <b>EDUCATION (end of)</b>							
Until 15 years of age	967	6.7	27.5	7.3	8	33.7	16.7
16 - 20	3826	7.5	23.7	10.4	8	30.9	19.6
20 +	3893	5.4	22	13.8	10.1	31.9	16.7
Still in education	874	8.1	26.9	14.2	9.2	28.5	12.9
 <b>URBANISATION</b>							
Metropolitan	2021	6.2	22.4	12.9	10.7	31.1	16.8
Urban	4585	6.2	24.5	11	9.1	31.8	17.4
Rural	3077	7.8	23	12.4	7.7	30.5	18.5
 <b>OCCUPATION</b>							
Self-employed	888	7.2	17	12.7	11.3	30.9	20.9
Employee	3733	6.9	24.6	12	10	29.4	17.2
Manual worker	465	3.8	29.4	11.8	6.6	29	19.4
Not working	4577	6.7	23.3	11.6	8	33.3	17.1

Table 9a. Satisfaction with cleanliness and good maintenance of station facilities – *by country*

QUESTION: Q3\_G. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]? - Cleanliness / good maintenance of station facilities



























	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
 <b>EU27</b>	9708	13.8	47.3	24.6	11.4	2.8
<b>COUNTRY</b>						
 Belgium	400	18	57.2	18	5	1.8
 Bulgaria	404	11.9	29.2	30.9	25.5	2.5
 Czech Rep.	411	9.7	35	38.2	15.6	1.5
 Denmark	402	14.2	42	30.8	6	7
 Germany	400	9	44.5	29.8	12	4.8
 Estonia	305	14.4	38.4	18	7.9	21.3
 Greece	402	24.1	37.8	23.9	13.4	0.7
 Spain	403	25.6	61.8	10.7	1.7	0.2
 France	400	10.5	59	23.2	6	1.2
 Ireland	400	41.8	42.8	9	5	1.5
 Italy	409	3.7	45.5	32.3	17.4	1.2
 Latvia	307	22.1	53.1	18.2	4.9	1.6
 Lithuania	408	35.3	51.7	8.8	0.7	3.4
 Luxembourg	301	27.6	57.1	10.3	3.3	1.7
 Hungary	413	8.7	32.7	35.1	21.3	2.2
 Netherlands	401	14	58.1	17	3.7	7.2
 Austria	400	21.2	54	17.2	3.5	4
 Poland	410	2.9	23.7	43.7	27.3	2.4
 Portugal	401	16.2	63.6	14.7	4	1.5
 Romania	412	11.4	31.8	26	29.6	1.2
 Slovenia	309	17.2	51.1	22	7.1	2.6
 Slovakia	410	10.2	30.2	37.8	21	0.7
 Finland	400	23	59.2	13.2	1.8	2.8
 Sweden	400	14.8	53.2	13	2.2	16.8
 United Kingdom	400	26.5	51.5	13.5	5	3.5

Table 9b. Satisfaction with cleanliness and good maintenance of station facilities – *by segments*

QUESTION: Q3\_G. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]? - Cleanliness / good maintenance of station facilities






	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
<b>EU27</b>	9708	13.8	47.3	24.6	11.4	2.8
 <b>SEX</b>						
Male	3805	14.5	48.9	23.8	10.3	2.4
Female	5903	13.3	46.3	25.1	12.1	3.1
 <b>AGE</b>						
15 - 24	1059	13	46	27.5	12.8	0.8
25 - 39	1779	12.5	49	24.5	11.6	2.4
40 - 54	2571	13.7	46.7	26	11.2	2.3
55 +	4146	14.8	47.1	23.1	11.2	3.9
 <b>EDUCATION (end of)</b>						
Until 15 years of age	967	17.4	49.4	21.1	10.2	1.9
16 - 20	3826	15	46.6	24.7	10.8	2.9
20 +	3893	11.6	48.1	25.1	11.7	3.5
Still in education	874	13.3	44.6	27.2	14.1	0.8
 <b>URBANISATION</b>						
Metropolitan	2021	13.5	45.5	24.8	12.2	3.9
Urban	4585	13.9	46.4	25.6	11.8	2.4
Rural	3077	13.7	50.1	23.2	10.3	2.7
 <b>OCCUPATION</b>						
Self-employed	888	11.5	48.7	26.4	9.8	3.5
Employee	3733	13.3	47.3	25.3	11.1	3
Manual worker	465	11.2	55.2	19.5	13	1
Not working	4577	14.9	46.4	24.2	11.8	2.7

Table 10a. Satisfaction with respondents' personal security in the station – *by country*

QUESTION: Q3\_H. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]? - Your personal security in the station



























	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
 <b>EU27</b>	9708	21.5	54.8	15	5.7	2.9
<b>COUNTRY</b>						
 Belgium	400	26	53	13.8	4.5	2.8
 Bulgaria	404	16.3	41.3	23.5	11.9	6.9
 Czech Rep.	411	16.8	49.1	22.6	8.8	2.7
 Denmark	402	39.8	46.5	9	1.7	3
 Germany	400	21.5	56.8	12.2	4	5.5
 Estonia	305	26.9	44.9	13.1	4.6	10.5
 Greece	402	29.6	43.8	14.7	10	2
 Spain	403	21.8	62.3	12.7	2.2	1
 France	400	18.2	64.8	13.2	3	0.8
 Ireland	400	50.2	39.5	5.5	3.5	1.2
 Italy	409	6.1	61.6	22	9.3	1
 Latvia	307	20.5	54.4	17.3	4.6	3.3
 Lithuania	408	26.2	52.7	12.5	1.7	6.9
 Luxembourg	301	34.6	47.5	14.6	2.3	1
 Hungary	413	19.6	45.8	23.2	7.5	3.9
 Netherlands	401	21.7	60.6	11	2	4.7
 Austria	400	34.8	52.2	7.5	1	4.5
 Poland	410	4.6	50.2	28.3	12.9	3.9
 Portugal	401	15.7	65.8	12.2	5	1.2
 Romania	412	21.1	38.6	19.7	16	4.6
 Slovenia	309	35	48.9	10.7	2.9	2.6
 Slovakia	410	19.5	45.4	23.4	7.6	4.1
 Finland	400	43.8	47.5	6.2	1	1.5
 Sweden	400	40	45.8	5.5	1	7.8
 United Kingdom	400	41	47.2	7	2.8	2

Table 10b. Satisfaction with respondents' personal security in the station – *by segments*

QUESTION: Q3\_H. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]? - Your personal security in the station






	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
<b>EU27</b>	9708	21.5	54.8	15	5.7	2.9
 <b>SEX</b>						
Male	3805	23.8	55.1	13.3	4.9	2.9
Female	5903	20	54.7	16.1	6.2	3
 <b>AGE</b>						
15 - 24	1059	19.4	50.1	20.2	9	1.3
25 - 39	1779	19.3	56	16.2	6.3	2.3
40 - 54	2571	20.6	56.1	16	5.2	2.1
55 +	4146	23.6	54.9	12.5	4.9	4.1
 <b>EDUCATION (end of)</b>						
Until 15 years of age	967	20.9	56.3	11.9	7.8	3.1
16 - 20	3826	22	53.9	16.7	4.8	2.6
20 +	3893	22.1	55.8	13.3	5.2	3.7
Still in education	874	17.9	52.7	19.7	8.6	1.1
 <b>URBANISATION</b>						
Metropolitan	2021	19.2	54.3	17.2	6.1	3.3
Urban	4585	21.4	54.7	15.5	5.6	2.8
Rural	3077	23.4	55.5	12.8	5.4	3
 <b>OCCUPATION</b>						
Self-employed	888	19.2	58	14	6.5	2.2
Employee	3733	21.6	55	15.2	5.3	2.9
Manual worker	465	14.4	63.9	14.5	5.9	1.3
Not working	4577	22.6	53.1	15.1	5.8	3.3

Table 11a. Satisfaction with frequency of the trains – *by country*

QUESTION: Q4\_A. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? - Frequency of the trains



























	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
 <b>EU27</b>	9708	17.8	54.1	17.4	5.7	5
<b>COUNTRY</b>						
 Belgium	400	21	58.5	13.5	2.8	4.2
 Bulgaria	404	17.8	35.4	24	13.9	8.9
 Czech Rep.	411	20.4	54.3	19.5	3.9	1.9
 Denmark	402	30.1	51.2	11.2	1.5	6
 Germany	400	15	58.8	15.2	2.8	8.2
 Estonia	305	11.1	37.4	32.1	8.9	10.5
 Greece	402	22.1	35.3	20.6	16.7	5.2
 Spain	403	20.3	56.8	15.9	4	3
 France	400	11.2	61.5	17	6	4.2
 Ireland	400	41	37.2	14.8	5.5	1.5
 Italy	409	4.9	68	20.3	5.9	1
 Latvia	307	16.3	44.6	24.4	10.7	3.9
 Lithuania	408	19.4	44.9	21.6	3.4	10.8
 Luxembourg	301	38.9	47.5	8.3	2	3.3
 Hungary	413	24.7	52.5	13.1	4.6	5.1
 Netherlands	401	23.9	54.4	9.7	2.2	9.7
 Austria	400	22.2	48	17.2	4.8	7.8
 Poland	410	4.9	37.8	34.6	15.9	6.8
 Portugal	401	14.7	66.1	12.2	2.7	4.2
 Romania	412	19.2	40.3	21.8	12.1	6.6
 Slovenia	309	20.4	40.8	21.7	11	6.1
 Slovakia	410	19.3	46.1	20.7	3.7	10.2
 Finland	400	33.2	52.2	10.2	1	3.2
 Sweden	400	24.5	54.2	11.2	2.8	7.2
 United Kingdom	400	37	47.2	10	2.8	3

Table 11b. Satisfaction with frequency of the trains – *by segments*

QUESTION: Q4\_A. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? - Frequency of the trains






	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
<b>EU27</b>	9708	17.8	54.1	17.4	5.7	5
 <b>SEX</b>						
Male	3805	17.8	55.6	16.4	6	4.1
Female	5903	17.7	53.1	18	5.5	5.6
 <b>AGE</b>						
15 - 24	1059	17	55.1	19.7	6	2.2
25 - 39	1779	15.3	56.2	19.8	6	2.6
40 - 54	2571	15.1	54.9	19.5	5.7	4.8
55 +	4146	20.8	52.6	14.4	5.4	6.8
 <b>EDUCATION (end of)</b>						
Until 15 years of age	967	22.3	53.6	11.4	5.9	6.9
16 - 20	3826	19.4	54.2	16.2	4.6	5.6
20 +	3893	14.9	54.3	19.5	6.8	4.5
Still in education	874	17.8	53.3	20.9	5.6	2.4
 <b>URBANISATION</b>						
Metropolitan	2021	16.1	54.5	17.6	6.1	5.7
Urban	4585	16.5	55.1	17.9	6	4.6
Rural	3077	20.8	52.3	16.5	5.1	5.3
 <b>OCCUPATION</b>						
Self-employed	888	17.3	56.2	17.5	5.8	3.2
Employee	3733	15.3	56.5	18.8	5	4.4
Manual worker	465	15.2	54.4	15.5	9.5	5.4
Not working	4577	20.2	51.7	16.4	5.9	5.8

Table 12a. Satisfaction with length of time the journey was scheduled to take– *by country*

QUESTION: Q4\_B. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? - Length of time the journey was scheduled to take (commercial speed/ the travelling speed of the trains)



























	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
 <b>EU27</b>	9708	22.1	56.2	13.8	5.1	2.8
<b>COUNTRY</b>						
 Belgium	400	21.5	57	13	3.5	5
 Bulgaria	404	20	45	22.3	7.7	5
 Czech Rep.	411	29	52.3	12.7	4.4	1.7
 Denmark	402	38.1	47.8	9.2	3.2	1.7
 Germany	400	18.2	66	10.2	1	4.5
 Estonia	305	26.9	49.5	15.1	3	5.6
 Greece	402	34.6	38.6	17.7	6.2	3
 Spain	403	28.5	59.6	8.9	2	1
 France	400	16.5	62.5	14.2	4.8	2
 Ireland	400	52	34.5	7.2	5.2	1
 Italy	409	7.6	68	18.1	5.1	1.2
 Latvia	307	33.6	49.5	12.4	2.6	2
 Lithuania	408	41.7	48.8	6.4	0.2	2.9
 Luxembourg	301	35.9	51.2	9.3	2	1.7
 Hungary	413	21.3	49.4	19.1	8.7	1.5
 Netherlands	401	23.7	61.8	5.7	1.5	7.2
 Austria	400	27.5	55.5	10.8	2.2	4
 Poland	410	4.9	38.3	32.9	20.2	3.7
 Portugal	401	18.7	74.1	5.5	0.2	1.5
 Romania	412	17.5	37.9	23.8	16.5	4.4
 Slovenia	309	25.6	45.3	17.5	8.7	2.9
 Slovakia	410	30.5	56.1	9.3	1.5	2.7
 Finland	400	22.5	50.2	19.2	6	2
 Sweden	400	25	50	18.2	4.5	2.2
 United Kingdom	400	45.2	46.5	4.2	1.8	2.2

Table 12b. Satisfaction with length of time the journey was scheduled to take – *by segments*

QUESTION: Q4\_B. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? - Length of time the journey was scheduled to take (commercial speed/ the travelling speed of the trains)






	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
<b>EU27</b>	9708	22.1	56.2	13.8	5.1	2.8
 <b>SEX</b>						
Male	3805	22.3	55.3	14.1	5.7	2.7
Female	5903	21.9	56.8	13.7	4.6	2.9
 <b>AGE</b>						
15 - 24	1059	20.8	53.9	17.9	6.3	1
25 - 39	1779	19.6	58.5	14	6.7	1.1
40 - 54	2571	20.8	59.3	12.8	4.4	2.7
55 +	4146	24.4	54.2	13.1	4.4	3.9
 <b>EDUCATION (end of)</b>						
Until 15 years of age	967	26	57.6	9.7	2.7	4.1
16 - 20	3826	24.3	56.1	12.7	3.9	3
20 +	3893	18.9	57	15	6.4	2.7
Still in education	874	21.7	52	18.8	6.5	1
 <b>URBANISATION</b>						
Metropolitan	2021	20.2	55.4	15	6.7	2.7
Urban	4585	21.1	55.7	15.1	5.5	2.6
Rural	3077	24.7	57.6	11.3	3.3	3.1
 <b>OCCUPATION</b>						
Self-employed	888	23.9	53.1	13.5	6.4	3
Employee	3733	21.2	58.7	12.9	4.8	2.4
Manual worker	465	16	59.3	17.7	6.2	0.8
Not working	4577	23.1	54.4	14.3	4.9	3.4

Table 13a. Satisfaction with punctuality and reliability – *by country*

QUESTION: Q4\_C. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? - Punctuality/reliability (i.e. departing and arriving on time)



























	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
 <b>EU27</b>	9708	17.6	48.2	21.9	10.8	1.5
<b>COUNTRY</b>						
 Belgium	400	14.2	44.8	23.5	15.2	2.2
 Bulgaria	404	25.2	42.8	19.8	9.2	3
 Czech Rep.	411	20.2	50.4	21.7	6.8	1
 Denmark	402	24.9	47	19.9	5.7	2.5
 Germany	400	8.8	43.5	32.8	13.2	1.8
 Estonia	305	41	44.6	10.2	1	3.3
 Greece	402	34.8	38.3	16.4	9.2	1.2
 Spain	403	32.8	55.8	8.9	1.7	0.7
 France	400	8.5	45.5	26.2	19.2	0.5
 Ireland	400	55.8	33.2	4.5	6.5	0
 Italy	409	4.6	58.2	27.9	9.3	0
 Latvia	307	46.6	45.6	5.5	1	1.3
 Lithuania	408	48.5	47.3	3.4	0	0.7
 Luxembourg	301	33.9	49.8	11.6	3.7	1
 Hungary	413	21.8	45.8	21.1	9.7	1.7
 Netherlands	401	17.2	54.6	16.7	6	5.5
 Austria	400	18.5	58.2	15	4.8	3.5
 Poland	410	5.1	39	30	22	3.9
 Portugal	401	24.2	66.8	7	1.2	0.7
 Romania	412	15	38.6	25.2	18.2	2.9
 Slovenia	309	34.6	50.2	8.7	4.9	1.6
 Slovakia	410	28	55.1	12.7	1.5	2.7
 Finland	400	17.2	40.8	30.2	11	0.8
 Sweden	400	12.2	40.5	28.2	17.2	1.8
 United Kingdom	400	36.8	50	8.8	3.5	1

Table 13b. Satisfaction with punctuality and reliability – *by segments*

QUESTION: Q4\_C. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? - Punctuality/reliability (i.e. departing and arriving on time)






	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
<b>EU27</b>	9708	17.6	48.2	21.9	10.8	1.5
 <b>SEX</b>						
Male	3805	17.1	48.4	22.4	10.8	1.3
Female	5903	18	48	21.6	10.7	1.7
 <b>AGE</b>						
15 - 24	1059	14.1	43.8	27.7	13.7	0.6
25 - 39	1779	15.2	49.5	22	12.9	0.4
40 - 54	2571	16.9	49	22.5	10.1	1.5
55 +	4146	19.6	48.6	20	9.5	2.3
 <b>EDUCATION (end of)</b>						
Until 15 years of age	967	27	50.1	15.1	5.6	2.2
16 - 20	3826	18.9	48.2	21.5	9.9	1.6
20 +	3893	14.4	48.9	22.8	12.3	1.5
Still in education	874	14.2	43.4	28.3	13.5	0.6
 <b>URBANISATION</b>						
Metropolitan	2021	14.7	48.5	23.1	11.8	2
Urban	4585	17.8	48	22.2	10.7	1.2
Rural	3077	19.2	48.2	20.7	10.2	1.7
 <b>OCCUPATION</b>						
Self-employed	888	17	49.9	21.7	10.2	1.1
Employee	3733	15.7	48.9	23.8	10.3	1.3
Manual worker	465	14.9	51.5	19.5	13	1.2
Not working	4577	19.6	46.9	20.5	11.1	1.8

Table 14a. Satisfaction with respondents' personal security whilst on board – *by country*

QUESTION: Q4\_D. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? - Your personal security whilst on board



























	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
 <b>EU27</b>	9708	25.1	57.2	10.9	4.3	2.5
<b>COUNTRY</b>						
 Belgium	400	30	59	8.2	1.5	1.2
 Bulgaria	404	20	38.1	23.5	13.1	5.2
 Czech Rep.	411	21.9	51.1	18	6.8	2.2
 Denmark	402	46.8	46.8	2.5	0.7	3.2
 Germany	400	26	62.2	6.8	1.2	3.8
 Estonia	305	37.7	50.5	6.9	1.3	3.6
 Greece	402	36.8	41.8	11.9	8.5	1
 Spain	403	27.5	63.5	6	3	0
 France	400	23.5	62.5	9.8	3.2	1
 Ireland	400	55.2	36.5	4.2	3	1
 Italy	409	6.1	70.9	15.9	5.9	1.2
 Latvia	307	27.4	55.7	11.7	2.3	2.9
 Lithuania	408	37.3	52	4.9	1.2	4.7
 Luxembourg	301	39.5	49.8	7.3	1.3	2
 Hungary	413	23	55.4	14	4.6	2.9
 Netherlands	401	24.9	62.1	6.5	1.2	5.2
 Austria	400	38.8	54	3.8	1.2	2.2
 Poland	410	7.8	48.5	28.3	11.7	3.7
 Portugal	401	19.5	67.6	7	4	2
 Romania	412	22.6	41.7	18.7	12.9	4.1
 Slovenia	309	38.5	53.4	4.5	0.3	3.2
 Slovakia	410	22	49.5	21	3.7	3.9
 Finland	400	55.2	42.2	2	0	0.5
 Sweden	400	39.2	50.2	3.8	1.5	5.2
 United Kingdom	400	42.2	46.8	5.2	2.2	3.5

Table 14b. Satisfaction with respondents' personal security whilst on board – *by segments*

QUESTION: Q4\_D. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? - Your personal security whilst on board






	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
<b>EU27</b>	9708	25.1	57.2	10.9	4.3	2.5
 <b>SEX</b>						
Male	3805	28.6	56	9.3	3.6	2.5
Female	5903	22.8	57.9	11.9	4.8	2.6
 <b>AGE</b>						
15 - 24	1059	26.6	55.9	12	4.4	1.1
25 - 39	1779	22	60.3	10.6	5.3	1.8
40 - 54	2571	23.9	57.7	11.3	4.8	2.3
55 +	4146	26.7	56.4	10.1	3.4	3.3
 <b>EDUCATION (end of)</b>						
Until 15 years of age	967	24.1	58.2	8.7	6	3
16 - 20	3826	25.3	55.1	12.6	3.9	3.1
20 +	3893	24.6	59.4	9.9	3.9	2.2
Still in education	874	26.6	56.5	11.2	4.9	0.9
 <b>URBANISATION</b>						
Metropolitan	2021	24.6	54.6	13.5	5	2.3
Urban	4585	23.5	57.9	11.4	4.5	2.7
Rural	3077	27.8	58	8.3	3.5	2.5
 <b>OCCUPATION</b>						
Self-employed	888	24.6	57.7	10.4	5	2.3
Employee	3733	24	59	10.9	3.7	2.4
Manual worker	465	18.3	61.4	11.3	7.4	1.6
Not working	4577	26.8	55	11	4.4	2.8

Table 15a. Satisfaction with cleanliness and good maintenance of rail cars – *by country*

QUESTION: Q4\_E. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? - Cleanliness and good maintenance of rail cars, including the toilet on the train



























	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
 <b>EU27</b>	9708	13	43.4	25.7	14.8	3.1
<b>COUNTRY</b>						
 Belgium	400	16	46.8	24.5	6.8	6
 Bulgaria	404	11.6	17.6	26.7	42.1	2
 Czech Rep.	411	10	35.8	30.9	21.9	1.5
 Denmark	402	18.9	49.3	19.9	5.7	6.2
 Germany	400	7.8	45	32.5	10.8	4
 Estonia	305	24.6	54.1	12.5	3.6	5.2
 Greece	402	20.6	30.1	23.6	23.9	1.7
 Spain	403	26.8	59.6	11.4	2	0.2
 France	400	11.2	54	21.8	12.2	0.8
 Ireland	400	40	40.5	12.2	5.5	1.8
 Italy	409	3.4	38.4	35.5	21.8	1
 Latvia	307	20.8	55.4	14.3	4.6	4.9
 Lithuania	408	41.2	44.6	8.6	2.2	3.4
 Luxembourg	301	31.6	48.5	12.3	4.7	3
 Hungary	413	11.1	27.6	29.5	29.5	2.2
 Netherlands	401	12.2	43.6	23.7	7	13.5
 Austria	400	17.8	48.2	24.8	6.5	2.8
 Poland	410	2	24.1	37.3	33.9	2.7
 Portugal	401	18.2	64.1	7.7	4.2	5.7
 Romania	412	10.2	26.9	26.5	34.2	2.2
 Slovenia	309	22	49.2	19.4	5.5	3.9
 Slovakia	410	9.5	35.1	36.6	16.6	2.2
 Finland	400	22.2	55.8	18	3.2	0.8
 Sweden	400	17	48.5	23	5.8	5.8
 United Kingdom	400	21	44	19.8	9	6.2

Table 15b. Satisfaction with cleanliness and good maintenance of rail cars – *by segments*

QUESTION: Q4\_E. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? - Cleanliness and good maintenance of rail cars, including the toilet on the train






	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
<b>EU27</b>	9708	13	43.4	25.7	14.8	3.1
 <b>SEX</b>						
Male	3805	13.8	46.4	23.6	13.8	2.4
Female	5903	12.5	41.5	27.1	15.4	3.6
 <b>AGE</b>						
15 - 24	1059	10.8	41.1	30.2	16.4	1.5
25 - 39	1779	11.8	46.6	25.3	14.1	2.3
40 - 54	2571	11.2	44.6	24.8	15.9	3.4
55 +	4146	15.2	42.2	25.1	14	3.5
 <b>EDUCATION (end of)</b>						
Until 15 years of age	967	18.3	43.4	20.7	13.3	4.3
16 - 20	3826	14.2	44.6	24.2	13.6	3.4
20 +	3893	10.5	44.6	26.5	15.6	2.8
Still in education	874	11.9	35.7	33.6	17	1.8
 <b>URBANISATION</b>						
Metropolitan	2021	10.2	44.5	26.1	16.6	2.7
Urban	4585	13	42.9	24.8	16.2	3.1
Rural	3077	14.7	43.6	26.8	11.3	3.5
 <b>OCCUPATION</b>						
Self-employed	888	12.7	44.1	24.5	15	3.8
Employee	3733	11	45.9	25.9	14.1	3
Manual worker	465	13.4	49.4	20.8	14.9	1.4
Not working	4577	14.6	40.7	26.2	15.2	3.3

Table 16a. Satisfaction with the provision of information during the journey – *by country*

QUESTION: Q4\_F. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? - The provision of information during the journey, in particular in case of delay



























	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% Not applicable	% DK/NA
 <b>EU27</b>	9708	14.5	41	22.4	11.8	5.7	4.6
<b>COUNTRY</b>							
 Belgium	400	14.2	47.2	21.5	8.2	4.2	4.5
 Bulgaria	404	18.6	28	24.5	18.6	4	6.4
 Czech Rep.	411	18.7	43.3	19.2	8.5	4.4	5.8
 Denmark	402	21.6	36.6	20.6	5.2	6.2	9.7
 Germany	400	10.5	34.8	31.8	14	4.5	4.5
 Estonia	305	23.3	31.5	17	5.9	3.6	18.7
 Greece	402	22.9	29.4	20.4	15.2	9.7	2.5
 Spain	403	19.4	47.6	14.6	5.7	10.2	2.5
 France	400	6.8	37.8	29.2	18.5	6	1.8
 Ireland	400	41.2	34	12	7.5	2	3.2
 Italy	409	5.1	59.4	20.3	8.6	1.7	4.9
 Latvia	307	23.8	35.2	13.4	6.2	15.6	5.9
 Lithuania	408	27.2	37.5	6.1	1.5	13.7	14
 Luxembourg	301	21.9	39.2	18.3	4.3	12	4.3
 Hungary	413	19.6	39.5	15.5	10.7	8.7	6.1
 Netherlands	401	13.5	40.6	21.9	8.7	7.2	8
 Austria	400	18.8	41.8	18.2	7.5	4	9.8
 Poland	410	5.1	26.3	36.6	20.2	4.4	7.3
 Portugal	401	15	55.9	6.5	5	10.7	7
 Romania	412	14.3	33.7	19.7	19.9	7	5.3
 Slovenia	309	27.2	45	10.4	6.8	2.3	8.4
 Slovakia	410	21.7	39.3	16.8	4.6	12.2	5.4
 Finland	400	21	39	21.5	6.2	8.5	3.8
 Sweden	400	18.5	42.2	20.2	7.8	4.2	7
 United Kingdom	400	30	43.2	11	7.2	5.5	3

Table 16b. Satisfaction with the provision of information during the journey – *by segments*

QUESTION: Q4\_F. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? - The provision of information during the journey, in particular in case of delay






	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% Not applicable	% DK/NA
<b>EU27</b>	9708	14.5	41	22.4	11.8	5.7	4.6
 <b>SEX</b>							
Male	3805	14.2	40.2	23.3	12.3	5.2	4.9
Female	5903	14.7	41.6	21.8	11.4	6.1	4.4
 <b>AGE</b>							
15 - 24	1059	14.1	42.9	27.4	10.2	2.6	2.8
25 - 39	1779	11.6	47.2	22.7	11.4	4.3	2.8
40 - 54	2571	15.3	39.3	23.6	12.8	4.9	4.2
55 +	4146	15.4	39	20.2	11.7	7.7	6
 <b>EDUCATION (end of)</b>							
Until 15 years of age	967	17.8	49	12.2	6.9	8.6	5.6
16 - 20	3826	17.1	40.5	21.3	10	6.1	5
20 +	3893	10.8	39.6	24.9	15.1	5.3	4.3
Still in education	874	15.7	43.3	27.1	9.8	2.1	2
 <b>URBANISATION</b>							
Metropolitan	2021	12.8	37.7	24.9	13.7	6	4.8
Urban	4585	13.8	42.1	21.8	12.1	5.9	4.4
Rural	3077	16.7	41.7	21.6	10	5.3	4.8
 <b>OCCUPATION</b>							
Self-employed	888	13.1	38.1	24.1	14.1	5	5.6
Employee	3733	13.7	40.8	24.9	11.9	5.1	3.6
Manual worker	465	14	49.1	18.7	9.3	4.7	4.2
Not working	4577	15.5	41.1	20.2	11.4	6.5	5.2

Table 17a. Satisfaction with sufficient capacity for passengers in rail cars – *by country*

QUESTION: Q4\_G. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? - Sufficient capacity for passengers in rail cars



























	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
 <b>EU27</b>	9708	16.2	51.4	21	8.3	3
<b>COUNTRY</b>						
 Belgium	400	19	46.2	23.2	6.8	4.8
 Bulgaria	404	24.3	47.8	18.6	7.2	2.2
 Czech Rep.	411	25.1	52.3	15.3	5.8	1.5
 Denmark	402	23.6	44.5	19.9	7.2	4.7
 Germany	400	9.2	49.8	28.8	8	4.2
 Estonia	305	39.7	48.5	7.9	1	3
 Greece	402	26.4	41.3	20.9	9.7	1.7
 Spain	403	19.4	63.5	12.2	4.2	0.7
 France	400	13	60.8	16.8	6.5	3
 Ireland	400	37.5	39.5	11.2	9.5	2.2
 Italy	409	5.6	61.6	26.4	6.1	0.2
 Latvia	307	26.1	49.2	19.9	2.9	2
 Lithuania	408	40.4	52.5	4.7	0.7	1.7
 Luxembourg	301	36.5	51.5	7	1	4
 Hungary	413	28.1	52.3	13.8	4.6	1.2
 Netherlands	401	17.2	43.6	25.9	5.7	7.5
 Austria	400	19	48.2	22	8	2.8
 Poland	410	4.1	40.5	32.9	17.3	5.1
 Portugal	401	18.5	70.1	8	1	2.5
 Romania	412	28.6	47.6	13.3	7	3.4
 Slovenia	309	32.7	55.7	8.4	1	2.3
 Slovakia	410	25.9	49.5	18.3	4.4	2
 Finland	400	35.8	52.8	7.8	1	2.8
 Sweden	400	18.8	54.5	14.5	7.5	4.8
 United Kingdom	400	25	36.2	19	16	3.8

Table 17b. Satisfaction with sufficient capacity for passengers in rail cars – *by segments*

QUESTION: Q4\_G. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? - Sufficient capacity for passengers in rail cars






	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
<b>EU27</b>	9708	16.2	51.4	21	8.3	3
 <b>SEX</b>						
Male	3805	15.9	53.4	20.2	7.7	2.9
Female	5903	16.5	50.2	21.6	8.7	3.1
 <b>AGE</b>						
15 - 24	1059	15.5	47.5	24.9	10.6	1.5
25 - 39	1779	12.3	53	23.9	9.4	1.4
40 - 54	2571	15.1	50.3	22.2	9.8	2.6
55 +	4146	19	52.5	18.2	6.3	4
 <b>EDUCATION (end of)</b>						
Until 15 years of age	967	21.7	56.9	14.3	4.5	2.5
16 - 20	3826	17.8	52.2	18.6	8.1	3.3
20 +	3893	13.2	50.1	24.2	9.4	3.2
Still in education	874	17	47.5	24.8	8.9	1.9
 <b>URBANISATION</b>						
Metropolitan	2021	13.8	51.3	23.9	8	3.1
Urban	4585	15.9	52.6	20.2	8.5	2.8
Rural	3077	18.3	50	20.4	8.1	3.2
 <b>OCCUPATION</b>						
Self-employed	888	13.5	53.1	19.8	10	3.7
Employee	3733	13.4	49.5	24.4	10.5	2.2
Manual worker	465	16.9	62.7	13.1	5.8	1.5
Not working	4577	19	51.7	19.2	6.5	3.5

Table 18a. Satisfaction with the comfort of the seating area – *by country*

QUESTION: Q4\_H. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? - The comfort of the seating area



























	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
 <b>EU27</b>	9708	20.4	57.9	15.3	4.9	1.5
<b>COUNTRY</b>						
 Belgium	400	29.2	58.2	9.8	1.5	1.2
 Bulgaria	404	23.3	39.1	21	12.4	4.2
 Czech Rep.	411	23.8	49.9	21.7	4.1	0.5
 Denmark	402	34.1	55.7	7	1.7	1.5
 Germany	400	18.2	63.5	15.2	1.5	1.5
 Estonia	305	22.3	50.5	19.7	3.9	3.6
 Greece	402	36.1	41.5	13.4	7.2	1.7
 Spain	403	24.8	59.8	13.2	2	0.2
 France	400	18	66	12.5	3.5	0
 Ireland	400	54.5	36.2	5	3.8	0.5
 Italy	409	5.4	66.5	20.8	7.1	0.2
 Latvia	307	26.7	51.8	16.9	3.3	1.3
 Lithuania	408	41.4	48.3	8.3	0.7	1.2
 Luxembourg	301	39.2	49.5	9.6	1	0.7
 Hungary	413	22.8	52.1	20.1	3.1	1.9
 Netherlands	401	29.9	59.6	4.7	1	4.7
 Austria	400	26.8	55.2	14.8	1	2.2
 Poland	410	4.6	42.9	32.2	15.1	5.1
 Portugal	401	18.2	76.8	3	1	1
 Romania	412	19.7	50	15.8	12.4	2.2
 Slovenia	309	30.4	49.5	13.9	4.5	1.6
 Slovakia	410	27.3	50.7	17.8	3.2	1
 Finland	400	29.5	58	10	1.5	1
 Sweden	400	26	58.8	10.5	3	1.8
 United Kingdom	400	31.8	52	9.8	5.2	1.2

Table 18b. Satisfaction with the comfort of the seating area – *by segments*

QUESTION: Q4\_H. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? - The comfort of the seating area






	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
<b>EU27</b>	9708	20.4	57.9	15.3	4.9	1.5
 <b>SEX</b>						
Male	3805	20.7	60.4	13.5	4.1	1.3
Female	5903	20.3	56.3	16.4	5.4	1.5
 <b>AGE</b>						
15 - 24	1059	17.3	59.7	17	5.6	0.5
25 - 39	1779	15.5	61.6	15.7	6.1	1.2
40 - 54	2571	19	58.2	15.9	5.3	1.6
55 +	4146	24.3	55.8	14.5	3.9	1.5
 <b>EDUCATION (end of)</b>						
Until 15 years of age	967	28.1	55.2	11.5	4.1	1.1
16 - 20	3826	22.4	57.9	13.9	4	1.8
20 +	3893	16.6	59.5	17.1	5.5	1.5
Still in education	874	18.7	56.1	18.3	6.4	0.6
 <b>URBANISATION</b>						
Metropolitan	2021	18.1	57.7	16.2	6.1	1.9
Urban	4585	20.5	57	16.3	4.9	1.3
Rural	3077	21.8	59.6	13.2	4	1.4
 <b>OCCUPATION</b>						
Self-employed	888	19	59.4	15.5	4.4	1.7
Employee	3733	17.4	60.8	15.4	5.1	1.3
Manual worker	465	18.2	59.9	14.9	5.3	1.8
Not working	4577	23.4	55.3	15.2	4.8	1.4

Table 19a. Satisfaction with connections with other train services – *by country*

QUESTION: Q4\_I. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? - Connections with other train services



























	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% Not applicable	% DK/NA
 <b>EU27</b>	9708	12.3	47.1	15.6	5	11.2	8.8
<b>COUNTRY</b>							
 Belgium	400	14.8	45.5	17.2	4.2	9.5	8.8
 Bulgaria	404	13.4	33.2	15.6	8.2	13.6	16.1
 Czech Rep.	411	17	46.5	16.3	7.3	6.3	6.6
 Denmark	402	18.4	41.5	9.2	2.7	15.4	12.7
 Germany	400	12.8	49.8	21.5	6	4.8	5.2
 Estonia	305	11.1	30.8	7.5	2.6	8.2	39.7
 Greece	402	16.2	27.1	12.2	8	22.6	13.9
 Spain	403	14.6	50.6	10.9	3	11.9	8.9
 France	400	6.8	49.5	16.8	4.8	17.2	5
 Ireland	400	26.2	40.2	9	8.5	8.8	7.2
 Italy	409	4.2	65.5	17.4	3.2	3.7	6.1
 Latvia	307	13	27.7	8.8	2	26.1	22.5
 Lithuania	408	16.7	31.9	5.1	0.2	15.2	30.9
 Luxembourg	301	22.6	42.5	6.6	3.7	19.3	5.3
 Hungary	413	10.7	32.7	11.9	8	27.8	9
 Netherlands	401	14.5	49.6	13.5	3.5	10.2	8.7
 Austria	400	16.2	48.8	14.2	3	6.2	11.5
 Poland	410	2.9	33.2	25.9	11.5	13.7	12.9
 Portugal	401	10.5	53.4	7.2	1.2	20.2	7.5
 Romania	412	11.2	30.3	15	10.9	18.9	13.6
 Slovenia	309	15.5	37.5	11	2.6	5.2	28.2
 Slovakia	410	15.1	42.7	12.9	3.4	17.8	8
 Finland	400	22.2	43	6.5	0.8	16.2	11.2
 Sweden	400	15.2	43.2	10.5	1.5	11.8	17.8
 United Kingdom	400	24.5	45.8	8.5	2	9.8	9.5

Table 19b. Satisfaction with connections with other train services – *by segments*

QUESTION: Q4\_I. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? - Connections with other train services






	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% Not applicable	% DK/NA
<b>EU27</b>	9708	12.3	47.1	15.6	5	11.2	8.8
 <b>SEX</b>							
Male	3805	11.7	49.8	15.5	5.1	9.4	8.4
Female	5903	12.8	45.4	15.6	4.9	12.3	9.1
 <b>AGE</b>							
15 - 24	1059	14.8	52.5	16.7	4.5	6	5.4
25 - 39	1779	10.9	52.8	16.5	4.2	9.4	6.2
40 - 54	2571	11.5	47.6	16	6.1	10.4	8.4
55 +	4146	13	43.1	14.4	4.6	13.7	11.1
 <b>EDUCATION (end of)</b>							
Until 15 years of age	967	12.7	48.1	10.9	3.8	14	10.5
16 - 20	3826	13.9	45.3	15.7	4.7	11.1	9.4
20 +	3893	9.8	48.2	16.4	5.7	11.9	8
Still in education	874	14.7	50.6	17.2	4.5	5.8	7.2
 <b>URBANISATION</b>							
Metropolitan	2021	10.4	44.7	16.3	3.8	14	10.8
Urban	4585	12.1	47.8	14.9	5.6	11.3	8.3
Rural	3077	14	48	15.9	4.8	9.1	8.1
 <b>OCCUPATION</b>							
Self-employed	888	12.1	46.5	15.6	4.7	10.7	10.4
Employee	3733	11	50.1	16.5	5.2	9.7	7.5
Manual worker	465	9.6	48.1	20.7	5.4	7.8	8.3
Not working	4577	13.7	44.7	14.3	4.8	12.8	9.6

Table 20a. Satisfaction with availability of staff on trains – *by country*

QUESTION: Q4\_J. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? - Availability of staff on trains



























	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
 <b>EU27</b>	9708	14.7	50.6	21.2	7	6.4
<b>COUNTRY</b>						
 Belgium	400	22	54.2	16.5	1.8	5.5
 Bulgaria	404	22.3	44.1	18.3	8.9	6.4
 Czech Rep.	411	22.4	49.1	17.3	5.4	5.8
 Denmark	402	23.6	49.8	16.4	3.7	6.5
 Germany	400	10.5	46.2	28.2	9	6
 Estonia	305	34.4	44.9	7.5	2	11.1
 Greece	402	22.9	38.3	22.4	8.5	8
 Spain	403	21.1	53.1	18.9	4.5	2.5
 France	400	10.2	53	22.5	8	6.2
 Ireland	400	25	41	18.8	11.5	3.8
 Italy	409	7.1	67	17.4	6.4	2.2
 Latvia	307	32.2	53.7	7.8	0.3	5.9
 Lithuania	408	39.2	43.6	6.6	1.5	9.1
 Luxembourg	301	29.6	50.8	14	2	3.7
 Hungary	413	15.5	44.6	17.7	8.5	13.8
 Netherlands	401	11.7	39.7	27.9	6.7	14
 Austria	400	14.5	45	28.5	6.8	5.2
 Poland	410	9.5	47.3	24.6	8.8	9.8
 Portugal	401	14.2	65.6	9	5.5	5.7
 Romania	412	23.3	45.4	15.5	8.7	7
 Slovenia	309	36.2	51.1	7.1	1.3	4.2
 Slovakia	410	19.3	53.7	15.1	4.4	7.6
 Finland	400	21.5	51.5	12.2	2.5	12.2
 Sweden	400	17.2	54	17.2	4.2	7.2
 United Kingdom	400	17.8	45	22	6.8	8.5

Table 20b. Satisfaction with availability of staff on trains – *by segments*

QUESTION: Q4\_J. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? - Availability of staff on trains






	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
<b>EU27</b>	9708	14.7	50.6	21.2	7	6.4
 <b>SEX</b>						
Male	3805	14.1	54	19.6	6.4	5.9
Female	5903	15.1	48.4	22.3	7.4	6.8
 <b>AGE</b>						
15 - 24	1059	13.3	53.8	21.1	7	4.9
25 - 39	1779	10.7	55.5	22	6.4	5.3
40 - 54	2571	14.7	49	23.6	6.9	5.9
55 +	4146	16.9	49.2	19.2	7.2	7.4
 <b>EDUCATION (end of)</b>						
Until 15 years of age	967	17.7	50.7	16.7	8.5	6.4
16 - 20	3826	16	50.7	19.8	6.3	7.2
20 +	3893	12.5	50.3	24	7.2	6
Still in education	874	14	52.6	20.6	7.4	5.3
 <b>URBANISATION</b>						
Metropolitan	2021	13.4	48.5	24.3	6.3	7.6
Urban	4585	14.7	52.3	19.9	7.4	5.8
Rural	3077	15.7	49.7	21.3	6.8	6.7
 <b>OCCUPATION</b>						
Self-employed	888	12.9	45.5	23.7	10.5	7.4
Employee	3733	12.4	52.1	23.8	6.2	5.5
Manual worker	465	13	57.9	18.2	6.6	4.3
Not working	4577	17.1	49.6	19.1	6.9	7.2

Table 21a. Satisfaction with assistance and information for disabled or elderly people in station and in rail cars – *by country*

QUESTION: Q4\_K. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? - Assistance and information for disabled or elderly people in station and in rail cars
































	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
 <b>EU27</b>	9708	8	25.5	18	10.5	37.9
<b>COUNTRY</b>						
 Belgium	400	12.5	31	13.8	5.5	37.2
 Bulgaria	404	6.2	13.4	25.2	26	29.2
 Czech Rep.	411	8.5	25.8	20.2	9	36.5
 Denmark	402	9.5	20.1	12.9	4.2	53.2
 Germany	400	6.2	21.8	24.5	11.2	36.2
 Estonia	305	6.2	21	19.7	17.4	35.7
 Greece	402	11.2	16.4	18.7	20.1	33.6
 Spain	403	12.9	35.7	13.2	6	32.3
 France	400	5	28.2	18	11.5	37.2
 Ireland	400	25.5	31	10.2	9.8	23.5
 Italy	409	2.7	36.7	19.8	5.6	35.2
 Latvia	307	9.8	19.9	21.5	18.2	30.6
 Lithuania	408	14	26.5	12.5	2.2	44.9
 Luxembourg	301	16.3	31.6	20.3	3	28.9
 Hungary	413	11.4	20.3	15.7	9.7	42.9
 Netherlands	401	7.2	18.2	15	8	51.6
 Austria	400	9.2	26.8	20.8	8.5	34.8
 Poland	410	2.2	15.1	24.1	19.8	38.8
 Portugal	401	9.7	36.4	19	10.2	24.7
 Romania	412	7.8	21.1	18.2	23.1	29.9
 Slovenia	309	11.7	26.9	16.5	7.8	37.2
 Slovakia	410	9.5	26.8	19	13.4	31.2
 Finland	400	7.2	24.2	17.8	4.8	46
 Sweden	400	3.8	16	13	5.8	61.5
 United Kingdom	400	15.8	22.2	8.8	6.2	47

Table 21b. Satisfaction with assistance and information for disabled or elderly people in station and in rail cars – *by segments*

QUESTION: Q4\_K. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]? - Assistance and information for disabled or elderly people in station and in rail cars

	Total N	% Very satisfied	% Rather satisfied	% Rather dissatisfied	% Very dissatisfied	% DK/NA
<b>EU27</b>	9708	8	25.5	18	10.5	37.9
 <b>SEX</b>						
Male	3805	7.7	26.4	16.9	8.6	40.4
Female	5903	8.2	25	18.8	11.7	36.3
 <b>AGE</b>						
15 - 24	1059	8.3	33.5	21.8	7.8	28.6
25 - 39	1779	6.3	26.9	17.6	10.3	38.9
40 - 54	2571	6.1	23.9	17.5	12.6	40
55 +	4146	9.9	24.3	17.7	9.9	38.2
 <b>EDUCATION (end of)</b>						
Until 15 years of age	967	12	31.1	14.8	9.7	32.4
16 - 20	3826	8.4	27.8	17.8	10.7	35.2
20 +	3893	6.5	20.9	18.3	11.2	43.1
Still in education	874	7.7	31.9	22.8	7.4	30.3
 <b>URBANISATION</b>						
Metropolitan	2021	5.7	25.2	17.4	9.5	42.1
Urban	4585	8	25.7	18.7	11.3	36.3
Rural	3077	9.3	25.5	17.5	10	37.6
 <b>OCCUPATION</b>						
Self-employed	888	5.2	18.9	15.2	11.5	49.1
Employee	3733	6.3	24	18.4	10.9	40.4
Manual worker	465	7.3	32	17.4	10.5	32.8
Not working	4577	10	27.5	18.4	9.9	34.3

## II. Survey details

This special target survey “*Survey on rail passengers' satisfaction*” (No 326) was conducted for the European Commission, Directorate-General for Mobility and Transport – Directorate D – Unit D2 - Rail Transport and Interoperability.

### Fieldwork

Telephone interviews were conducted in each country from 21<sup>st</sup> to 29<sup>th</sup> of March, 2011 by the following institutes:

Belgium	BE	Gallup Europe	(Interviews: 03/21/2011 - 03/29/2011)
Czech Republic	CZ	Focus Agency	(Interviews: 03/21/2011 - 03/29/2011)
Denmark	DK	Norstat Denmark	(Interviews: 03/21/2011 - 03/29/2011)
Germany	DE	IFAK	(Interviews: 03/21/2011 - 03/29/2011)
Estonia	EE	Saar Poll	(Interviews: 03/21/2011 - 03/29/2011)
Greece	EL	Metroanalysis	(Interviews: 03/21/2011 - 03/29/2011)
Spain	ES	Gallup Spain	(Interviews: 03/21/2011 - 03/29/2011)
France	FR	Effience3	(Interviews: 03/21/2011 - 03/29/2011)
Ireland	IE	Gallup UK	(Interviews: 03/21/2011 - 03/29/2011)
Italy	IT	Demoskopoea	(Interviews: 03/21/2011 - 03/29/2011)
Latvia	LV	Latvian Facts	(Interviews: 03/21/2011 - 03/29/2011)
Lithuania	LT	Baltic Survey	(Interviews: 03/21/2011 - 03/29/2011)
Luxembourg	LU	Gallup Europe	(Interviews: 03/21/2011 - 03/29/2011)
Hungary	HU	Gallup Hungary	(Interviews: 03/21/2011 - 03/29/2011)
Netherlands	NL	MSR	(Interviews: 03/21/2011 - 03/29/2011)
Austria	AT	Spectra	(Interviews: 03/21/2011 - 03/29/2011)
Poland	PL	Gallup Poland	(Interviews: 03/21/2011 - 03/29/2011)
Portugal	PT	Consulmark	(Interviews: 03/21/2011 - 03/29/2011)
Slovenia	SI	Cati d.o.o	(Interviews: 03/21/2011 - 03/29/2011)
Slovakia	SK	Focus Agency	(Interviews: 03/21/2011 - 03/29/2011)
Finland	FI	Norstat Finland Oy	(Interviews: 03/21/2011 - 03/29/2011)
Sweden	SE	Norstat Sweden	(Interviews: 03/21/2011 - 03/29/2011)
United Kingdom	UK	Gallup UK	(Interviews: 03/21/2011 - 03/29/2011)
Bulgaria	BG	Vitoshka	(Interviews: 03/21/2011 - 03/29/2011)
Romania	RO	Gallup Romania	(Interviews: 03/21/2011 - 03/29/2011)

### Representativeness of the results

Target of the sample were passengers of railways aged 15 years and above in 25 European Union Member States.

### Sample sizes

In most EU countries the target sample size was 400 respondents, but in Estonia, Latvia, Luxembourg and Slovenia the target sample size was 300 respondents. The table below shows the achieved sample size by country.

Due to absence of systematic information regarding rail passengers, a non-response weighting (controlling for specific socio-demographic parameters such as age, sex, etc.) was not carried out in the sample. However, for calculating average figures for multiple countries (most notably the overall average for the EU countries), a weight factor was assigned to each country in the proportion of the total Eurobarometer population.

The table below presents, for each of the countries:

- (1) the number of interviews actually carried out
- (2) the population-weighted total number of interviews

### Total interviews

	Total Interviews			
	Conducted	% of Total	EU27 weighted	% of Total (weighted)
<b>Total</b>	<b>9708</b>	<b>100</b>	<b>9708</b>	<b>100</b>
BE	400	4.1	205	2.1
BG	404	4.2	155	1.6
CZ	411	4.2	206	2.1
DK	402	4.1	103	1.1
DE	400	4.1	1654	17.0
EE	305	3.1	27	0.3
EL	402	4.1	223	2.3
ES	403	4.2	887	9.1
FR	400	4.1	1205	12.4
IE	400	4.1	80	0.8
IT	409	4.2	1186	12.2
LV	307	3.2	46	0.5
LT	408	4.2	66	0.7
LU	301	3.1	9	0.1
HU	413	4.3	199	2.1
NL	401	4.1	313	3.2
AT	400	4.1	163	1.7
PL	410	4.2	749	7.7
PT	401	4.1	209	2.2
RO	412	4.2	426	4.4
SI	309	3.2	40	0.4
SK	410	4.2	106	1.1
FI	400	4.1	102	1.1
SE	400	4.1	177	1.8
UK	400	4.1	1170	12.1

## Questionnaires

1. The questionnaire prepared for this survey is reproduced at the end of this results volume, in English.
2. The institutes listed above translated the questionnaire in their respective national language(s).
3. One copy of each national questionnaire is annexed to the results (volume tables).

## Tables of results

### VOLUME A: COUNTRY BY COUNTRY

The VOLUME A tables present the European Union results country by country.

### VOLUME B: RESPONDENTS' DEMOGRAPHICS

The VOLUME B tables present the European Union results with the following socio-demographic characteristics of respondents as breakdowns:

Volume B:

Sex (*Male, Female*)

Age (*15-24, 25-39, 40-54, 55 +*)

Subjective urbanisation (*Metropolitan zone, Other town/urban centre, Rural zone*)

Occupation (*Self-employed, Employee, Manual worker, Not working*)

Education (*-15, 16-20, 21+, Still in full time education*)

## Sampling error

Surveys are designed and conducted to provide an estimate of a true value of characteristics of a population at a given time. An estimate of a survey is unlikely to exactly equal the true population quantity of interest for a variety of reasons. One of these reasons is that data in a survey are collected from only some – a sample of – members of the population, this to make data collection cheaper and faster. The “margin of error” is a common summary of sampling error, which quantifies uncertainty about (or confidence in) a survey result.

Usually, one calculates a 95 percent confidence interval of the format: survey estimate +/- margin of error. This interval of values will contain the true population value at least 95% of time.

For example, if it was estimated that 45% of EU citizens are in favour of a single European currency and this estimate is based on a sample of 100 EU citizens, the associated margin of error is about 10 percentage points. The 95 percent confidence interval for support for a European single currency would be (45%-10%) to (45%+10%), suggesting that in the EU the support for a European single currency could range from 35% to 55%. Because of the small sample size of 100 EU citizens, there is considerable uncertainty about whether or not the citizens of the EU support a single currency.

As a general rule, the more interviews conducted (sample size), the smaller the margin of error. Larger samples are more likely to give results closer to the true population quantity and thus have smaller margins of error. For example, a sample of 500 will produce a margin of error of no more than about 4.5 percentage points, and a sample of 1,000 will produce a margin of error of no more than about 3 percentage points.

*Margin of error (95% confidence interval)*

Survey estimate	Sample size (n)									
	10	50	100	150	200	400	800	1000	2000	4000
5%	13.5%	6.0%	4.3%	3.5%	3.0%	2.1%	1.5%	1.4%	1.0%	0.7%
10%	18.6%	8.3%	5.9%	4.8%	4.2%	2.9%	2.1%	1.9%	1.3%	0.9%
25%	26.8%	12.0%	8.5%	6.9%	6.0%	4.2%	3.0%	2.7%	1.9%	1.3%
50%	31.0%	13.9%	9.8%	8.0%	6.9%	4.9%	3.5%	3.1%	2.2%	1.5%
75%	26.8%	12.0%	8.5%	6.9%	6.0%	4.2%	3.0%	2.7%	1.9%	1.3%
90%	18.6%	8.3%	5.9%	4.8%	4.2%	2.9%	2.1%	1.9%	1.3%	0.9%
95%	13.5%	6.0%	4.3%	3.5%	3.0%	2.1%	1.5%	1.4%	1.0%	0.7%

(The values in the table are the margin of error – at 95% confidence level – for a given survey estimate and sample size)

The examples show that the size of a sample is a crucial factor affecting the margin of error. Nevertheless, once past a certain point – a sample size of 800 or 1,000 – the improvement is small. For example, to reduce the margin of error to 1.5% would require a sample size of 4,000.

### III. Questionnaire

**S1. Have you travelled by train in the past 12 months, i.e. from [MONTH OF INTERVIEWING IN 2010] till [MONTH OF INTERVIEWING IN 2011] in [YOUR COUNTRY]? Please don't include those travels that you made by a sub-urban train, or within the city limit or to / from the airport.**

- Yes [CONTINUE].....1
- No [THANK AND TERMINATE].....2
- [DK/NA] [THANK AND TERMINATE] .....9

**Q1. How often do you travel by train [IN YOUR COUNTRY]?**

- Most days .....1
- 1-3 times per week.....2
- 1-3 times per month.....3
- Less than once a month .....4
- [DK/NA].....9

**Q2. What is the most frequent purpose of your rail trip [IN YOUR COUNTRY]?**  
[ONLY ONE ANSWER IS POSSIBLE]

- Travelling to work/school/university .....1
- Business trips.....2
- Leisure .....3
- Other .....4
- [DK/NA].....9

**Q3. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]?**  
[READ OUT- ROTATE-ONE ANSWER PER LINE]

- Very satisfied.....1
- Rather satisfied .....2
- Rather dissatisfied .....3
- Very dissatisfied .....4
- [Not applicable].....8
- [DK/NA].....9

- A. Connections with other modes of public transport ..... 1 2 3 4 9
- B. Facilities for car parking ..... 1 2 3 4 9
- C. Quality of the facilities and services (e.g. toilets, shops, cafes, etc.)..... 1 2 3 4 9
- D. Provision of information about train schedules/platforms ..... 1 2 3 4 9
- E. Ease of buying tickets ..... 1 2 3 4 9
- F. Easy and accessible complaint handling mechanism put in place ..... 1 2 3 4 8 9
- G. Cleanliness / good maintenance of station facilities ..... 1 2 3 4 9
- H. Your personal security in the station ..... 1 2 3 4 9

**Q4. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]?**

[READ OUT- ROTATE-ONE ANSWER PER LINE]

- |                                                                                                                  |             |
|------------------------------------------------------------------------------------------------------------------|-------------|
| - Very satisfied.....                                                                                            | 1           |
| - Rather satisfied.....                                                                                          | 2           |
| - Rather dissatisfied .....                                                                                      | 3           |
| - Very dissatisfied .....                                                                                        | 4           |
| - [Not applicable].....                                                                                          | 8           |
| - [DK/NA].....                                                                                                   | 9           |
|                                                                                                                  |             |
| A. Frequency of the trains .....                                                                                 | 1 2 3 4 9   |
| B. Length of time the journey was scheduled to take (commercial speed/ the travelling speed of the trains) ..... | 1 2 3 4 9   |
| C. Punctuality/reliability (i.e. departing and arriving on time) .....                                           | 1 2 3 4 9   |
| D. Your personal security whilst on board .....                                                                  | 1 2 3 4 9   |
| E. Cleanliness and good maintenance of rail cars, including the toilet on the train.....                         | 1 2 3 4 9   |
| F. The provision of information during the journey, in particular in case of delay .....                         | 1 2 3 4 8 9 |
| G. Sufficient capacity for passengers in rail cars .....                                                         | 1 2 3 4 9   |
| H. The comfort of the seating area .....                                                                         | 1 2 3 4 9   |
| I. Connections with other train services.....                                                                    | 1 2 3 4 8 9 |
| J. Availability of staff on trains.....                                                                          | 1 2 3 4 9   |
| K. Assistance and information for disabled or elderly people in station and in rail cars .....                   | 1 2 3 4 9   |

**D1. Gender**

[DO NOT ASK - MARK APPROPRIATE]

[1] Male

[2] Female

**D2. How old are you?**

[ ][ ] years old

[00][REFUSAL/NO ANSWER]

**D3. How old were you when you stopped full-time education?**

[WRITE IN THE AGE WHEN EDUCATION WAS TERMINATED]

[ ][ ]..... years old

[00] ..... [STILL IN FULL TIME EDUCATION]

[01] ..... [NEVER BEEN IN FULL TIME EDUCATION]

[99] ..... [REFUSAL/NO ANSWER]

**D4. As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity? Does it mean that you are a(n)...**

[IF A RESPONSE TO THE MAIN CATEGORY IS GIVEN, READ OUT THE RESPECTIVE SUB-CATEGORIES]

**- Self-employed**

→ i.e.:	- farmer, forester, fisherman .....	11
	- owner of a shop, craftsman.....	12
	- professional (lawyer, medical practitioner, accountant, architect,...)	13
	- manager of a company .....	14
	- other .....	15

**- Employee**

→ i.e.:	- professional (employed doctor, lawyer, accountant, architect).....	21
	- general management, director or top management.....	22
	- middle management.....	23
	- Civil servant.....	24
	- office clerk .....	25
	- other employee (salesman, nurse, etc...) .....	26
	- other .....	27

**- Manual worker**

→ i.e.:	- supervisor / foreman (team manager, etc...).....	31
	- Manual worker.....	32
	- unskilled manual worker .....	33
	- other .....	34

**- Without a professional activity**

→ i.e.:	- looking after the home.....	41
	- student (full time) .....	42
	- retired .....	43
	- seeking a job .....	44
	- other .....	45
	- [Refusal].....	99

**D6. Would you say you live in a ...?**

	- metropolitan zone .....	1
	- other town/urban centre .....	2
	- rural zone .....	3
	- [Refusal] .....	9