



Flash Eurobarometer 382

Europeans' satisfaction with rail services

European Commission – DG MOVE - Unit B2

Milano, 15 March 2014

A. Methodology

- *Survey conducted by telephone (fixed-line and mobile phone)*
- *Fieldwork: 9 – 11 September 2013*
- *Population: representative sample of population 15+*
- *Coverage: 26 Member States (all but MT & CY). EU refers to the weighted average of the 26 Member States.*
- *26,034 interviews (+/-1,000 per MS)*
- *Carried out by TNS Opinion on behalf of Commission (MOVE & COMM)*

B.Scope and objectives

- *Repeat EB of 2011*
- *Measure satisfaction with the use of trains within the European Union (including for some aspects, measure changes since 2011 among train users).*
- *Measure satisfaction with accessibility of train services within the European Union.*

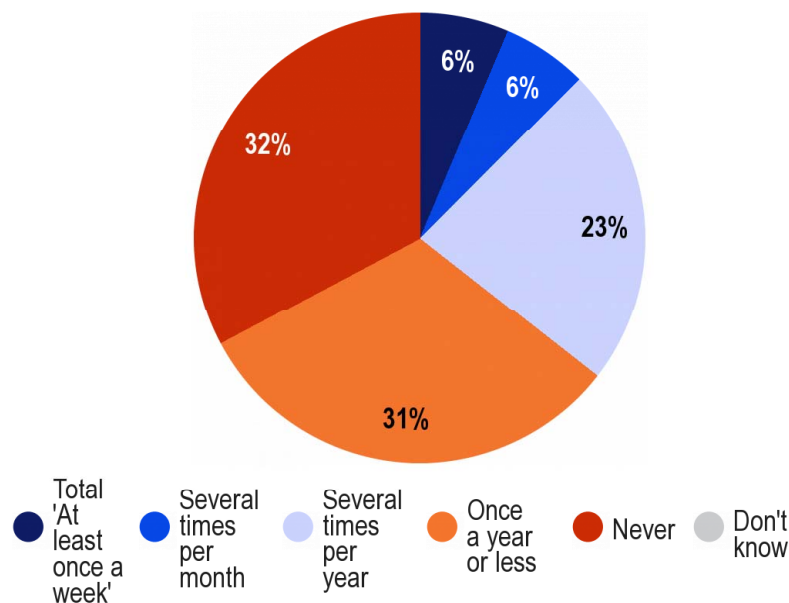


1. The current use of trains in the European Union

6-8% of Europeans are regular train users

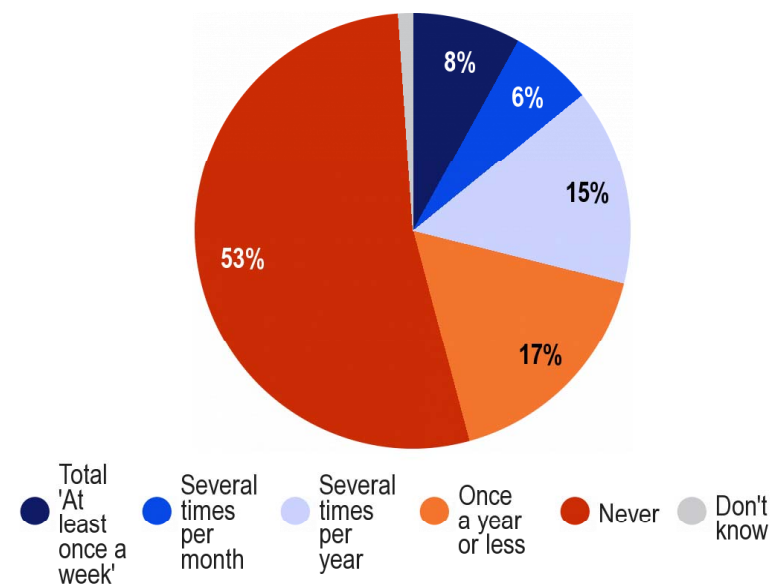
Q1.1. How often do you travel by ... in (OUR COUNTRY)?

International, national or regional trains (this excludes suburban trains)



Q1.2. How often do you travel by ... in (OUR COUNTRY)?

Suburban trains



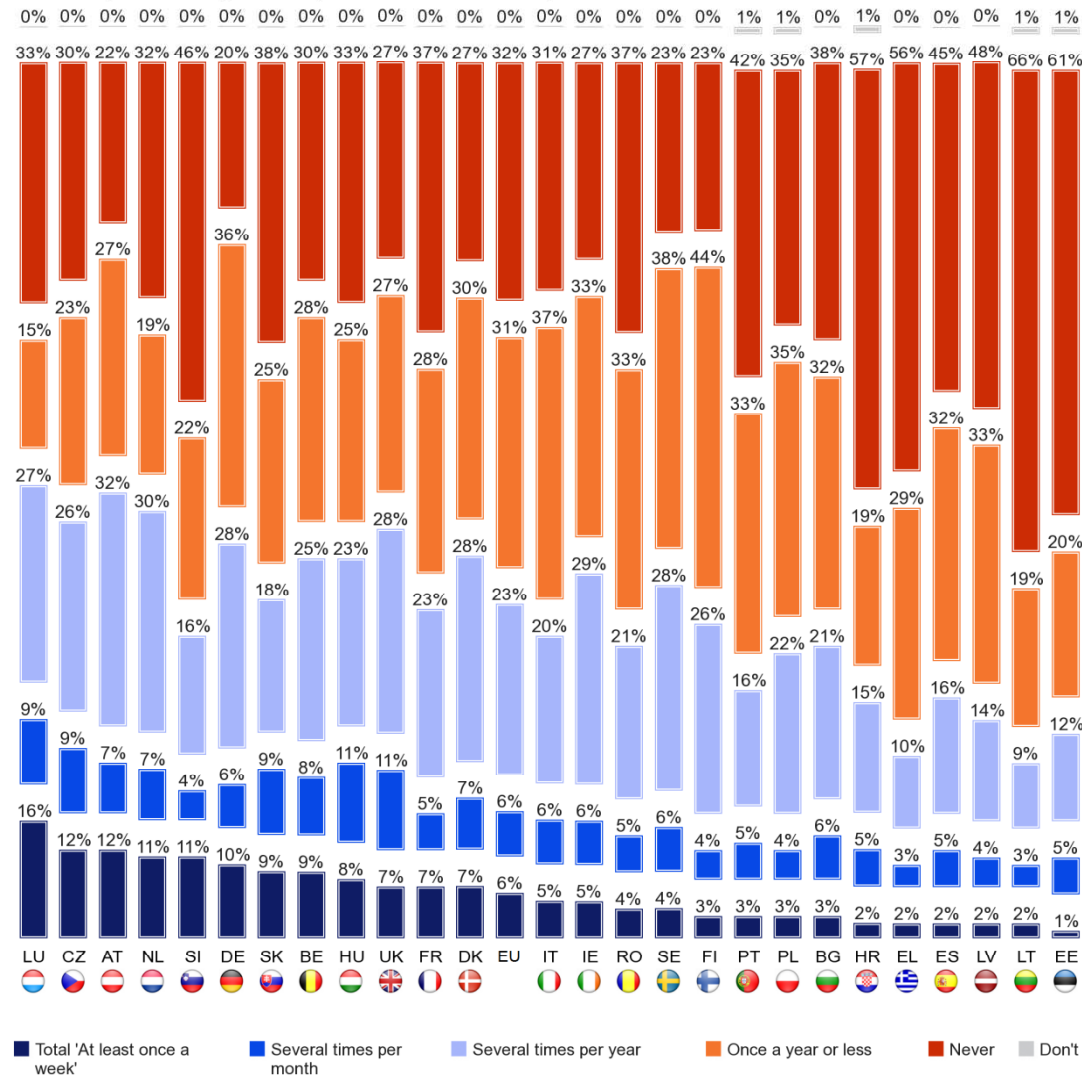
FL382 Sept. 2013

*Base: All respondents
(26 Member States)*



Q1.1. How often do you travel by ... in (OUR COUNTRY)?

International, national or regional trains (this excludes suburban trains)

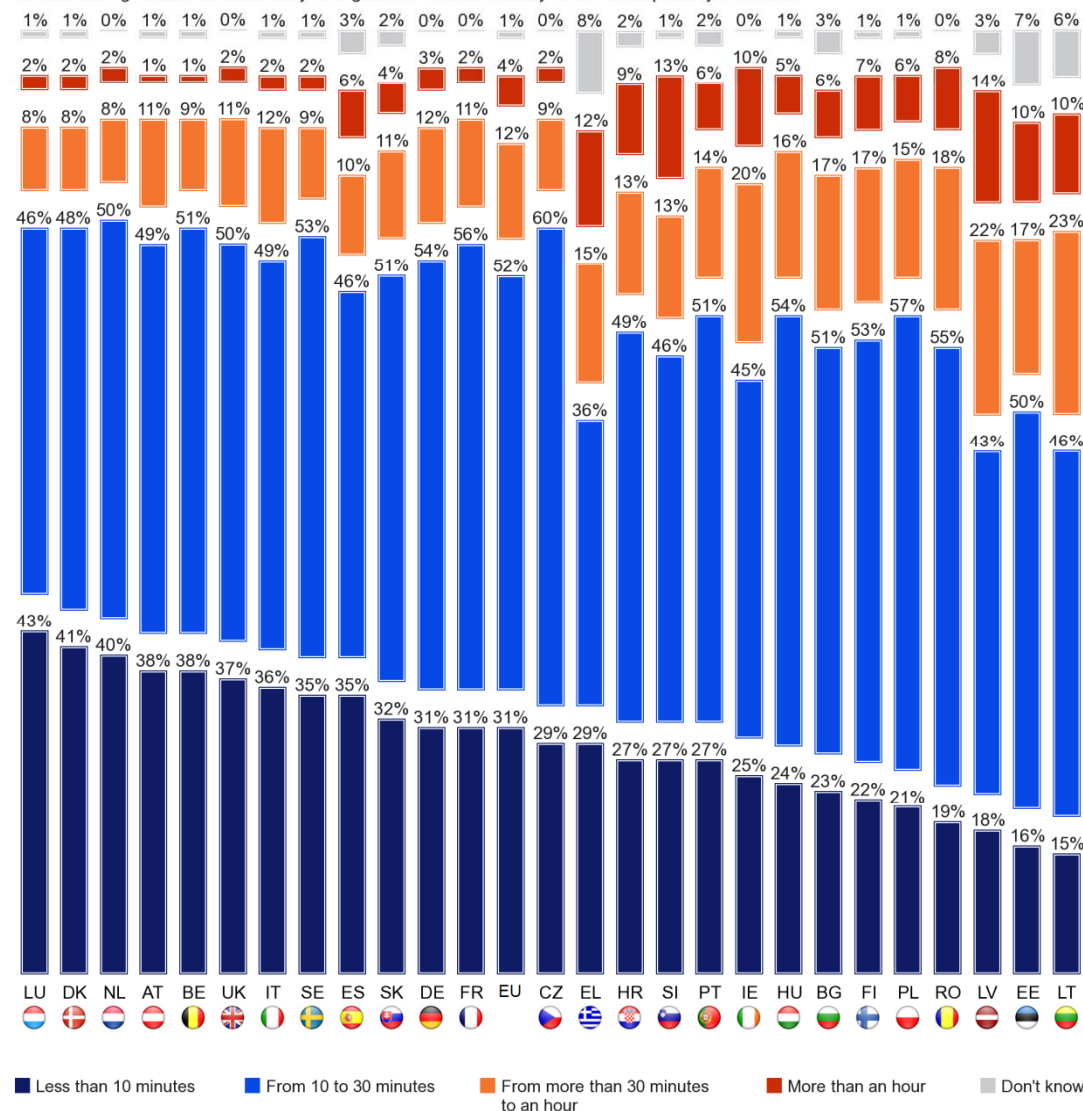


The frequent use of international, national or regional trains is more likely to be concentrated in countries that are at the centre of Europe

Base: All respondents (26 Member States)



Q3a. How long does or would it take you to get to the nearest railway station or stop from your home?



...and yet:
83% of
Europeans live
within 30
minutes or less
away from a
station/train
stop

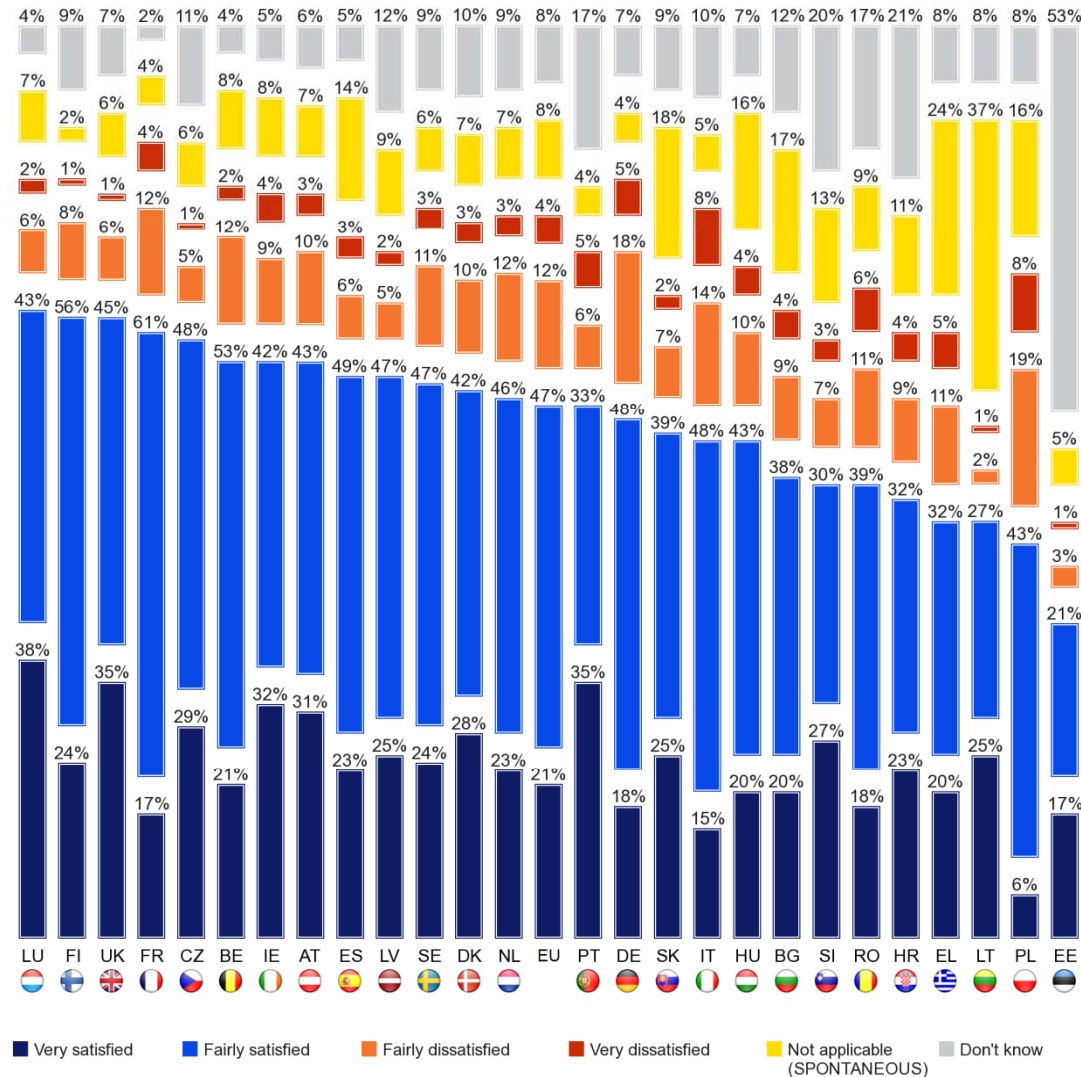
Base: All respondents
(26 Member States)



2. Rail passengers satisfaction – satisfaction with railway stations

Q4a.1. Are you satisfied or not with the following features of railway stations in (OUR COUNTRY)?

Provision of information about train timetables



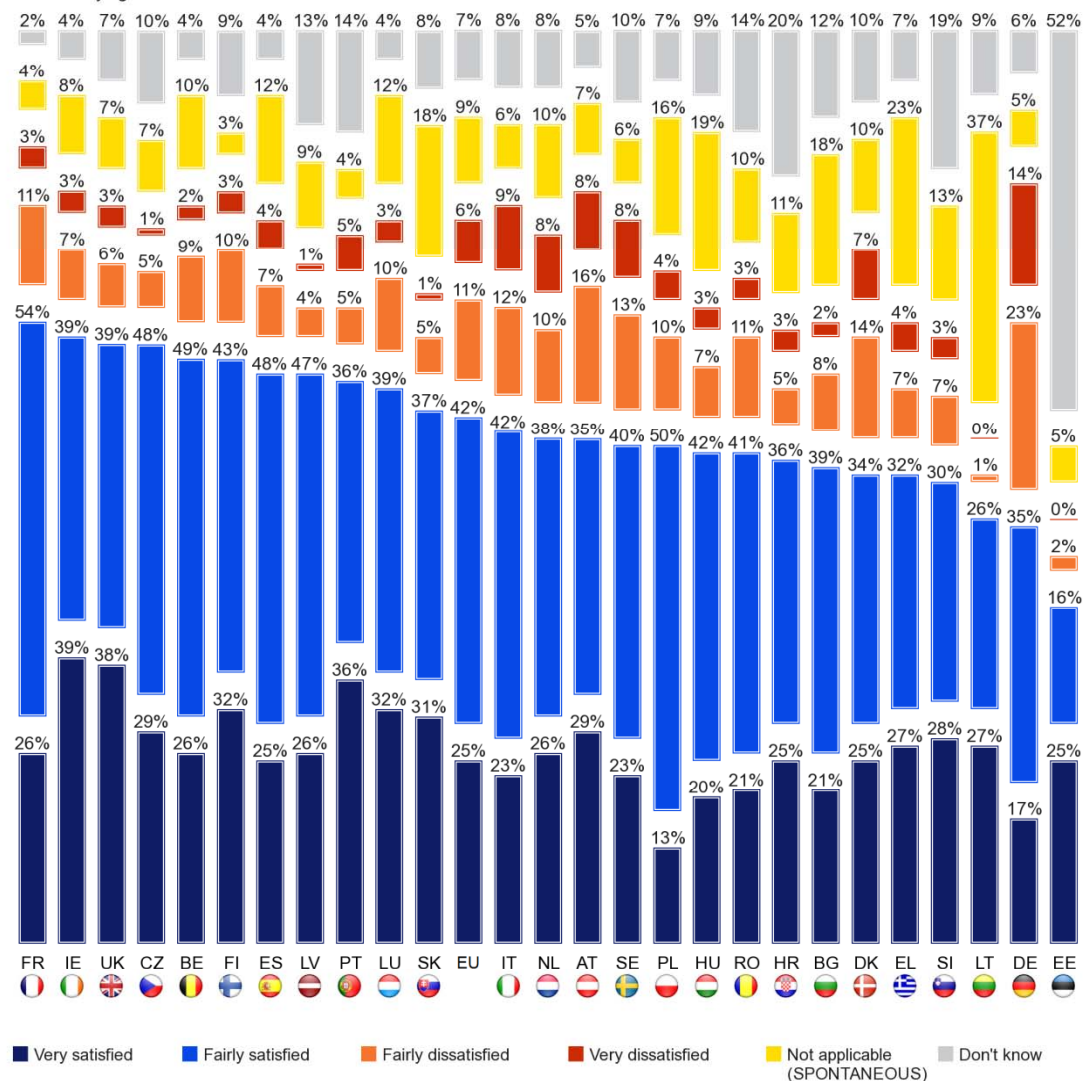
68% of Europeans satisfied with the provision of information about train timetables

Base: All respondents (26 Member States)



Q4a.2. Are you satisfied or not with the following features of railway stations in (OUR COUNTRY)?

Ease of buying tickets

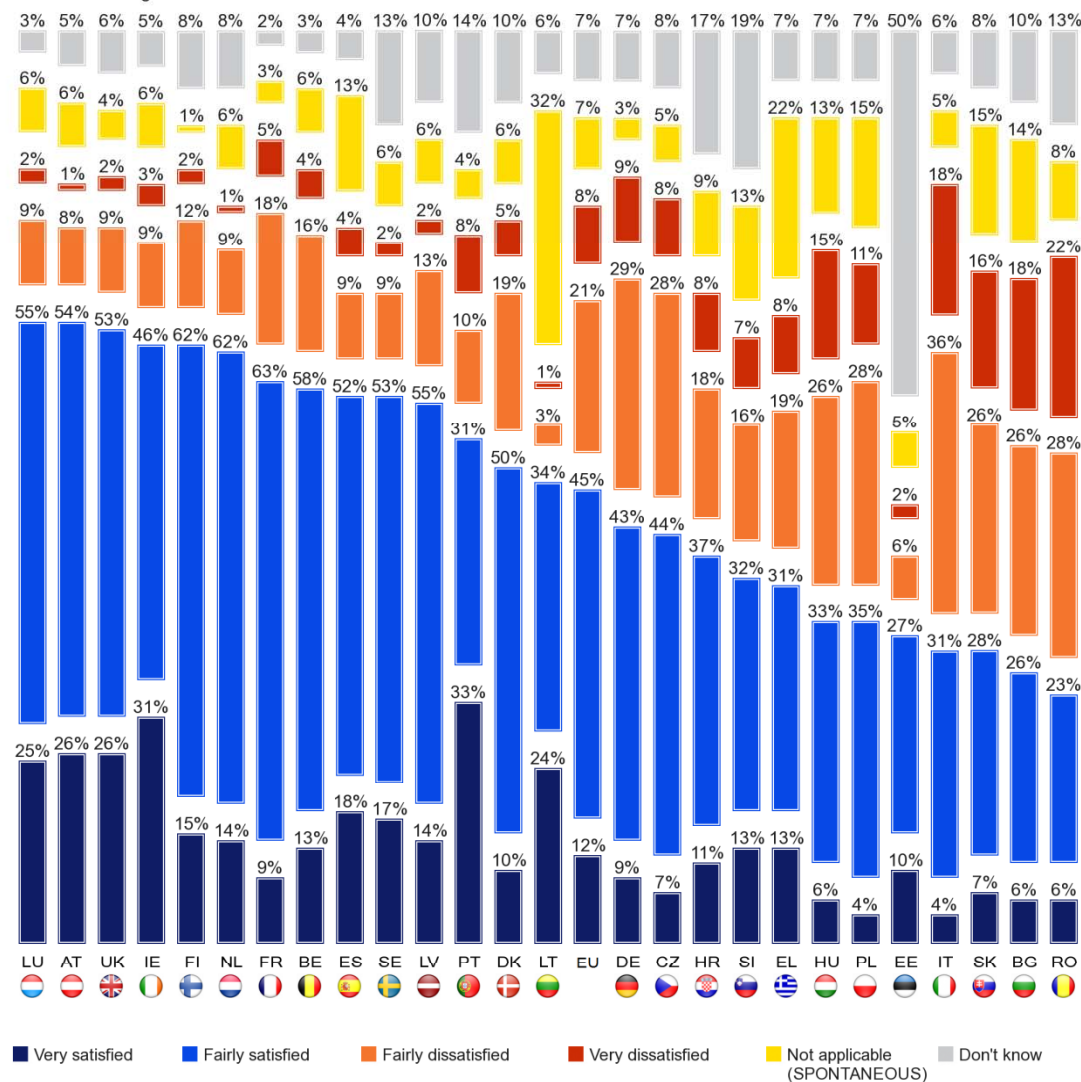


*67% of Europeans
satisfied with the
ease of buying
tickets*

*Base: All respondents
(26 Member States)*

Q4a.4. Are you satisfied or not with the following features of railway stations in (OUR COUNTRY)?

Cleanliness and good maintenance of stations



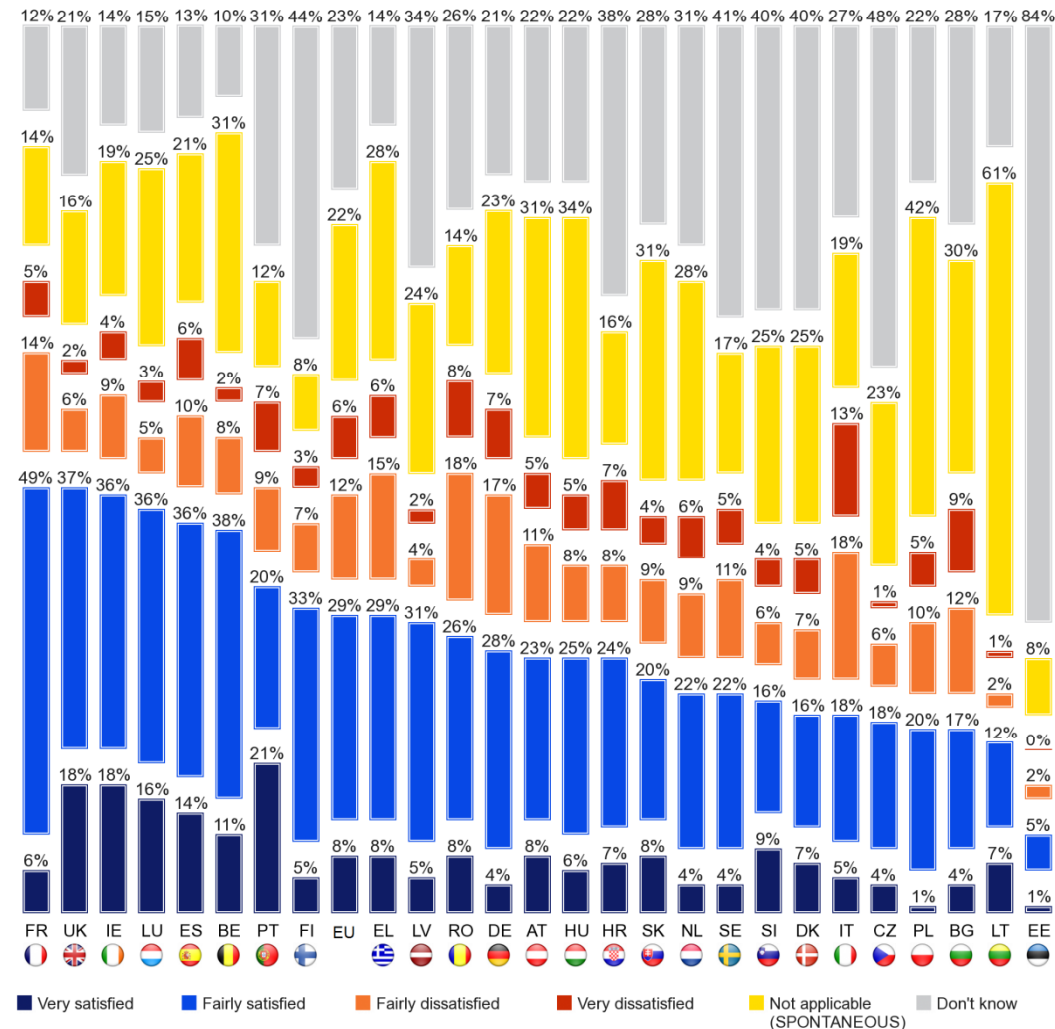
Important dissatisfaction with the cleanliness of stations:

RO (50%/29%)
 IT (54%/35%),
 BG (44%/32%)
 SK (42%/35%)
 HU (41%/39%)

Base: All respondents (26 Member States)

Q4a.3. Are you satisfied or not with the following features of railway stations in (OUR COUNTRY)?

Easy and accessible complaint- handling mechanisms

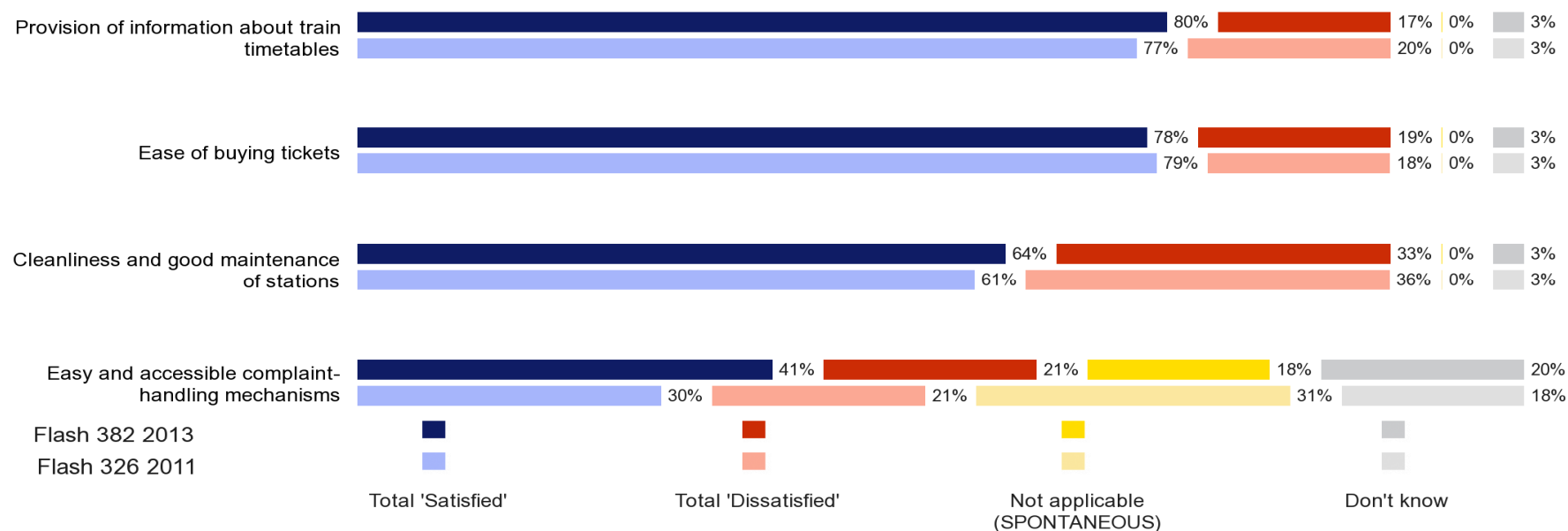


Italy is the only country where respondents are more dissatisfied than satisfied (31%/23%) with complaint-handling mechanisms

Base: All respondents (26 Member States)

Satisfaction with complaint-handling mechanisms has increased by eleven percentage points compared with 2011 (41% compared with 30%)

Q4a. Are you satisfied or not with the following features of railway stations in (OUR COUNTRY)?

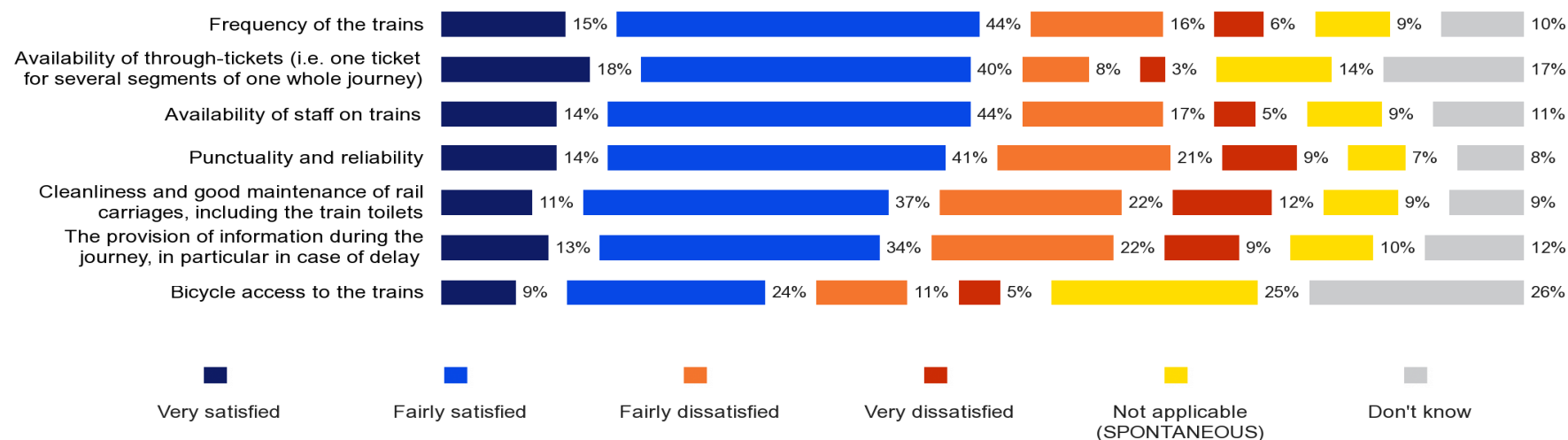


Base: Respondents who already travelled by international, national or regional trains excluding those who answered "not applicable" except for "complaint-handling mechanisms"

3. Rail passengers satisfaction – satisfaction with travels by train

On average, the majority of respondents are satisfied with services linked to travel by trains in this survey

Q5a. Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?

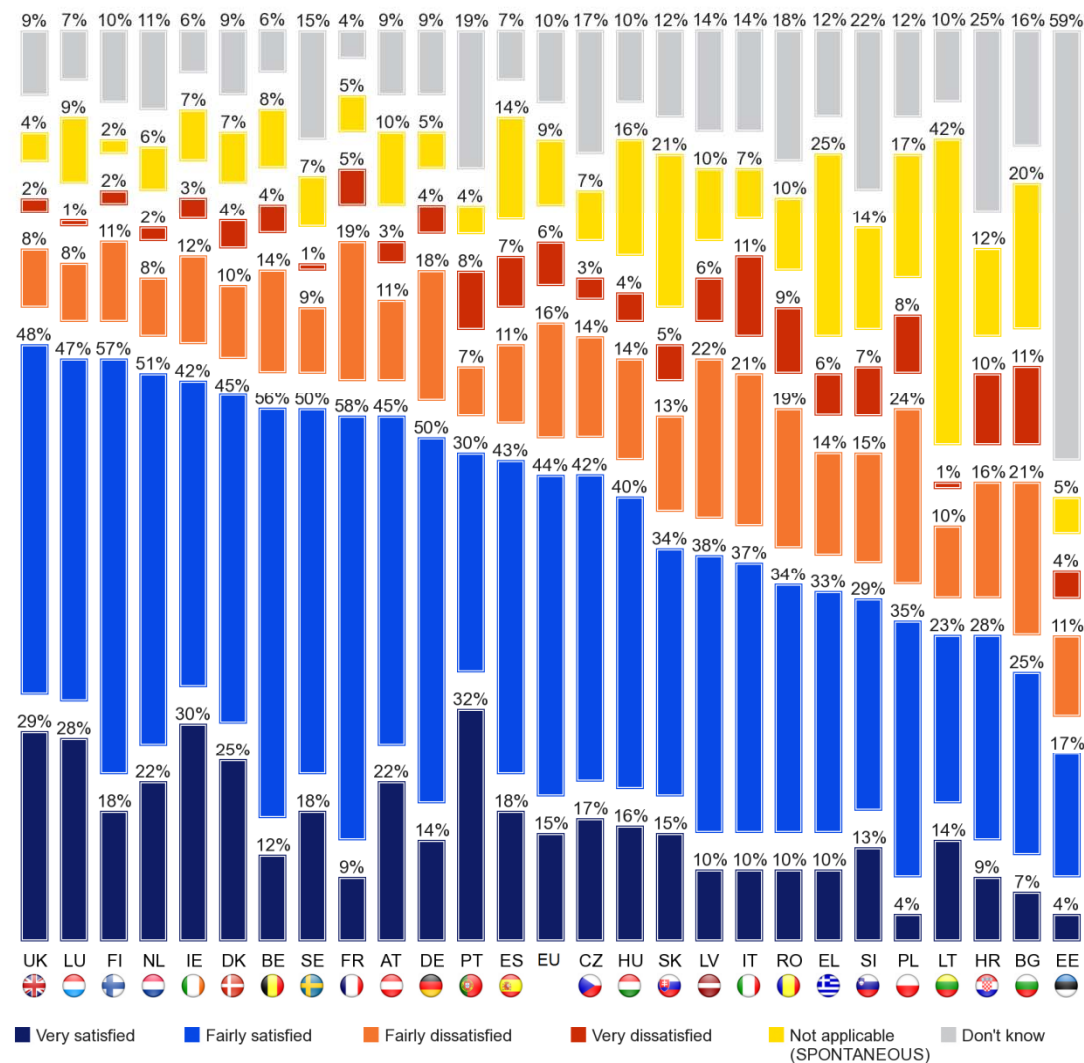


Base: All respondents (26 Member States)



Q5a.1. Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?

Frequency of the trains



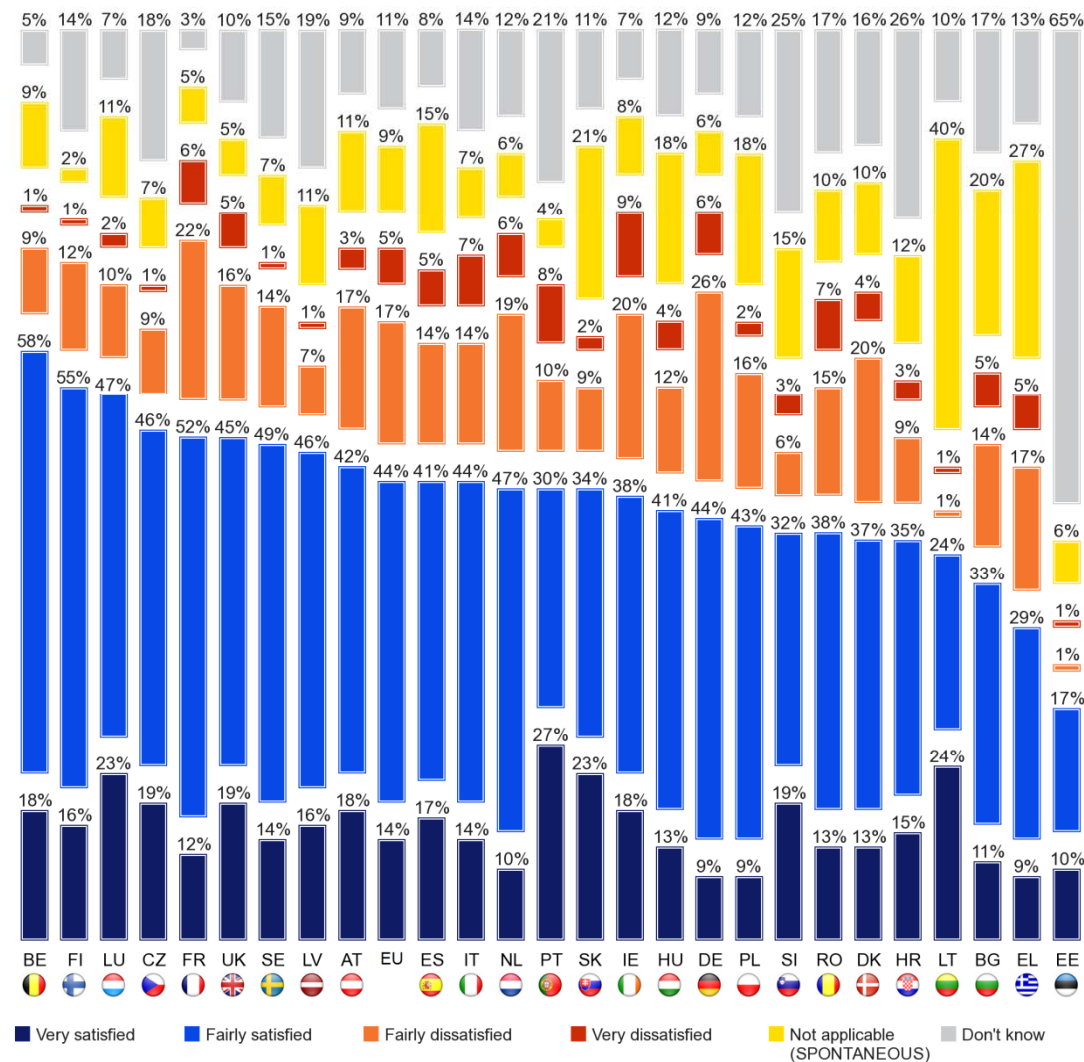
More than seven
respondents out of
ten are satisfied
with the frequency
of trains in:
UK (77%)
LU & FI (75%)
NL(73%)

Base: All respondents
(26 Member States)



Q5a.4. Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?

Availability of staff on trains



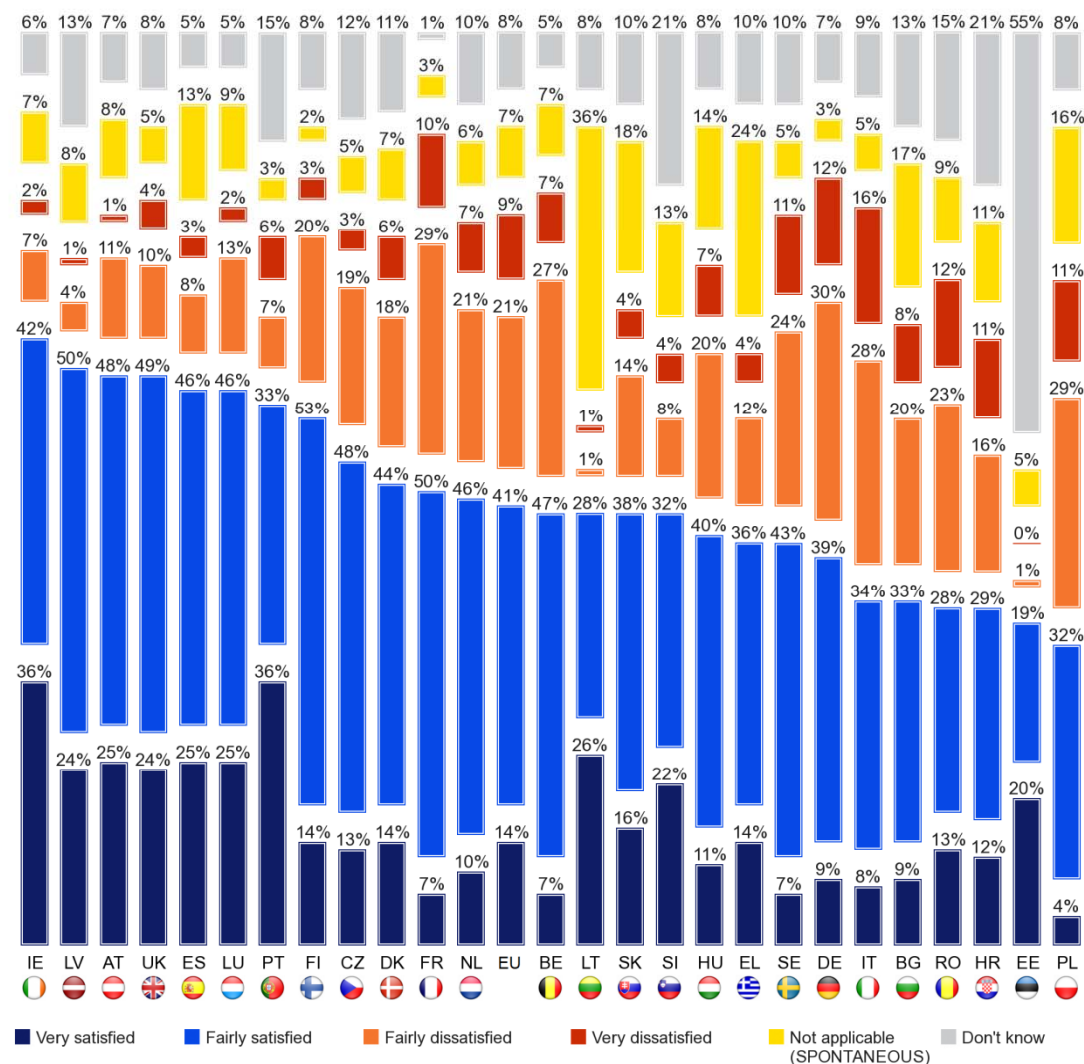
And at least seven respondents out of ten are satisfied with the availability of staff on trains in BE (76%), FI (71%) and LU (70%)

Base: All respondents (26 Member States)



Q5a.2. Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?

Punctuality and reliability



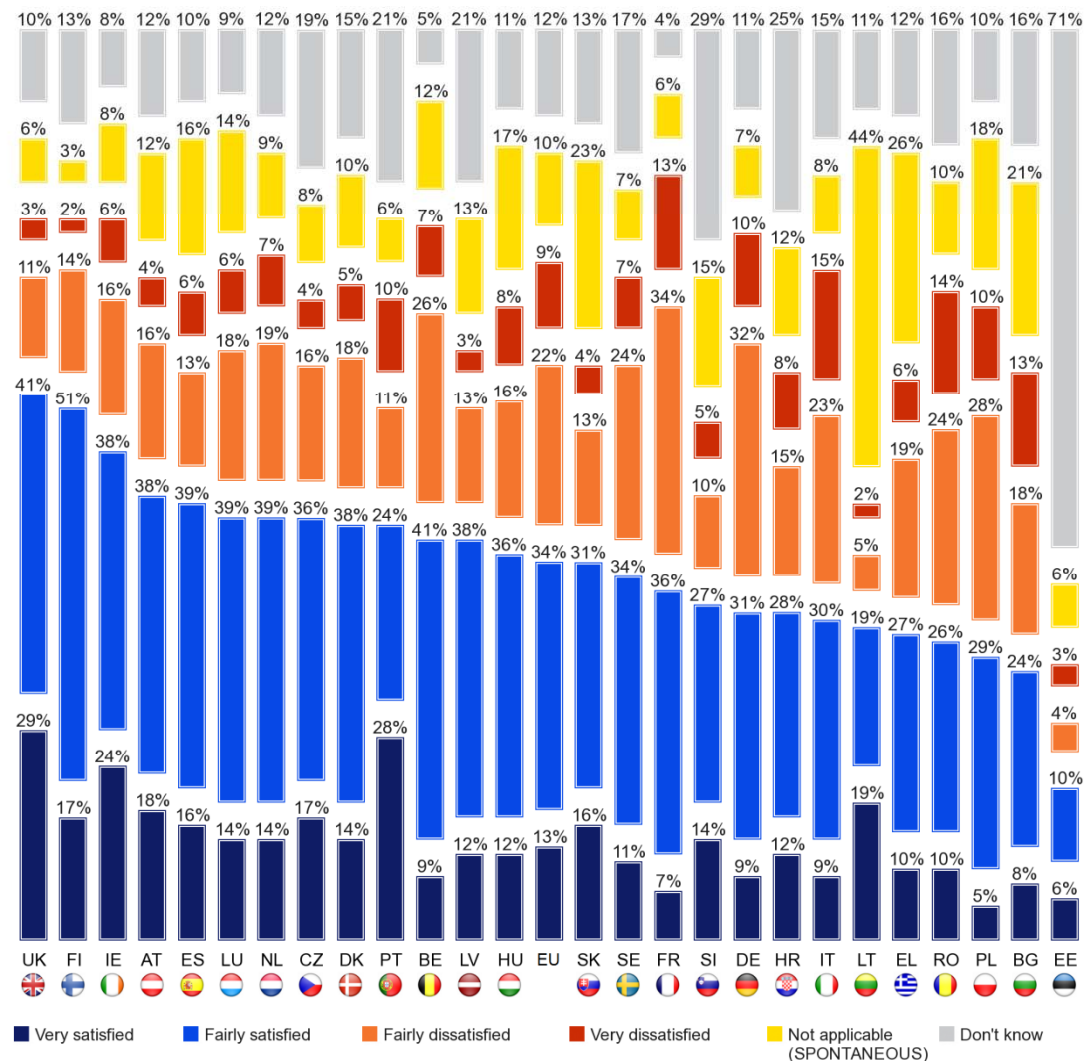
A majority of respondents – absolute or relative – are satisfied with the punctuality and reliability of trains except in Italy (42%/44%) and in Poland (36%/40%)

Base: All respondents (26 Member States)



Q5a.3. Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?

The provision of information during the journey, in particular in case of delay

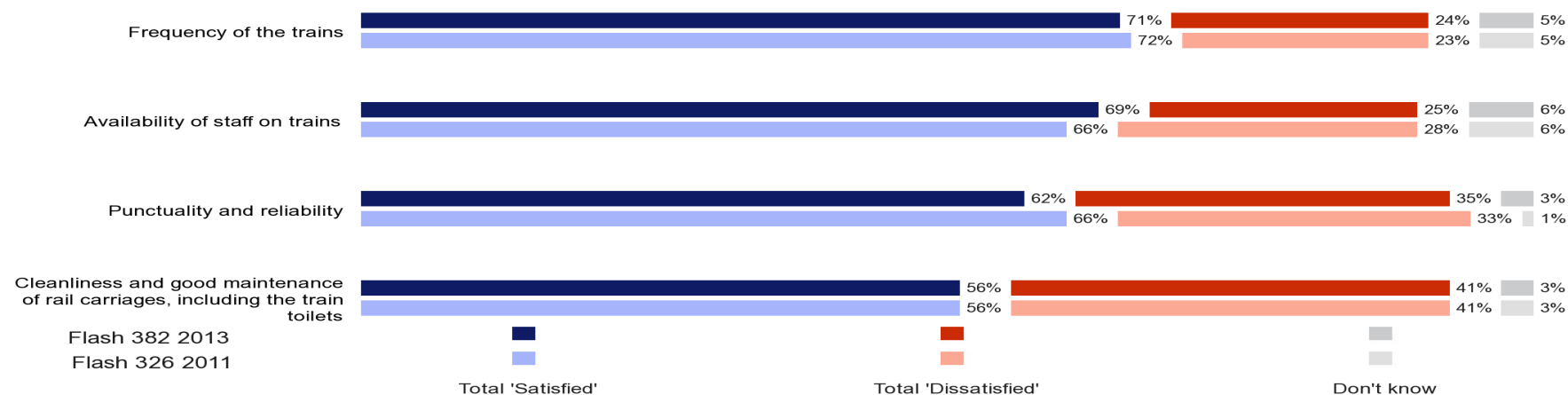


In France, Poland, Germany and Romania, a relative majority of respondents are dissatisfied with the provision of information during the journey

Base: All respondents (26 Member States)¹⁹

In general, few changes are recorded in the satisfaction with services linked to railway travels

Q5a. Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?

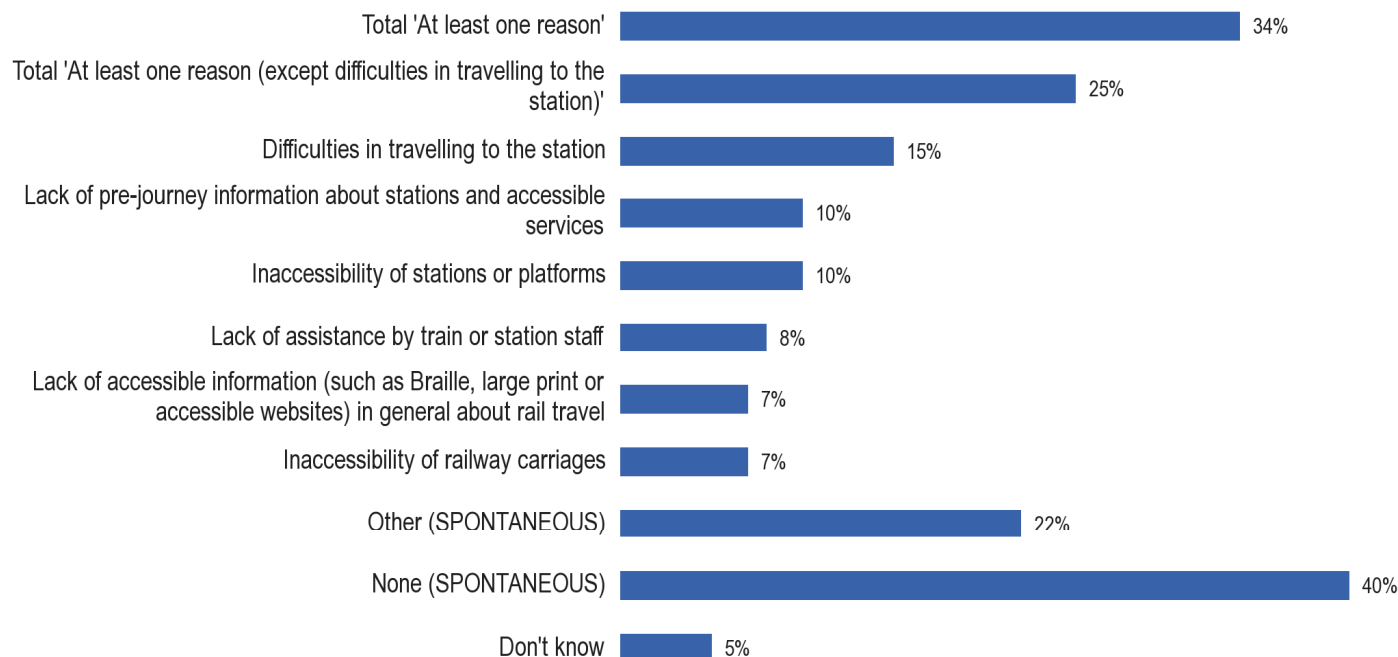


Base: Respondents who already travelled by international, national or regional trains excluding those who answered "not applicable"

4. Rail passengers satisfaction – satisfaction with accessibility

More than a third of respondents who take the train only once a year or less or never could not travel by train for at least one of the accessibility reasons tested

Q6. Which of the following reasons, if any, prevent you from travelling by train in (OUR COUNTRY)?

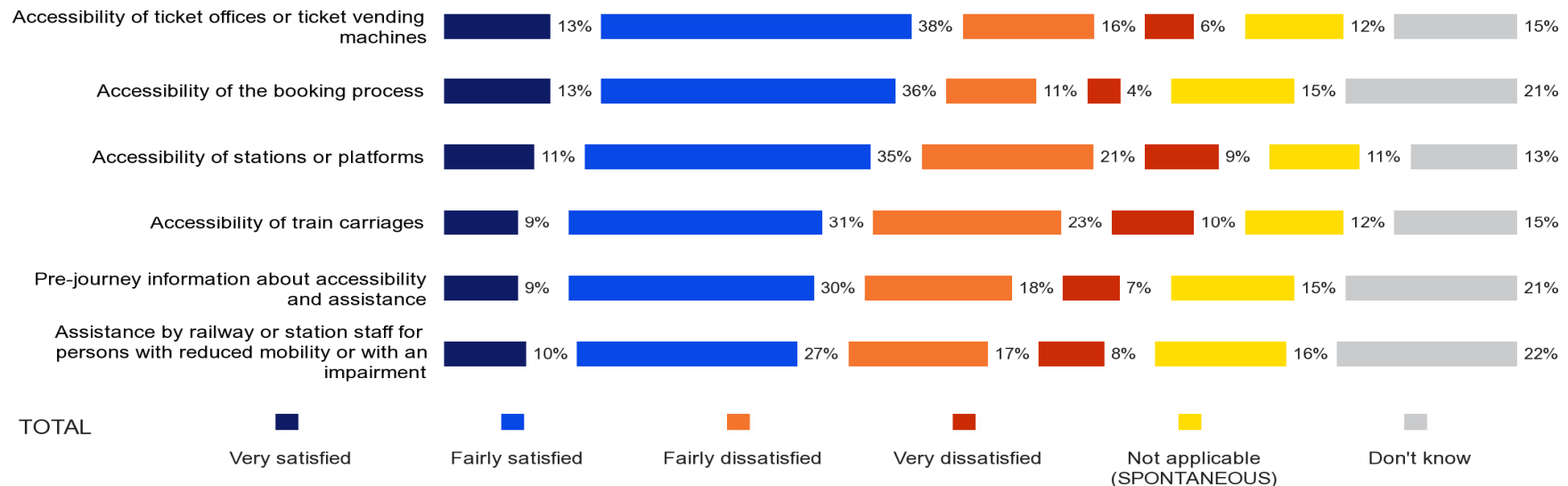


Base: Respondents who only take the train once per year or less or never (n= 15,219)

*In total, this represents **19%** of all the respondents who mention at least one accessibility issue that prevents them from travelling by train*

On average, an absolute or relative majority of respondents are satisfied with all aspects of accessibility of railway stations tested

Q7. Are you satisfied or not with the following aspects of the accessibility of railway stations in (OUR COUNTRY)? By accessibility, we mean accessibility for persons with reduced mobility or who have an impairment



Base: all respondents (26 Member States)



Thank you for your attention!

