

# The Quality of Rail Services in the EU

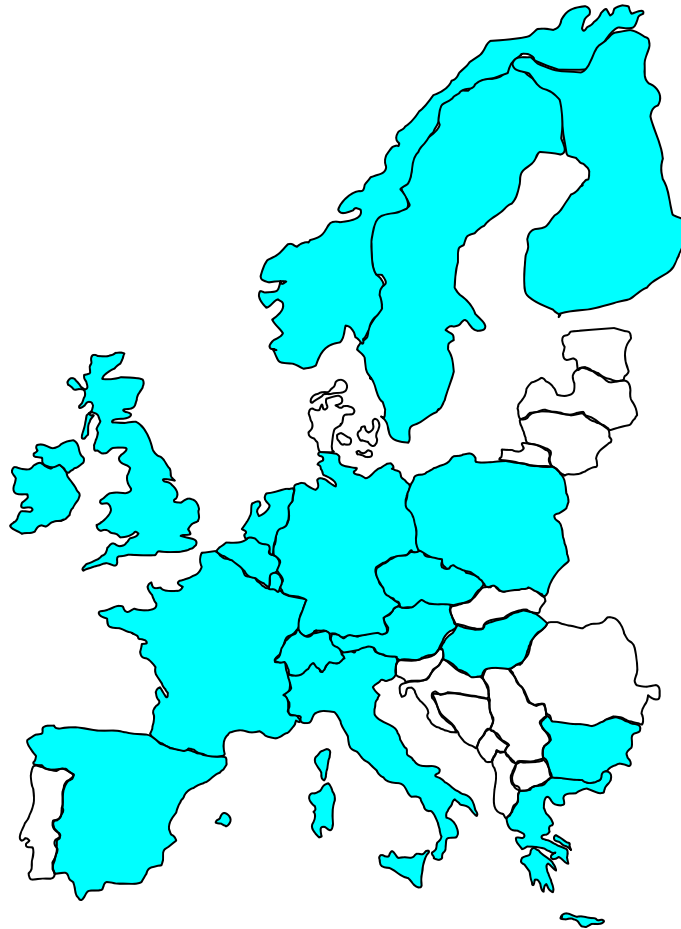
European Economic & Social Committee Hearing, Brussels,  
25<sup>th</sup> October 2012

## *The passengers' perspective*

Christopher Irwin  
European Passengers' Federation

[www.epf.eu](http://www.epf.eu)

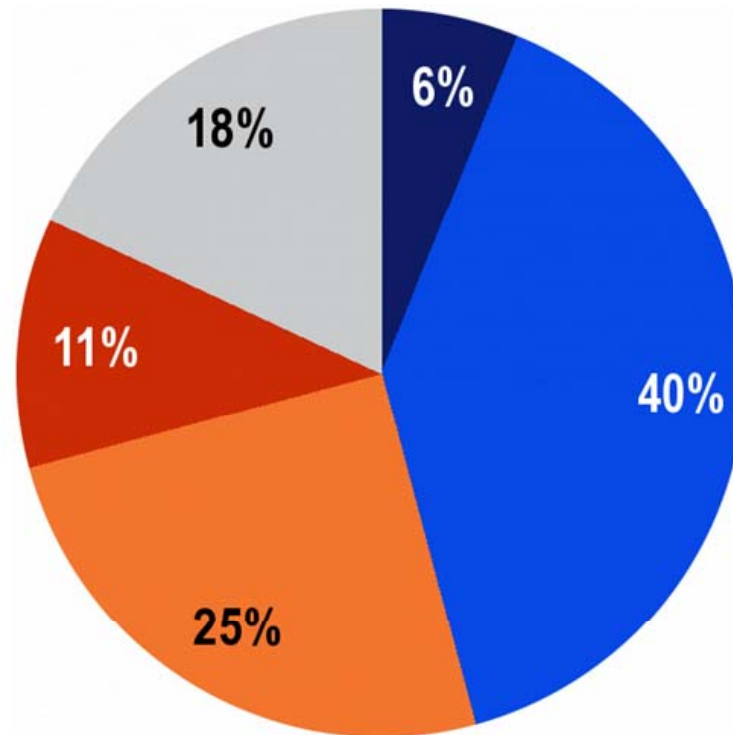
EPF  
members  
2012



33 member  
associations in 19  
states

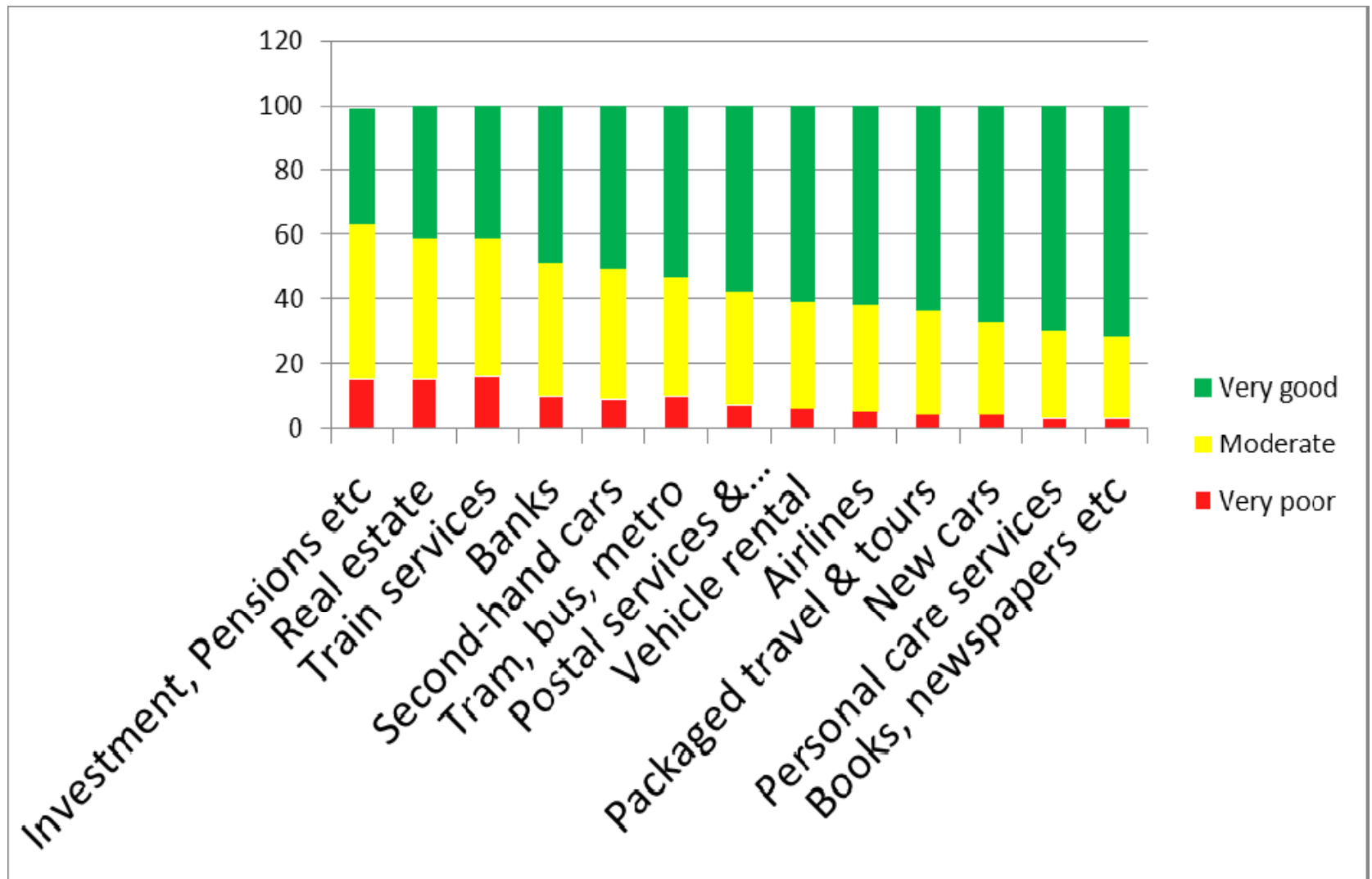
***“Overall, how satisfied are you with the national and regional rail system in your country?”***

Special Eurobarometer 388; 26,000 home-based face-to-face interviews in 25 EU countries, 2012



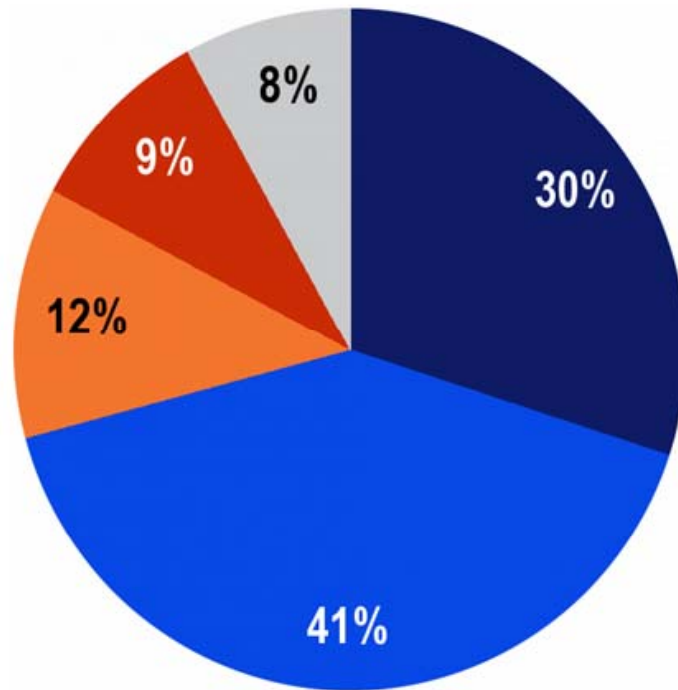
# Relative consumer satisfaction with rail services in the EU

Consumer Markets' Scoreboard – *Making Markets Work For Consumers* – SEC(2010) 1257



***“In general do you support or oppose opening the system in your country to more competition provided that all operators must meet the same safety standards?”***

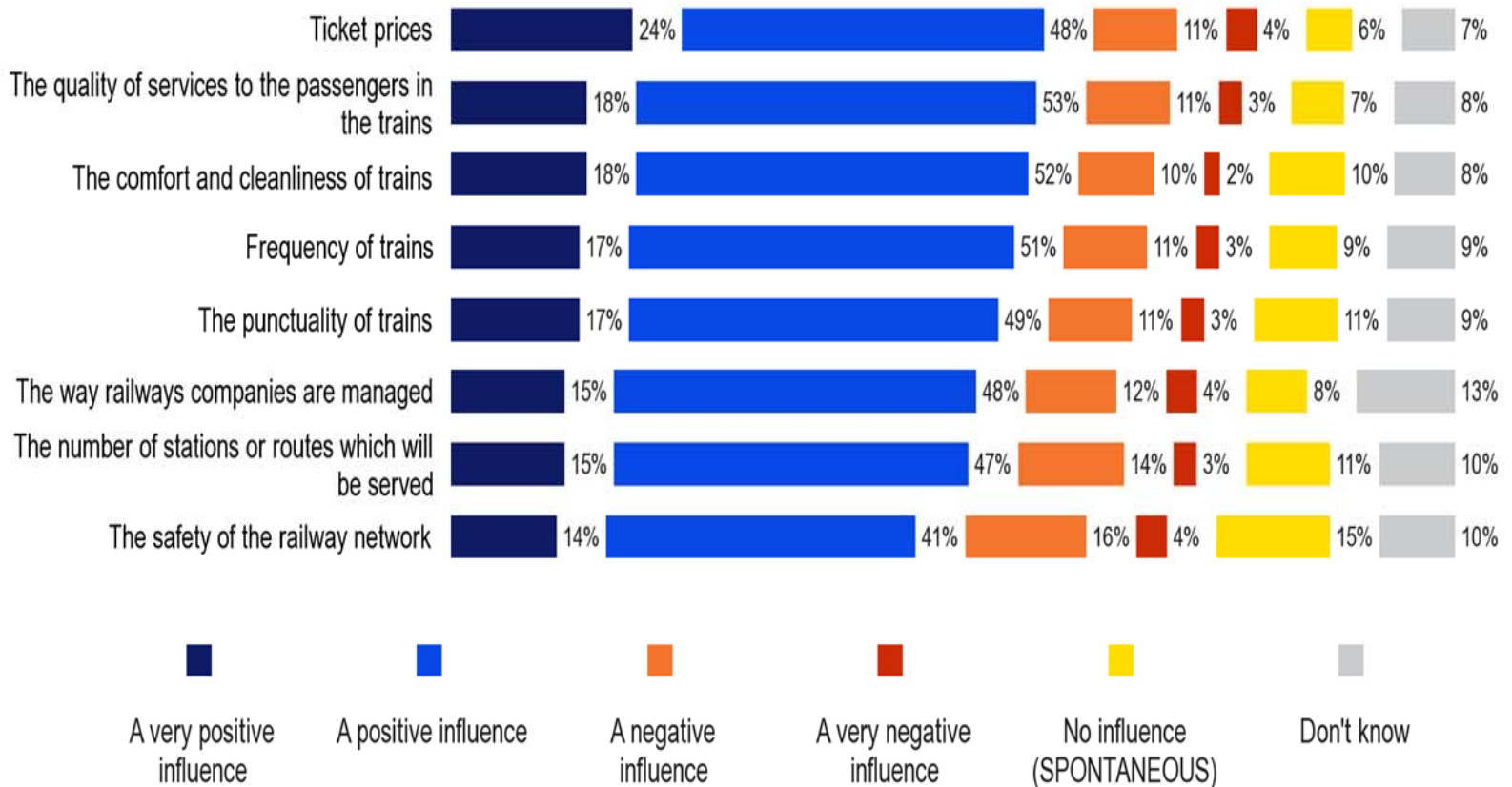
Special Eurobarometer 388, 2012



# Most people foresee positive effects of more competition

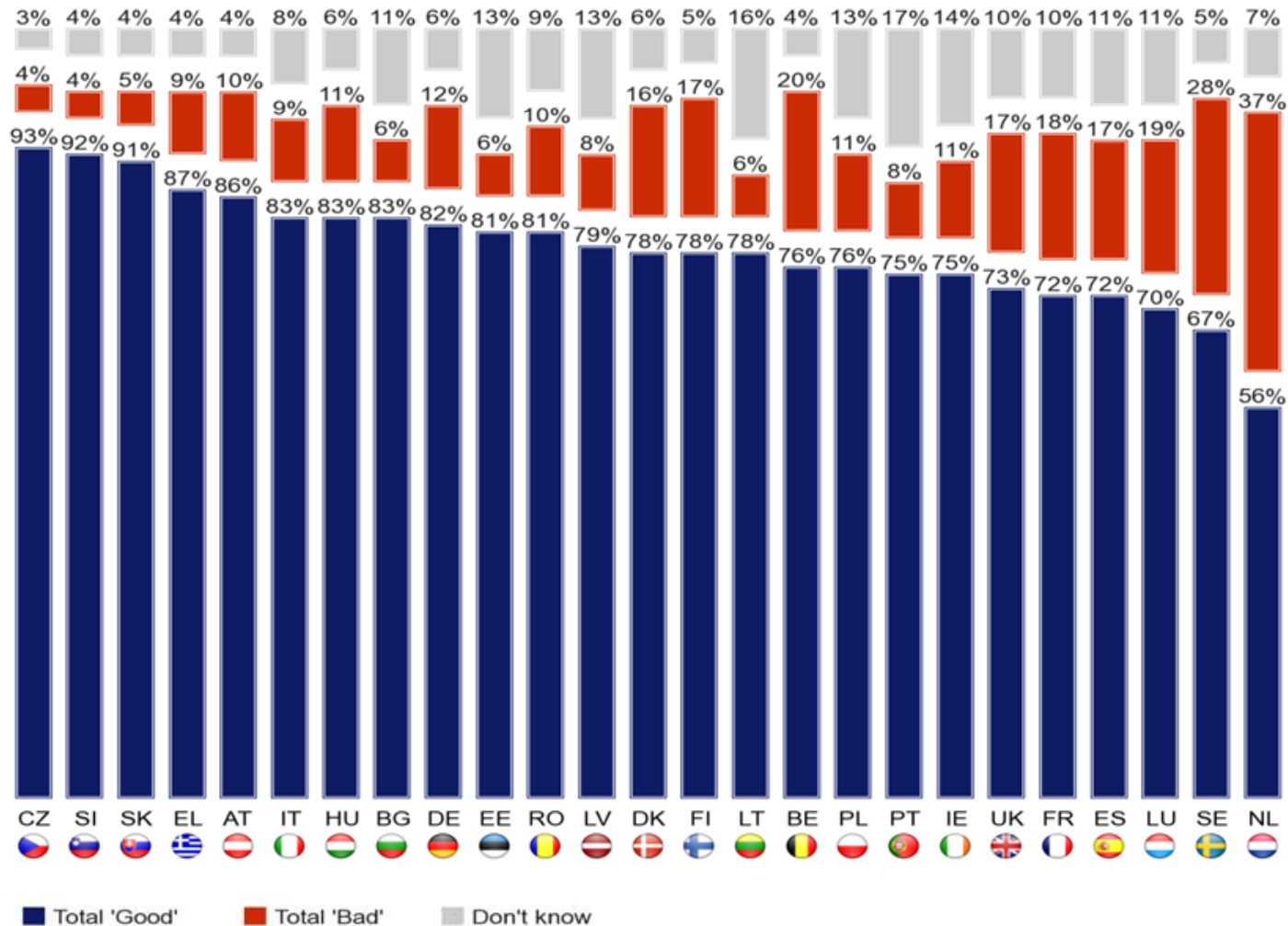
Special Eurobarometer 388, 2012

QC6. Please tell me if you think that more competition in the rail market in (OUR COUNTRY) will have ... on ...?



# Europeans think that competition will be good for passengers

Special Eurobarometer 388, 2012



Included UK: "Do you think that more competition in the rail market IS good or bad for...?"

## British passengers' priorities for improvement

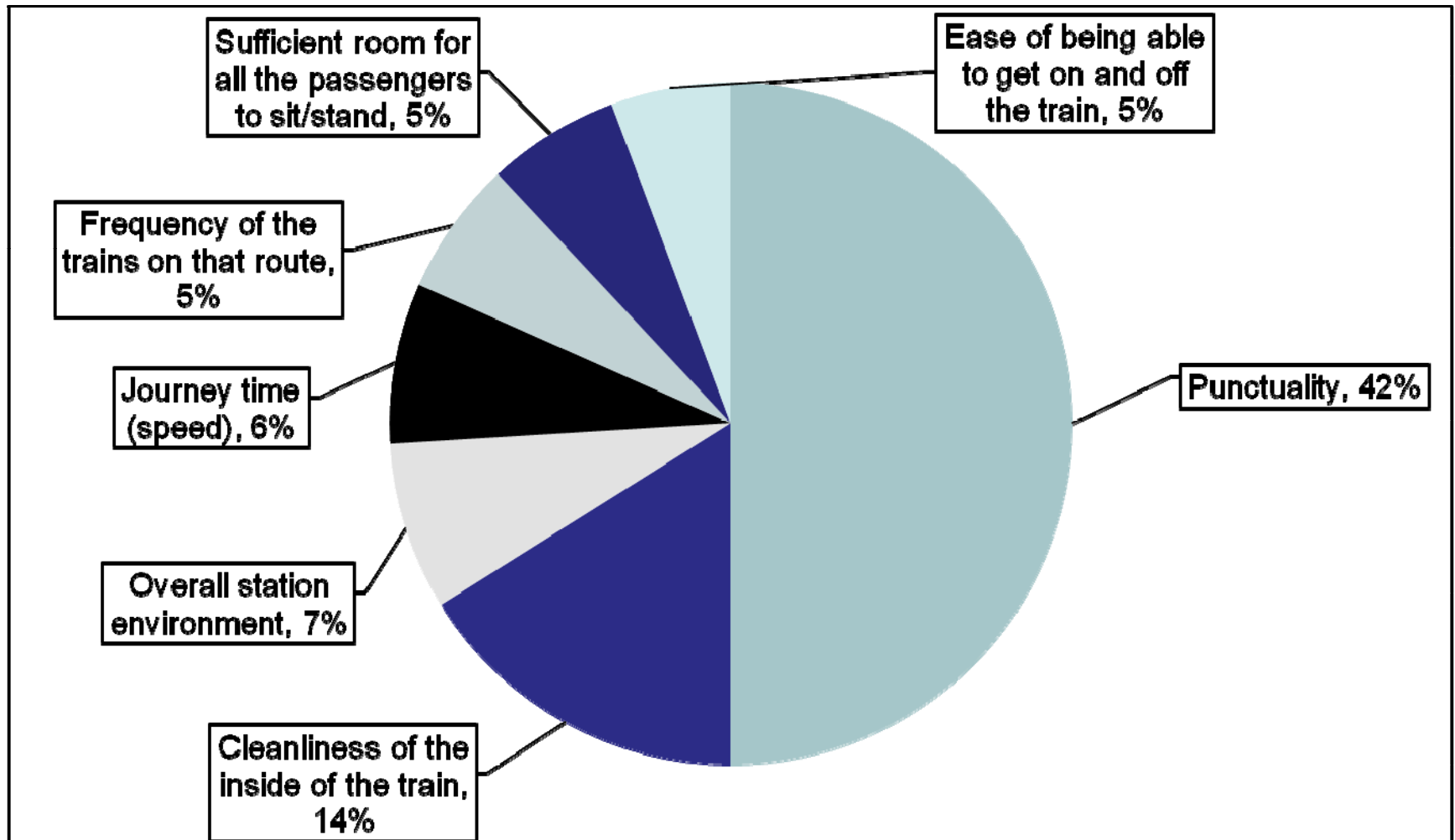
Passenger Focus *Passengers' priorities for improvement* surveys, 2007 & 2009

2009	Score	Service Improvement Preference	2007
1	1.08	Price of train tickets offer excellent value for money	1
2	1	At least 19 out of 20 trains arrive on time	3
3	0.98	Sufficient train services at times I use the train	2
4	0.86	Passengers are always able to get a seat on the train	4
5	0.79	Company keeps passengers informed if train delays	5
6	0.75	Information on train times/platforms accurate and available	7
7	0.69	Maximum queue time no more than 2 mins	6
8	0.69	Trains consistently well maintained/ excellent condition	8
9	0.67	Seating area on the train is very comfortable	9
10	0.67	Station staff are available whenever required	17



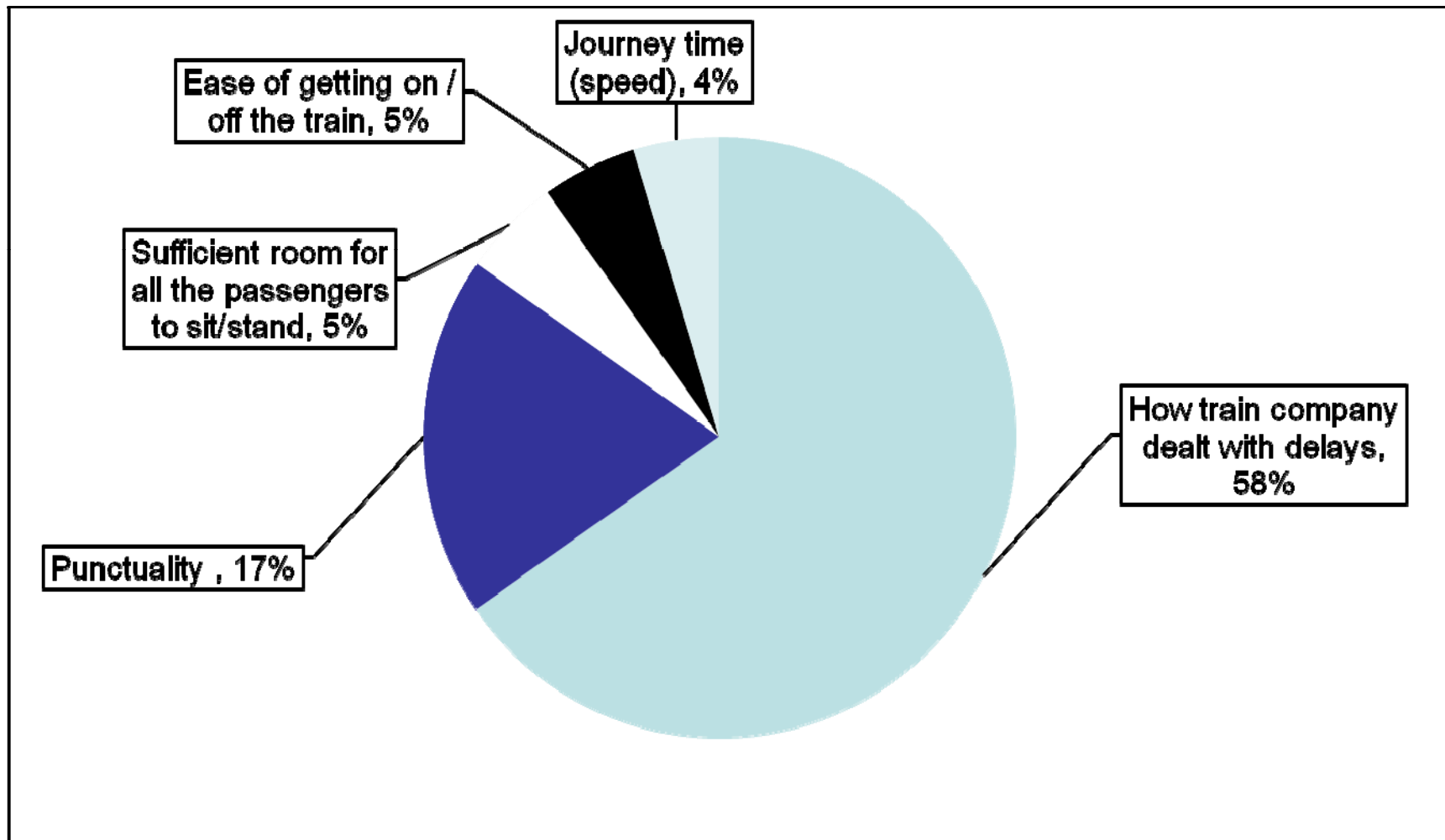
# Drivers of passenger satisfaction in Britain

Source: National Passenger Survey, Passenger Focus, Spring 2012



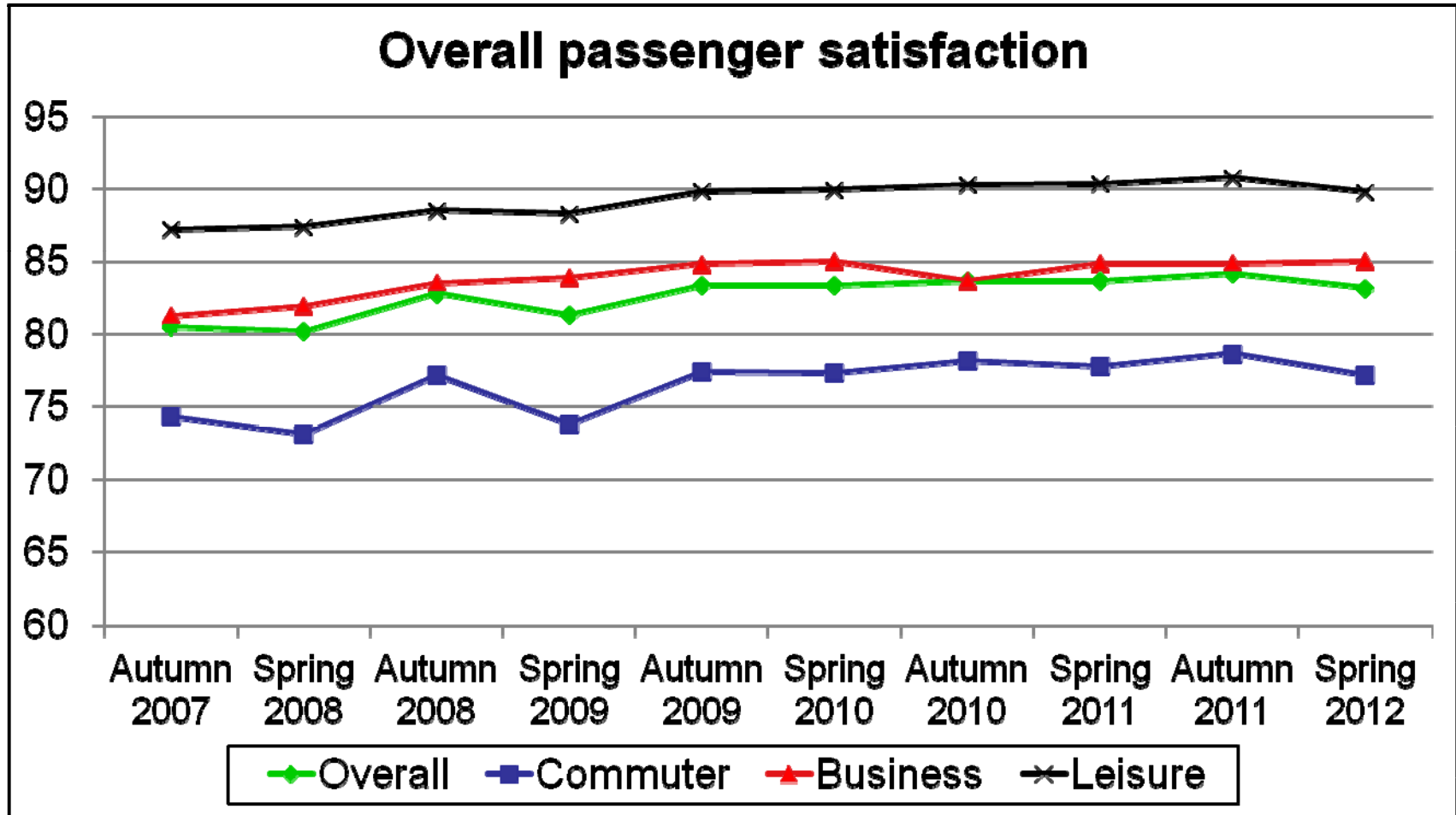
# Drivers of passenger dis-satisfaction in Britain

Source: National Passenger Survey, Passenger Focus, Spring 2012



# Passenger satisfaction index

Source: National Passenger Survey, Passenger Focus

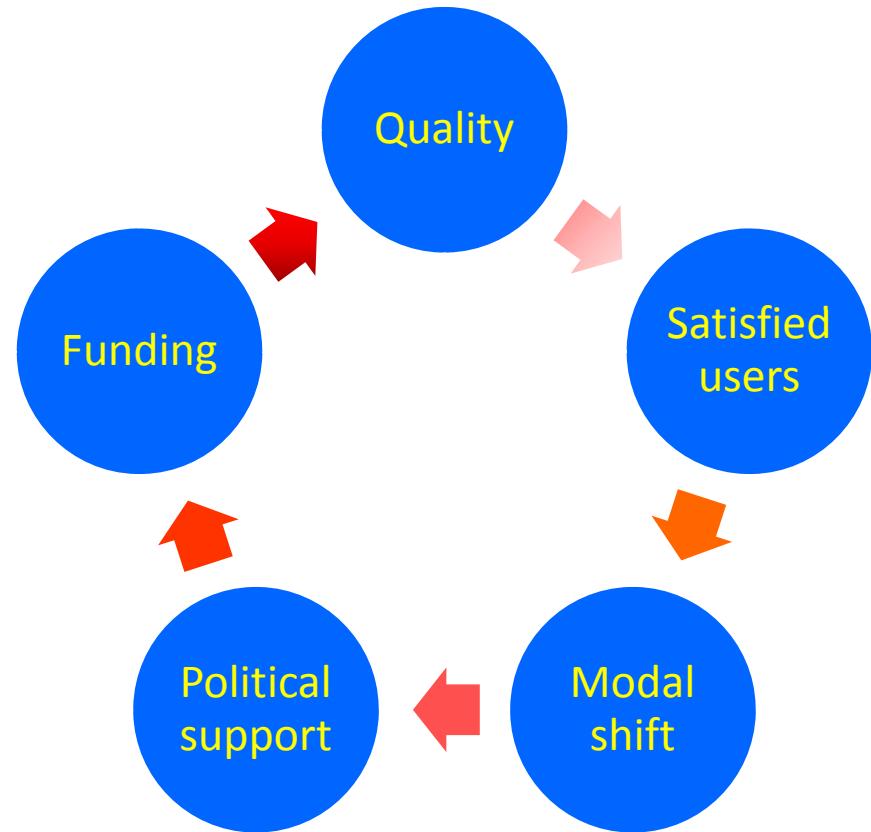


# So what?

- 1. Get costs down:**
    - *Market opening & competitive tendering*
  - 2. Improve performance and reliability**
    - *Investment in capacity*
  - 3. Ensure information is appropriate and timely**
    - *Exploit infomatics: TAP-TSI, co-modal journey planners*
  - 4. Deliver on passengers' rights**
  - 5. Listen to users and monitor satisfaction measures**
    - *Rail Market Monitoring Study*
    - *Users' organisations amongst Representative Bodies*
-

# Identifying the priorities

1. Service Quality:
2. Capacity:
3. Financing:
4. The Virtuous Circle:



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