59% are satisfied with the punctuality and reliability of railway travel since 2013.

Cyprus and Malta have no railway.

Frequency of trains

66% are satisfied with the frequency of trains

+7 pts since 2013

Cyprus and Malta have no railway

What Europeans have to say about their satisfaction with rail

PROVISION OF INFORMATION

55% ↑+8 pts since 2013
are satisfied with the provision of information during the journey

60%
are satisfied with the provision of information on connecting services with other modes of transport

GETTING TICKETS

75% ↑+8 pts since 2013
are satisfied with the ease of buying tickets

64% ↑+6 pts since 2013
are satisfied with the availability of tickets covering the whole journey

62%
are satisfied with the tickets using several modes of transport

What Europeans have to say about their satisfaction with rail

- **Availability of seats**: 68% are satisfied
- **Availability of complaint handling mechanisms**: 38%
- **Cleanliness and good maintenance of rail carriages**: 56%
- **Cleanliness and good maintenance of stations**: 62%
- **Wi-Fi on board**: 41%

What Europeans have to say about their satisfaction with rail

**Satisfaction with access to people with disability or reduced mobility has slightly improved**

- **53%** have improved their satisfaction with the accessibility of stations or platforms since 2013.
- **47%** have improved their satisfaction with the accessibility of train carriages since 2013.
- **41%** have improved their satisfaction with the assistance by railway or station staff since 2013.

What Europeans have to say about their use of trains

FOUR IN FIVE EUROPEANS TAKE THE TRAIN (80%)

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

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

What Europeans have to say about their use of trains

**Frequent Travellers**
- >17%
- 11-17%
- 6-10%
- <6%

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

- 78% never make international trips by rail
- 11% make suburban trips
- 5% make national or regional trips

What Europeans have to say about their use of trains

WHO TRAVELS BY TRAIN?

15-24 years old are the most frequent train travellers

- 30% aged 15-24
- 14% aged 25-39
- 12% aged 40-54
- 8% aged 55+

They travel weekly by train

What Europeans have to say about their use of trains

MAIN REASONS FOR TAKING THE TRAIN

- Leisure activities: 35%
- Going on holidays: 23%
- Travelling to work/school/university: 16%
- Business trips: 9%

What Europeans have to say about their use of trains

To get to the railway station Europeans use:

- Car / motorbike: 44%
- Walking: 27%
- Public transport: 25%