



Flash Eurobarometer 382a

EUROPEANS' SATISFACTION WITH RAIL SERVICES

REPORT

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This survey has been requested by the European Commission, Directorate-General Mobility and Transport and co-ordinated by Directorate-General for 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 Eurobarometer 382a - TNS Political & Social

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Europeans' satisfaction with rail services

Conducted by TNS Political & Social at the request of
The European Commission,
Directorate-General Mobility and Transport

Survey co-ordinated by the European Commission,
Directorate-General for Communication
(DG COMM "Strategy, Corporate Communication Actions and
Eurobarometer" Unit)

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INTRODUCTION

The Flash Eurobarometer survey on "Europeans' satisfaction with rail services" (Flash 382a) is conducted to analyse public satisfaction with a number of features of rail transport. This survey is a follow-up to the Flash Eurobarometer 326 carried out in March 2011 among respondents who had travelled by train within their country.

However, this report has a slightly different target and broader objectives compared with the previous report. This Flash survey targets the general European public aged 15+. It also examines the sub-group of Europeans who use rail transport, and will measure changes since 2011 by providing comparisons with the previous report. The scope of the survey has also been extended compared with 2011 to include suburban services. This survey differentiates international, national or regional trains from suburban trains and measures Europeans' satisfaction with the accessibility of rail services.

It is important to note that the report does not discuss respondents' views of rail services in Cyprus and Malta, as there are no trains in those countries.

The two main objectives of the survey are to:

- measure satisfaction with rail services; and
- understand the accessibility issues that arise when using rail services and measure satisfaction with rail service accessibility (particularly among those with accessibility issues).

As questions on satisfaction were asked of all respondents – even those who do not use trains – the results of the rail satisfaction questions received high level of "not applicable" or "don't know" answers in many cases. Therefore, it is important to look at the differences between levels of satisfaction and dissatisfaction in order to draw conclusions about the results of these questions. Consequently, this report makes frequent reference to differences between satisfaction and dissatisfaction.

This survey was carried out by TNS Political & Social network in 26 Member States of the European Union between 9 and 11 September 2013. Cyprus and Malta were not included in this survey as there are no national, regional or suburban trains in those countries. 26,034 respondents aged 15 years old or more from different social and demographic groups were interviewed via telephone (landline and mobile phone) in their mother tongue on behalf of the Directorate-General for Mobility and Transport. The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication ("Strategy, Corporate Communication Actions and Eurobarometer" Unit)¹. A technical note on the manner in which interviews were conducted by the Institutes within the TNS Political & Social network is appended as an annex to this report. Also included are the interview methods and confidence intervals².

Note: In this report, countries are referred to by their official abbreviation. The abbreviations used in this report correspond to:

ABBREVIATIONS			
BE	Belgium	LV	Latvia
BG	Bulgaria	LU	Luxembourg
CZ	Czech Republic	HU	Hungary
DK	Denmark	NL	The Netherlands
DE	Germany	AT	Austria
EE	Estonia	PL	Poland
EL	Greece	PT	Portugal
ES	Spain	RO	Romania
FR	France	SI	Slovenia
IE	Ireland	SK	Slovakia
IT	Italy	FI	Finland
LT	Lithuania	SE	Sweden
HR	Croatia	UK	The United Kingdom
EU28	European Union – 28 Member States	EU	Weighted average of the 26 Member States of the European Union surveyed

In this report, EU refers to the weighted average of the 26 Member States (except Malta and Cyprus where there are no railway services). * * * * *

The Eurobarometer web site can be consulted at the following address:

http://ec.europa.eu/public_opinion/index_en.htm

We would like to take the opportunity to thank all the respondents across the continent who gave their time to take part in this survey.

Without their active participation, this study would not have been possible.

¹ http://ec.europa.eu/public_opinion/index_en.htm

² The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when the respondent is able to give several answers to the question.

MAIN FINDINGS

More than two-thirds of Europeans have travelled by international, national or regional trains at least once in their lives (67%).

- Respondents are most likely to have used these services at least once in Germany (80%), Austria (78%), Finland (77%) and Sweden (77%) and are least likely to have done so in Croatia (42%), Estonia (39%) and Lithuania (33%).
- **Suburban rail** use is polarized, with a group of heavy users (14%), which use it daily or several times per month, and a large group who do not use these trains at all (53%).
- Respondents are most likely to have used suburban trains at least once in the Netherlands (66%), Denmark (63%) and Germany (61%). Respondents were least likely to have done so in Bulgaria (20%), Estonia (19%) and Romania (19%).
- Europeans generally have good access to railway stations. In total, more than eight out of ten Europeans live within 30 minutes of a railway station (83%).
- Respondents in rural areas are less likely to live within 10 minutes of a railway station (24%) than those in large towns and mid-sized towns (both 34%).
- The most frequent reason why Europeans use trains is for leisure activities: 22% do so for holiday activities and 33% for other leisure activities.

On average, respondents are fairly satisfied with the railway station services that were asked about in this survey.

- Respondents are most positive about the provision of information about train timetables (68% satisfied vs. 16% dissatisfied, +52)³ and the ease of buying tickets (67% satisfied vs. 17% dissatisfied, +50).
- Respondents are somewhat less positive about the cleanliness and good maintenance of stations (57% satisfied vs. 29% dissatisfied, +28) and easy and accessible complaint-handling mechanisms (37% satisfied vs. 18% dissatisfied, +19)
- More respondents are satisfied than dissatisfied with the provision of information about train timetables and the ease of buying tickets in every Member State.
- Italy is the only country where more respondents are dissatisfied than satisfied with complaint-handling mechanisms (31% vs. 23%).
- Satisfaction with each of these aspects has remained relatively stable since the previous survey in 2011⁴.

On average, more respondents are satisfied than dissatisfied with each aspect of railway travel surveyed here.

- Respondents are particularly positive about the frequency of trains (59% satisfied vs. 22% dissatisfied, +37), availability of through-tickets (58% satisfied vs. 11% dissatisfied, +47), availability of staff on trains (58% satisfied vs. 22% dissatisfied, +36) and punctuality and reliability (55% satisfied vs. 30% dissatisfied, +25).
- Europeans are considerably less positive in their assessment of the provision of information during the journey, particularly in case of delay (47% satisfied vs. 31% dissatisfied, +16), bicycle access to the trains (33% satisfied vs. 16% dissatisfied, +17) and cleanliness and maintenance of rail carriages including the train toilets (48% satisfied vs. 34% dissatisfied, +14).
- The only Member States where more respondents are dissatisfied than satisfied with the punctuality and reliability of trains are Italy (44% vs. 42%) and Poland (40% vs. 36%).
- Dissatisfaction with the cleanliness of carriages also varies widely across Member States. More than half of those surveyed in Italy (59%), Romania (53%) and Bulgaria (52%) say that that they are dissatisfied with the cleanliness of rail carriages.

³ As explained in the introduction of the report, these figures represent the difference between satisfaction and dissatisfaction.

⁴FL326, Surveys on passengers' satisfaction with rail services

- Several countries show consistently high levels of satisfaction with multiple aspects of trains. The United Kingdom is ranked within the top three for eight and Finland for six out of the eleven aspects of the train journey experience.

Across the EU, a third of respondents who never or very rarely use trains cited at least one accessibility problem as a reason why they do not do so.

- 11% of Europeans are in households where someone has accessibility issues when using transport.
- Respondents who do not use rail transport are most likely to cite at least one accessibility reason for doing so in Ireland (52%), Belgium (43%) and Germany (42%).
- Overall, respondents are most satisfied with the accessibility of ticket offices or ticket vending machines (51%) and slightly less than half of Europeans are satisfied with the accessibility of the booking process (49%) or the accessibility of stations or platforms (46%).
- Only four in ten respondents (40%) are satisfied with the accessibility of train carriages in their country and slightly fewer are satisfied with the pre-journey information about accessibility and assistance (39%) or the assistance available from railway or station staff for persons with reduced mobility (37%).
- Respondents with accessibility problems are considerably more likely to be dissatisfied with each of these services than respondents who do not report accessibility issues. They express greater dissatisfaction with the accessibility of stations (40% vs. 29%), the booking process (18% vs. 15%), ticket offices or ticket vending machines (27% vs. 21%), pre-journey information (33% vs. 23%) and assistance by staff (34% vs. 25%, respectively).
- A relative majority of respondents with accessibility issues are dissatisfied with the accessibility of train carriages (42% vs. 37%; +5).
- The two countries consistently have the highest level of satisfaction with accessibility are the United Kingdom and Ireland. For instance, respondents in these countries are particularly satisfied with the accessibility of stations (65% and 63%), carriages (63% and 57%) and ticket offices (69% and 64%).

CHAPTER 1: RAIL PASSENGER SATISFACTION

I. CURRENT USE OF TRAINS IN THE EU

- Over two-thirds of Europeans in countries with train services have used national, regional, or international trains at least once (67%), but under half of Europeans in these countries have used suburban trains at least once (46%). -

This chapter examines how frequently Europeans use trains, and for what purposes they use them. It also provides information on the accessibility of trains throughout the EU.

In examining Europeans' train use, this report identifies users and non-users within countries, and also provides a general overview of train use within the EU. This chapter does not include responses from Malta and Cyprus, as there are not trains within the countries. Thus, the EU average for train use does not take into account these two countries. In addition, this chapter provides information on European's use of international, national, or regional trains and also their use of suburban trains within countries.

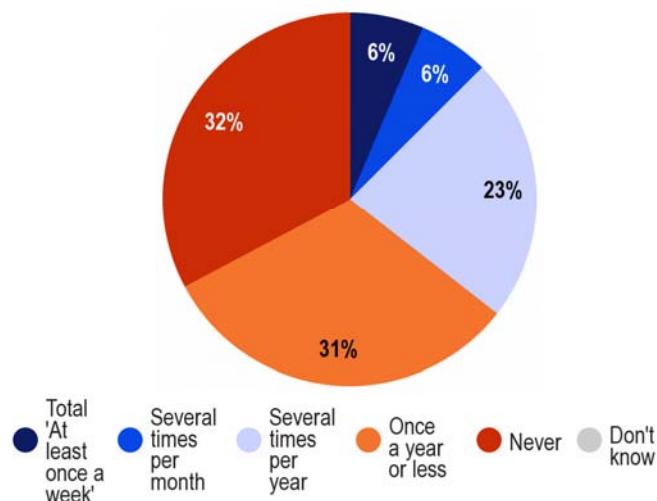
1.1. Frequency of use

1.1.1. Use of international, national or regional trains

Europeans were asked about how often they travel by international, national or regional trains for travel originating in their home country.

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

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

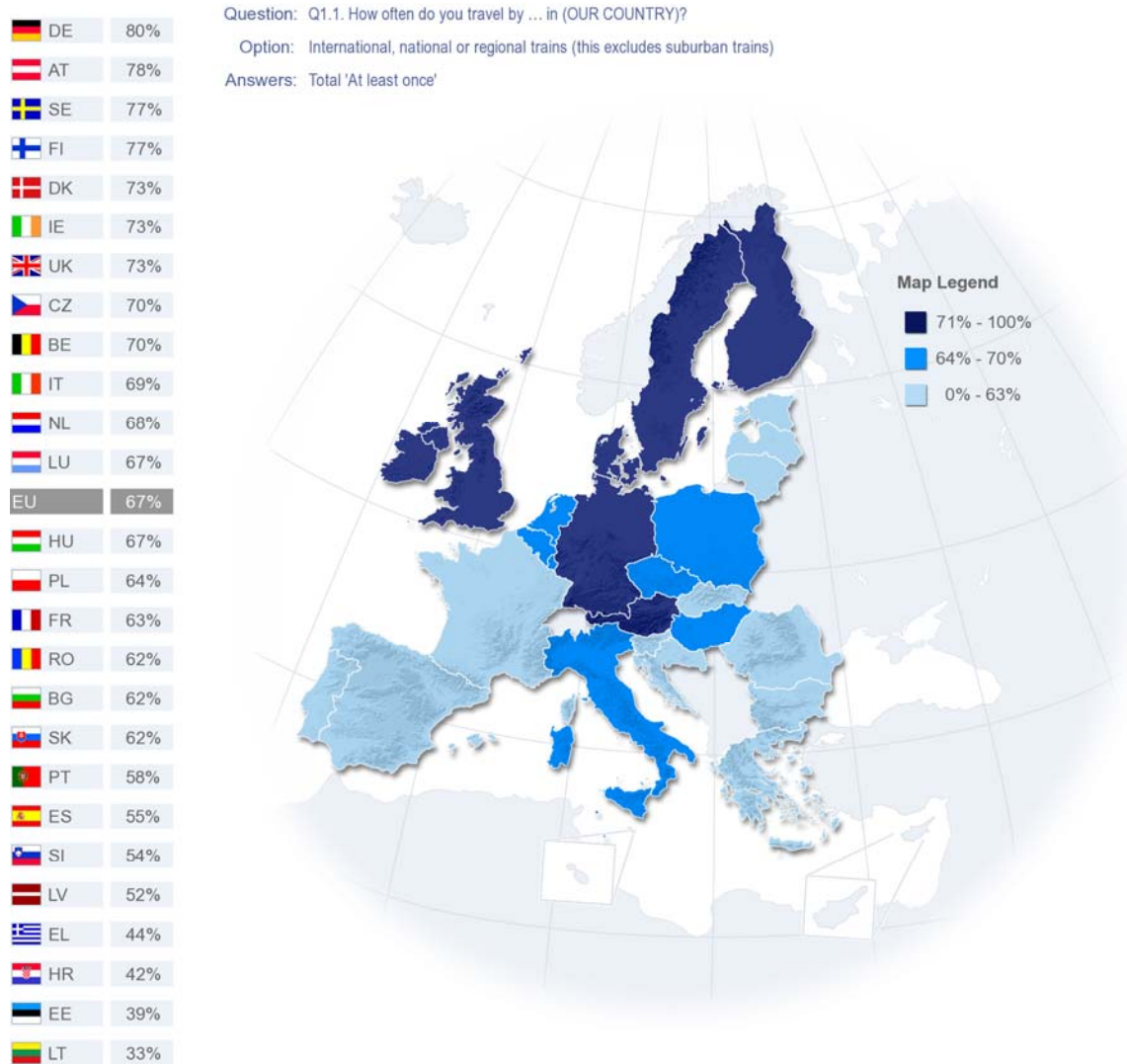


At the EU level, approximately two thirds of respondents have travelled by international, national or regional trains at least once in their lives (67%). Importantly, this does not include suburban trains which are discussed later in this report. Slightly more than three in ten respondents have never used an international, national or regional train (32%). A similar proportion of respondents have used one of these trains once a year or less (31%). Less than a quarter say that they use a train several times per year (23%).

Base: all respondents except MT and CY (n= 26034)

Finally, only around one in twenty respondents report that they use one of these trains at least once a week (6%) or several times per month (6%).

The proportion of respondents who have used an international, national or regional train originating in their country at least once varies between EU Member States. Respondents are most likely to report that they have used these services as least once in Germany (80%), Austria (78%) and Sweden (77%). Respondents are least likely to report that they've used these services at least once in Croatia (42%), Estonia (39%) and Lithuania (33%).



Base: all respondents except MT and CY (n= 26034)

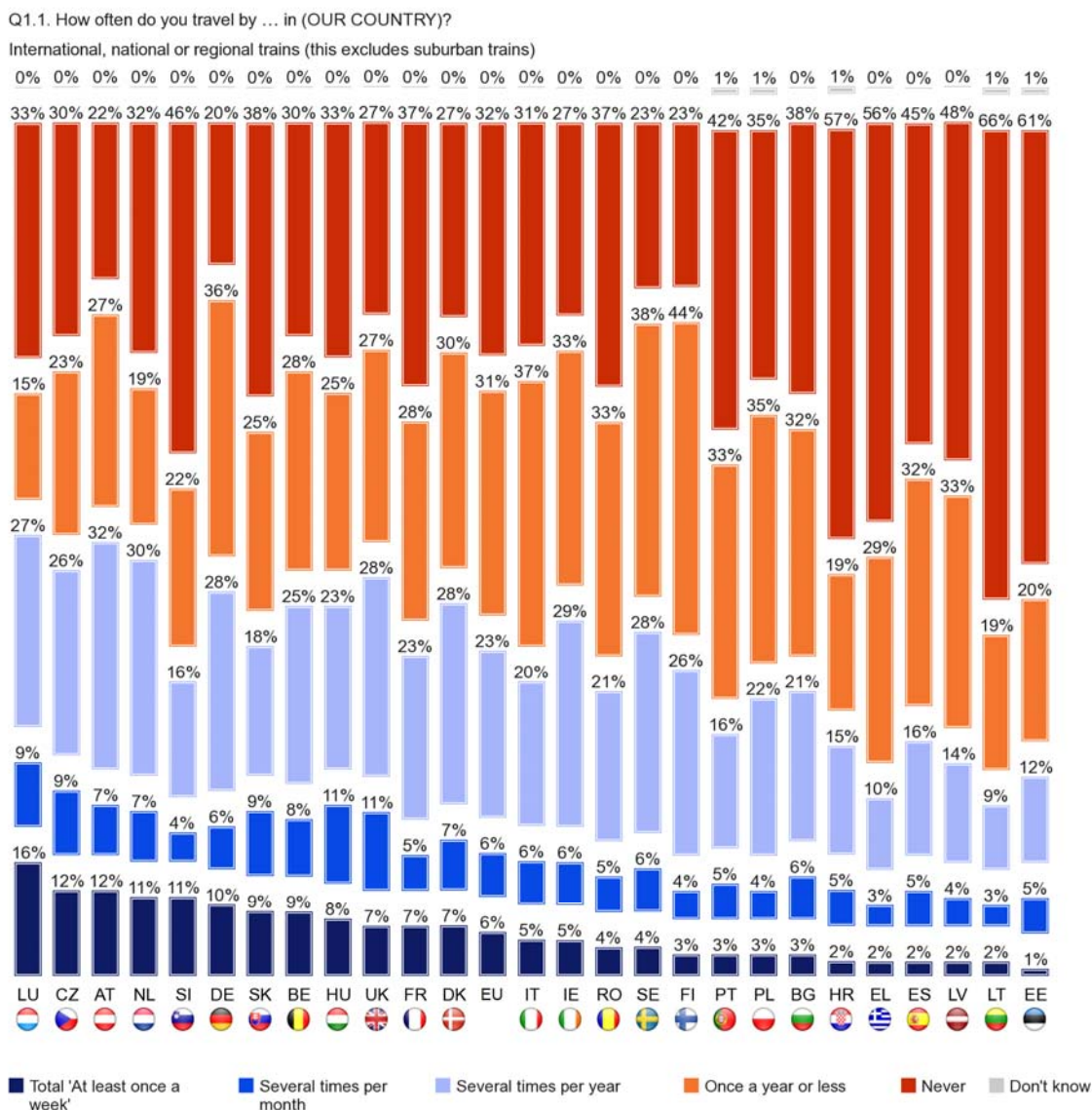
There are also differences, between EU countries, in the frequency that respondents use national, international and regional trains.

Respondents are most likely to use these trains at least once a week in Luxembourg (16%), the Czech Republic (12%) and Austria (12%) whereas the least likely to use these trains at the frequency are respondents in Estonia (1%), Croatia, Greece, Latvia, Lithuania and Spain (all 2%).

The most likely to report that they use these trains several times per month are respondents in Hungary (11%), the United Kingdom (11%), Luxembourg (9%) and the Czech Republic (9%). On the other hand, the least likely to use these trains several times per month are respondents in Lithuania (3%), Greece (3%).

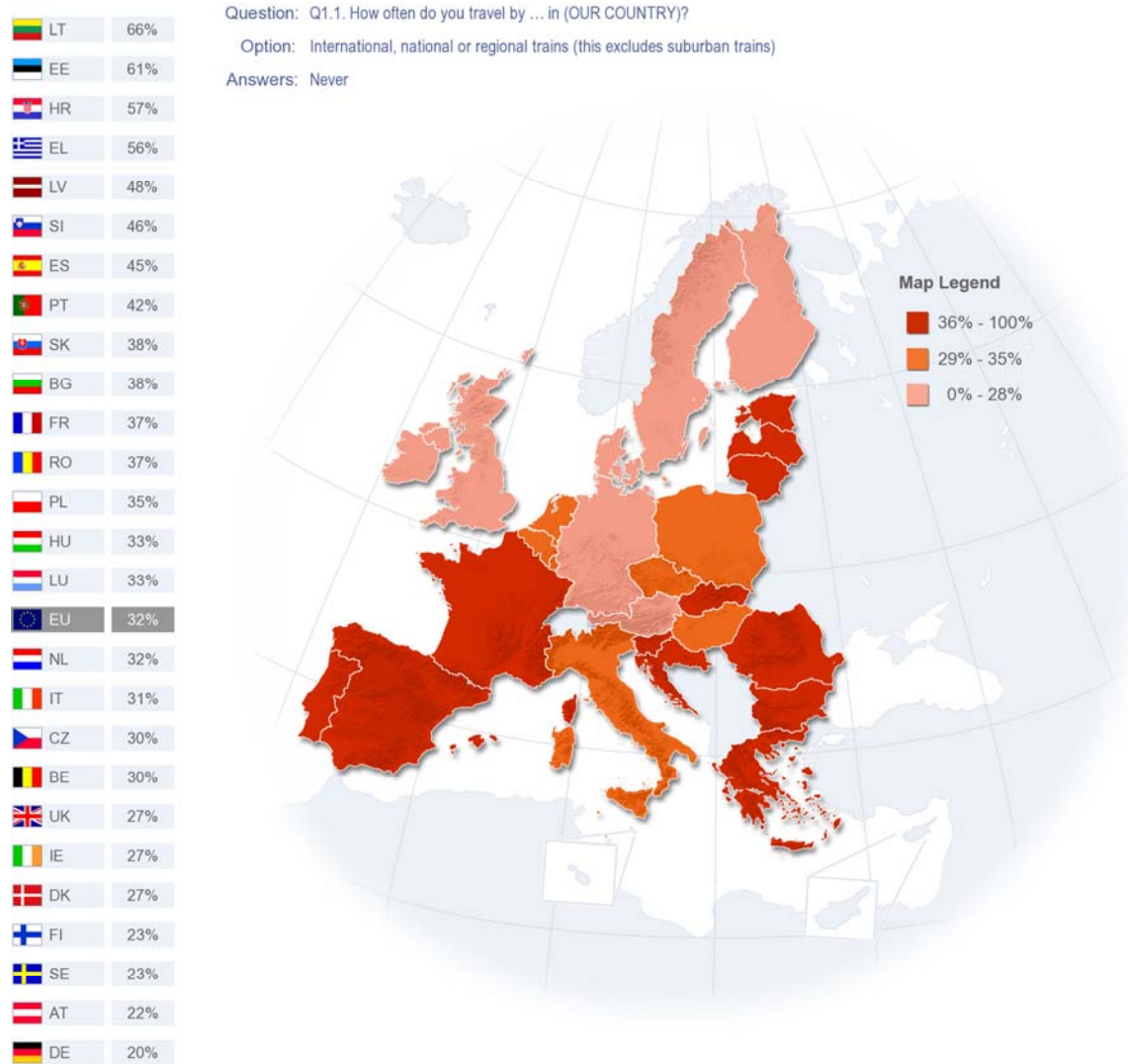
Respondents are more likely to take international, national or regional trains several times per year in Austria (32%), the Netherlands (30%) and in Ireland (29%). Europeans are less likely to use trains at this frequency in Lithuania (9%), Greece (10%), and Estonia (12%).

Respondents are most likely to report that they use these trains once a year or less in Finland (44%), Sweden (38%) and Italy (37%). Europeans are least likely to use trains at this frequency in Luxembourg (15%), the Netherlands (19%), Croatia (19%) and Lithuania (19%).



Base: all respondents except MT and CY (n= 26034)

It is notable that a sizable number of EU citizens in every Member State never use international, national or regional trains. Even in Luxembourg, where 53% of citizens use these trains at least several times per year, nearly a third of respondents say that they never use trains (32%).



Base: all respondents except MT and CY (n= 26034)

Socio-demographic analysis

Respondents' use of international, national or regional train use varies according to socio-demographic variables. Younger respondents are more likely to have used international, national or regional trains at least once. Approximately eight in ten Europeans aged 15-24 (79%) have used these trains at least once compared with roughly seven in ten Europeans aged 25-39 (71%) and 40-54 (67%). Only six in ten Europeans over the age of 55 have used international, national or regional trains at least once (60%). In addition, whereas only roughly one in five Europeans aged 15-24 have never used these trains (21%), nearly four in ten respondents aged 55+ have never used these trains (39%).

Respondents with higher levels of education are more likely to have used international, national, or regional trains. Respondents who finished education at an earlier age are less likely to use these trains. Under half of respondents who finished education aged 15 have used these trains at least once, compared with over six in ten respondents who finished education aged 16-19 (62%) and almost three quarters of respondents who finished education aged 20+ (73%). In addition, roughly eight in ten respondents who are still studying (81%) have used these trains at least once.

Respondents in more urban areas are also more likely to have used these trains at least once. Respondents who live in large towns (71%) are more likely to have used these trains at least once compared with respondents in small to mid-sized towns (68%) and rural villages (63%).

In addition, respondents' distance from a rail station appears to influence whether they have used these trains. Roughly seven in ten Europeans who live less than 10 minutes to a train station (70%) or between 10 to 30 minutes away (69%) have used these trains compared with under half of those who live more than an hour away (49%).

There are few differences between respondents who have accessibility issues when using transport and those who do not in how much they use international/national or regional trains. 68% of the respondents who say that neither they nor someone in their household have accessibility issues when travelling have used international/national or regional trains, compared with 62% of those who say that they or someone in their household have transport accessibility issues.

However, respondents who say that they or someone in their household have accessibility issues due to disability (55%) or age (57%) are the least likely to have used such trains.

Those who never take international, national or regional trains are more likely to be found among older respondents (39% of respondents aged 55+), respondents with lower education levels (51% of the respondents who finished education before the age of 16) and those living in rural villages (37%).

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

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

	Total 'At least once'	Never
EU	67%	32%
Sex		
Male	68%	32%
Female	67%	33%
Age		
15-24	79%	21%
25-39	71%	29%
40-54	67%	33%
55 +	60%	39%
Education (End of)		
15-	49%	51%
16-19	62%	38%
20+	73%	26%
Still studying	81%	19%
Subjective urbanisation		
Rural village	63%	37%
Small/ Mid-size town	68%	32%
Large town	71%	29%
Accessibility issues using transport		
Total 'Yes'	62%	37%
Disability	55%	45%
Temp. Impairment	73%	27%
Ageing process	57%	43%
Travel with young children	79%	21%
No	68%	32%
Length of time to get to the railway station or stop		
Less than 10 min	70%	30%
From 10 to 30 min	69%	31%
More than 30 min to 1h	63%	37%
More than 1h	49%	51%

Base: all respondents except MT and CY (n= 26034)

1.1.2. Use of suburban trains

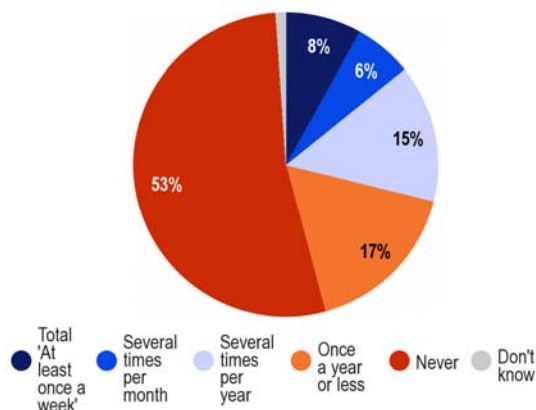
Respondents were also asked about whether they have used suburban trains within their countries, and how frequently they use these trains. At the EU level, more than four in ten respondents (46%) have used suburban trains at least once. Over half of Europeans (53%) have never used suburban trains and slightly fewer than one in five uses them once a year or less (17%). An additional 15% use suburban trains several times per year. A small proportion of EU citizens are heavy suburban train users with 6% using the trains several times a month and a further 8% using them at least once a week.

These results show that suburban rail use is polarized, with a group of heavy users (14%) and the majority not using these trains at all (53%). By contrast the regional, national and international rail services were more evenly used among the population, with 13% heavy users and only a third who never use these services (32%).

According to this survey, the proportion of Europeans who have used these trains is slightly higher compared with the proportion found in a Special Eurobarometer survey carried out in 2012 where a similar question was asked (46% vs. 40%)⁵. The interpretation of the changes between the two surveys should be done with caution taking into consideration the different interviewing mode and the different aims of the two surveys. In the EB77.2, respondents were interviewed face-to-face and in this survey, respondents were interviewed by telephone (landline and mobile phone). The current survey sought to investigate Europeans' satisfaction with rail services whereas the survey conducted in 2012 concerned rail competition.

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

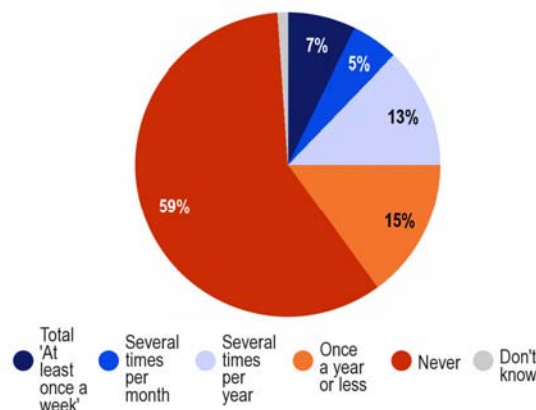
Suburban trains



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QC1.2. How often do you travel by ... in (OUR COUNTRY)?

Suburban trains



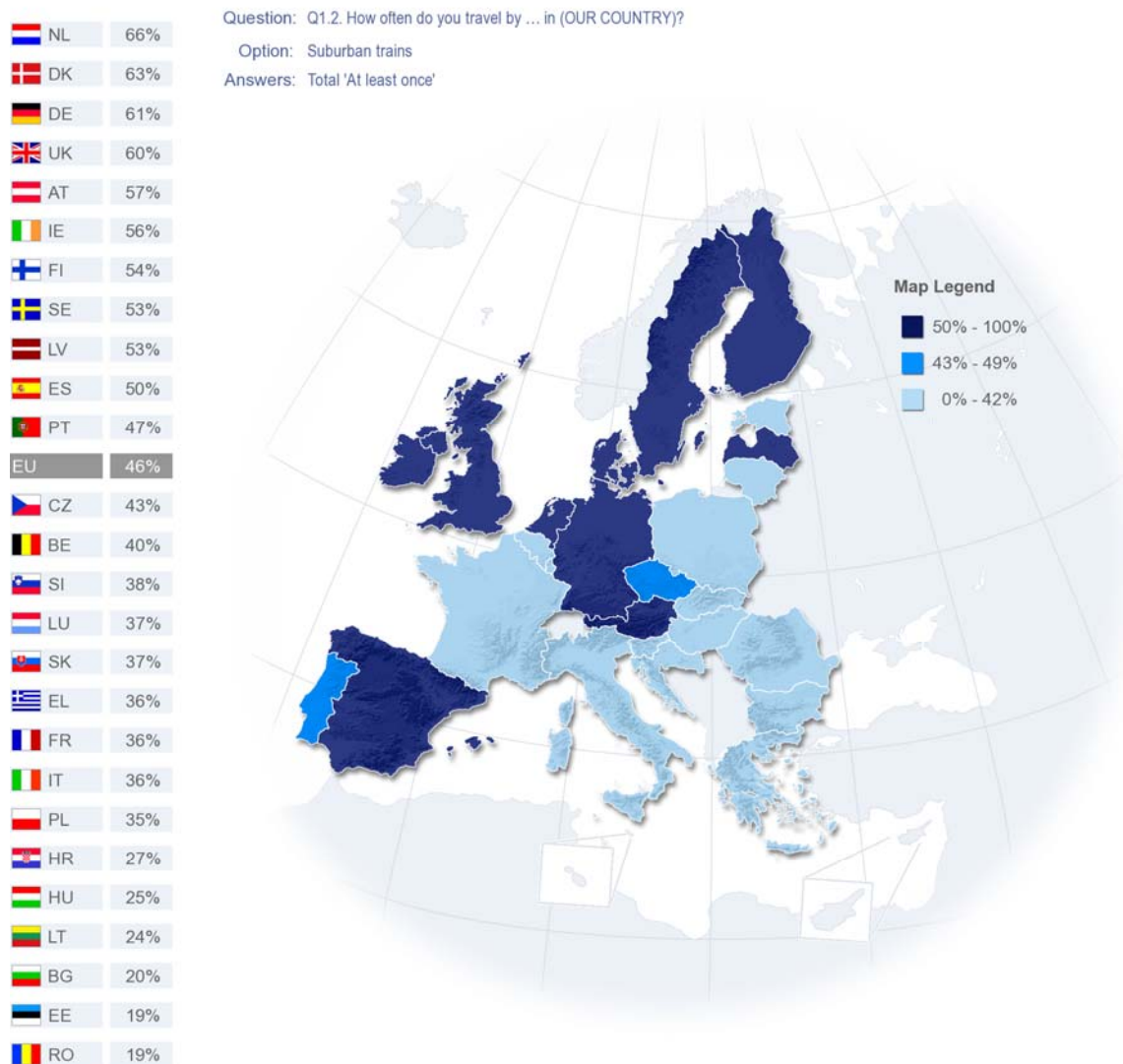
EB77.2 Mar. 2012

Base: all respondents except MT and CY (n= 26034)

⁵ Special Eurobarometer 388 on Rail competition (EB77.2) conducted in March 2012

The proportion of respondents who have never used suburban trains has decreased by six percentage points compared with the previous survey in 2012 (53% vs. 59%). Consequently, the proportion of Europeans who use suburban trains at various intervals is also higher in this survey.

The proportion of Europeans who have used suburban trains at least once varies notably by EU Member States. Respondents are most likely to have used these trains at least once in the Netherlands (66%), Denmark (63%) and Germany (61%). Respondents were least likely to use these trains in Bulgaria (20%), Estonia (19%) and Romania (19%). Estonia is also a country where respondents are less likely to have ever used international, national, and regional trains (39%).



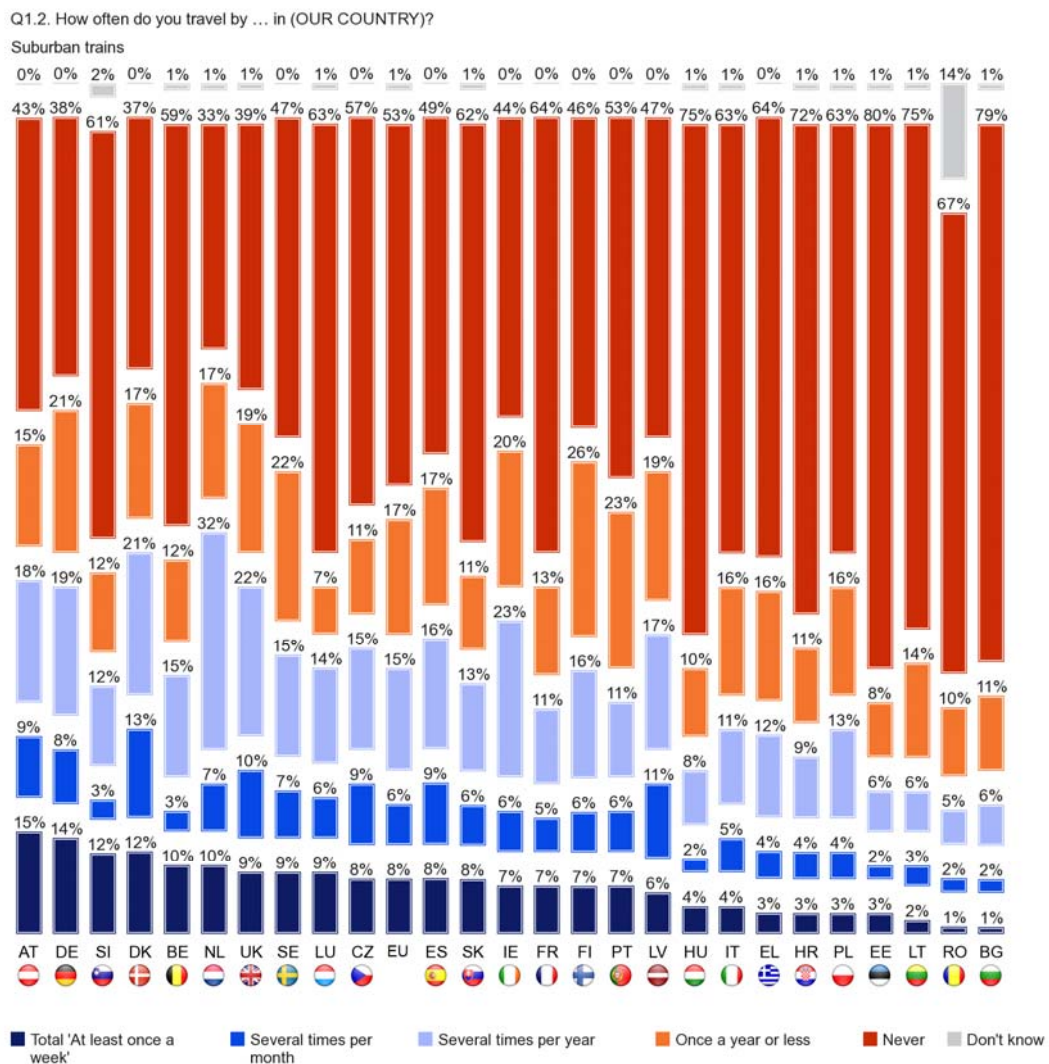
Base: all respondents except MT and CY (n= 26034)

There are also differences between Member States in the frequency at which respondents use suburban trains. Respondents are most likely to use suburban trains at least once a week in Austria (15%), Germany (14%) and Slovenia (12%). At the other end of the spectrum, respondents are least likely to use suburban trains this frequently in Bulgaria (1%), Romania (1%) and Lithuania (2%).

Respondents are most likely to use suburban trains several times per month in Denmark (13%), Latvia (11%) and the United Kingdom (10%) and least likely to use suburban trains this frequently in Hungary (2%), Estonia (2%), Romania (2%) and Bulgaria (2%).

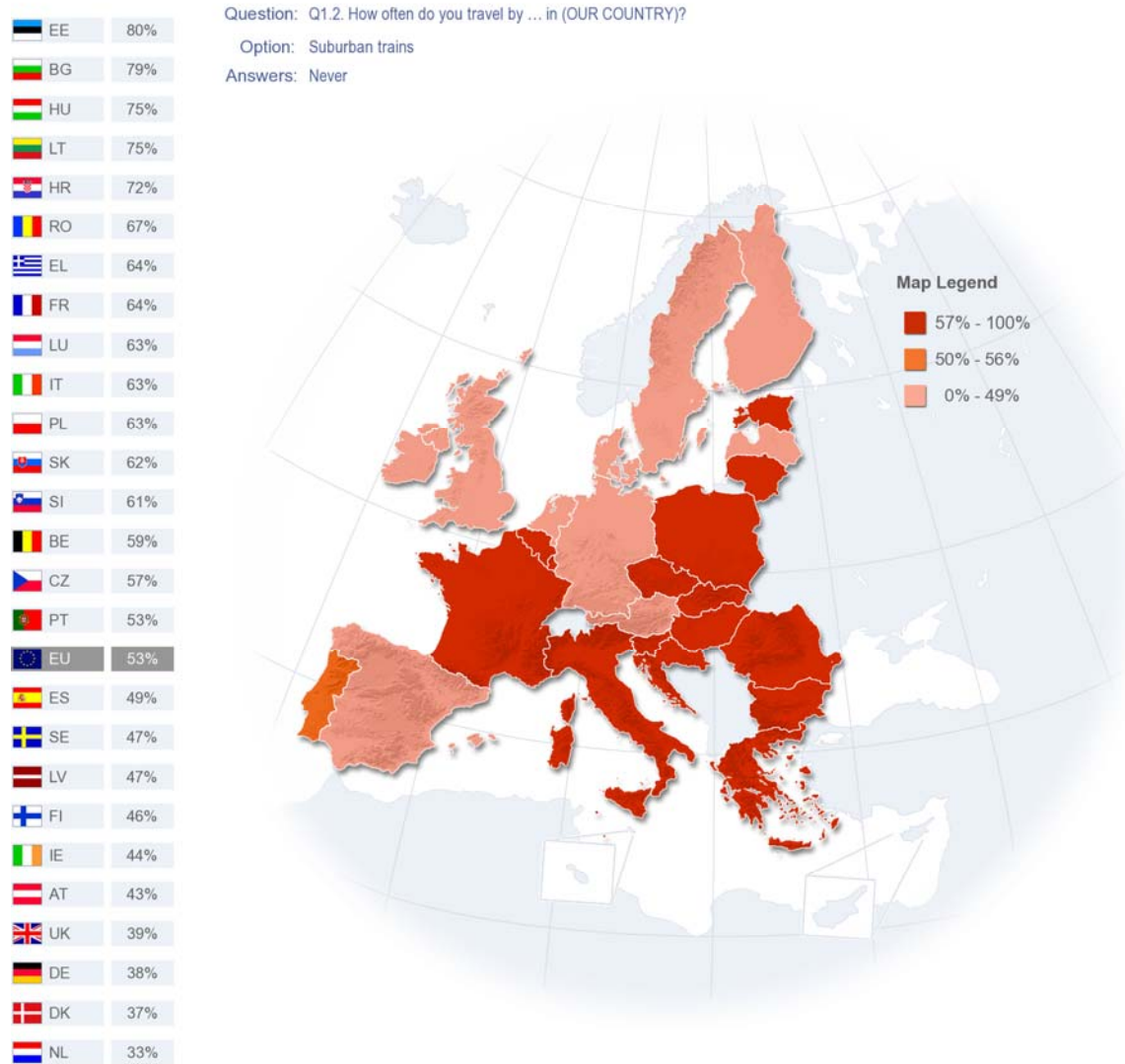
Europeans are most likely to use suburban trains several times per year in the Netherlands (32%), followed by Ireland (23%) and the United Kingdom (22%). In Romania (5%), Bulgaria (6%), Lithuania (6%) and Estonia (6%) respondents are least likely to use suburban trains at this rate.

Respondents are most likely to use suburban trains once a year in Finland (26%), Portugal (23%) and Sweden (22%). Respondents are least likely to use suburban trains at this rate in Luxembourg (7%) and Estonia (8%).



Base: all respondents except MT and CY (n= 26034)

Europeans are most likely to never use suburban trains in Estonia (80%), Bulgaria (79%), Lithuania (75%) and Hungary (75%). However, even in the countries with the heaviest use of suburban trains, large proportions have still never used these trains. The lowest proportion of respondents who never use suburban trains can be found in the Netherlands (33%), Denmark (37%) and Germany (38%).



Base: all respondents except MT and CY (n= 26034)

Socio-demographic analysis

There are also several socio-demographic variables that are pertinent to whether Europeans are more likely to have used suburban trains at least once.

As with international, national and regional train use, younger Europeans are more likely to have used suburban trains at least once. Almost six in ten respondents aged 15-24 have used suburban trains at least once (58%) compared with just over half of respondents aged 25-39 (51%) and under half of respondents aged 40-54 (45%). Fewer than four in ten respondents aged 55+ have used these trains at least once (38%).

Respondents with higher levels of education are also more likely to have used suburban trains at least once. Almost six in ten respondents who are still studying (58%) and half of respondents who finished education aged 20+ (50%) have used these trains, compared with just over one third of respondents who finished education aged 15 (34%). Only slightly more than four in ten respondents who finished education aged 16-19 (42%) have used these trains.

In terms of occupation, respondents who are employees (53%) or are self-employed (49%) are more likely to have used suburban trains at least once compared with manual workers (44%) or those who are not working (40%).

Respondents living in more urban areas are also more likely to have used these trains. Over half of respondents in large towns (51%) have used these trains compared with under half of respondents in small to mid-sized towns (45%) or slightly fewer than four in ten respondents in rural villages (41%).

The distance that respondents live from a train station or stop also affects whether they have used suburban trains. Over half of respondents who live less than 10 minutes from a railway station have used a suburban train at least once (52%) compared with under one third of respondents who live more than 1 hour from a station (32%).

There are few differences between respondents who have accessibility issues when using transport and those who do not in their use of suburban trains. 46% of the respondents who say that neither they nor someone in their household have accessibility issues when travelling have taken international/national or regional trains, compared with 44% of those who say that they or someone in their household do have transport accessibility issues.

Nevertheless, as in the case of international/national or regional trains, respondents who say that they or someone in their household have accessibility issues due to disability (38%) or natural ageing (40%) are less likely to have taken suburban trains.

Respondents who never take suburban trains are more likely to be older (61% of respondents aged 55+), respondents who finished education before the age of 16 (66%) and live in rural villages (58%).

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

Suburban trains

	Total 'At least once'	Never	DK/NA
EU	46%	53%	1%
Sex			
Male	47%	51%	1%
Female	44%	55%	1%
Age			
15-24	58%	41%	2%
25-39	51%	48%	1%
40-54	45%	54%	1%
55 +	38%	61%	1%
Education (End of)			
15-	34%	66%	1%
16-19	42%	57%	1%
20+	50%	49%	1%
Still studying	58%	41%	1%
Subjective urbanisation			
Rural village	41%	58%	1%
Small/ Mid-size town	45%	54%	1%
Large town	51%	48%	1%
Respondent occupation scale			
Self-employed	49%	51%	1%
Employee	53%	47%	1%
Manual workers	44%	55%	1%
Not working	40%	58%	1%
Accessibility issues using transport			
Total 'Yes'	44%	56%	1%
Disability	38%	61%	1%
Temp. Impair-ment	52%	47%	1%
Ageing process	40%	60%	0%
Travel with young children	60%	40%	1%
No	46%	53%	1%
Length of time to get to the railway station or stop			
Less than 10 min	52%	47%	1%
From 10 to 30 min	46%	53%	1%
More than 30 min to 1h	36%	63%	1%
More than 1h	32%	68%	1%

Base: all respondents except MT and CY (n= 26034)

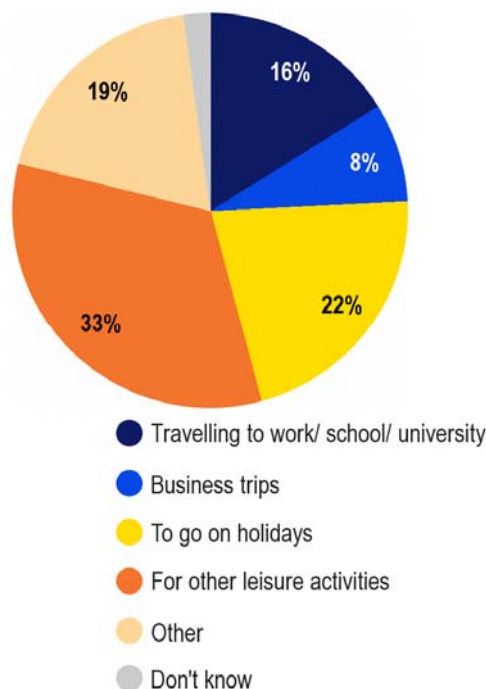
1.2. Most frequent purpose of journeys by trains

- Most Europeans use trains primarily for leisure activities -

Respondents in EU Countries with train services were also asked about the reasons why they use trains within their countries. Across the EU, respondents are most likely to use train services in their country most frequently for leisure activities (33%) or for holidays (22%). This means more than half of respondents use trains most frequently for leisure (55%). Fewer than one in five Europeans use trains most frequently for travelling to work, school or university. Less than one in ten Europeans use trains for business trips (8%). Approximately one in five Europeans (19%) use trains for other reasons not described above.

Since there are a number of changes between the methodology of the current survey and the Eurobarometer Flash Survey in 2011 we present the changes at the end of the chapter along with an explanation of the comparison.

Q2a. What is the most frequent purpose of your trips by train in (OUR COUNTRY)?



Base: those who travel by international, national, regional or suburban train (n= 18896)

Europeans in different EU Member States use trains for each of these purposes at different rates.

Respondents in every Member States are more likely to use trains primarily for holidays and other leisure activities than they are for travelling to work and business trips.

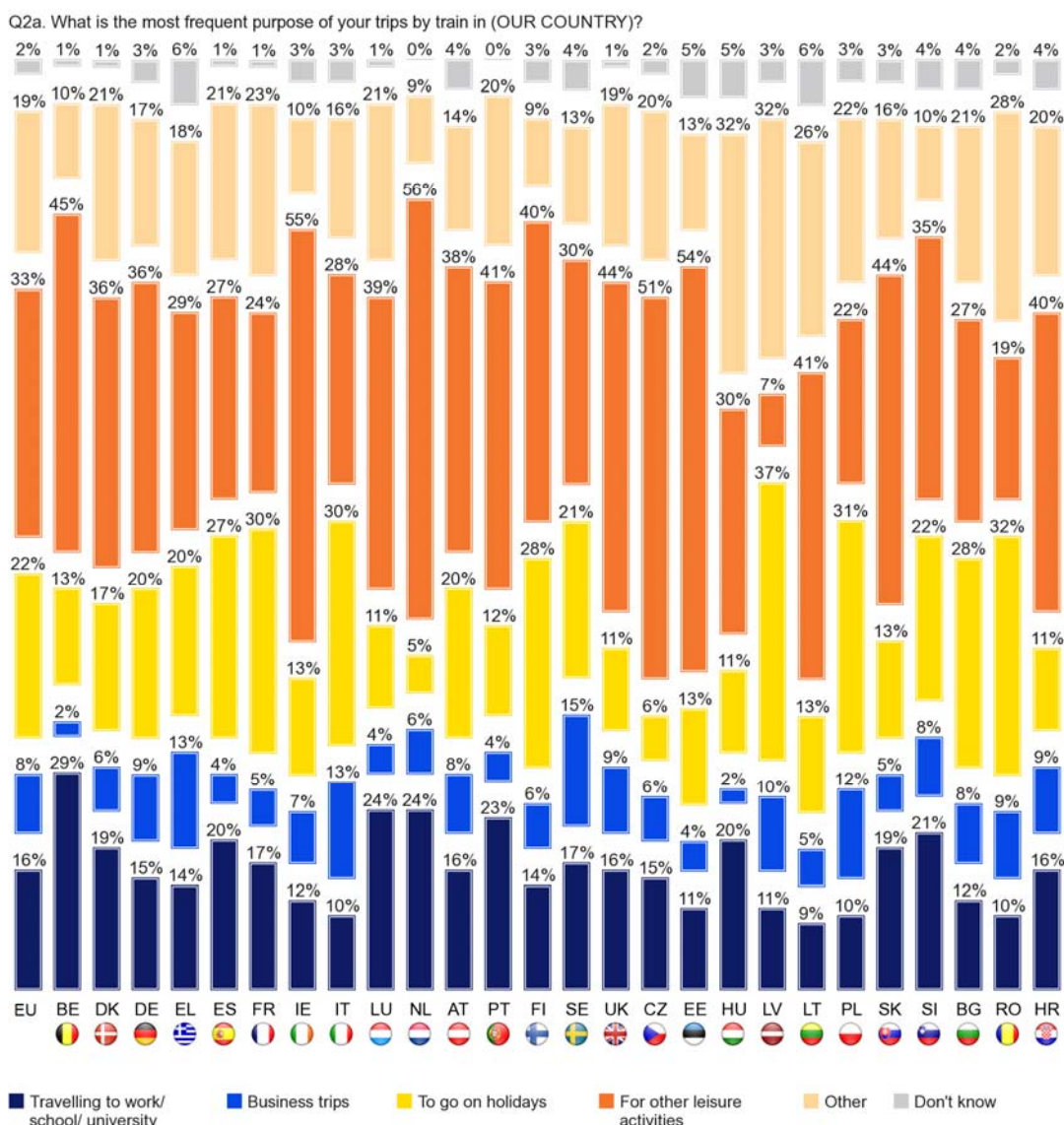
The most likely to use trains to travel to work, school or university are respondents in Belgium (29%), Luxemburg (24%) and the Netherlands (24%). Conversely, the least likely to use trains primarily for this reason are respondents in Lithuania (9%), Poland (10%), Romania (10%) and Italy (10%).

This pattern is similar to the overall pattern in train usage. Countries with higher levels of train usage also appear to be those where travel to work is an important use of trains.

The most likely to use trains primarily for business trips are respondents in Sweden (15%), Italy (13%) and Greece (13%). Respondents are least likely to use trains primarily for this purpose in Belgium (2%) and Hungary (2%).

Respondents are most likely to report that they use trains primarily to go on holiday in Latvia (37%), Romania (32%) and Poland (31%). On the other end of the spectrum approximately one in twenty respondents use trains mainly for this reason in the Netherlands (5%) and the Czech Republic (6%).

Europeans in the Netherlands (56%), Ireland (55%) and Estonia (54%) are most likely to use trains primarily for leisure activities. Respondents are much less likely to use trains mainly for this purpose in Latvia (7%) and Romania (19%).



Base: those who travel by international, national, regional or suburban train (n= 18896)

Socio-demographic analysis

Respondents in different socio-demographic groups have used trains for slightly different reasons.

Travelling to work, school or university

The groups most commonly using trains to travel to work, school or university are younger people and students. Over one third of respondents aged 15-24 use trains mainly for this reason (36%) compared with fewer than one in five respondents aged 25-39 (18%) or aged 40-54 (15%). Only four percent of respondents aged 55+ use trains mainly for this reason.

Similarly, Europeans who are still studying (39%) or who finished education aged 20+ (15%) are more likely to use trains mostly to travel to work, school or university than Europeans who finished education aged 15 (6%) or aged 16-19 (11%).

There are not significant differences in the proportion of respondents using trains mostly for this reason depending on the level of urbanization.

The proportion of respondents who use trains to travel to work is similar among users of suburban and users of international, national or regional trains. Roughly one in five respondents who have used international, national or regional trains at least once (16%) and a similar proportion of respondents who have used suburban trains at least once (19%) use trains mainly for this reason.

Heavy users of international, national or regional trains and heavy users of suburban trains are both particularly likely to use train mainly for travelling to work. Slightly less than two-thirds of respondents who use international, national or regional trains at least once a week (63%) use trains mainly for this reason, compared with eight percent of those who use these trains once a year (8%). In addition, over half of those who use suburban trains at least once a week (53%) travel mainly for this reason.

Business trips

Although most Europeans do not use trains for business trips, middle-aged Europeans are more likely to use trains for business trips compared with the old and young. Around one in ten Europeans aged 25-39 (11%) and aged 40-54 (13%) use trains mainly for business trips compared with only two percent of those aged 15-24 and five percent of those aged 55+.

Self-employed Europeans are by far the most likely group to primarily use trains for business trips. Nearly one in five self-employed persons (20%) use trains mostly for business trips compared with a far smaller proportion of employees (13%), manual workers (6%) and those not working (2%).

Once again, urbanization is only marginally related to the primary use of trains. Respondents in rural villages (7%) are slightly less likely to use trains mostly for this purpose than respondents in small to mid-sized towns (9%) or in large towns (9%).

Heavy train users use trains primarily for business trips at a similar rate to other train users. Only seven percent of respondents who travel on international, national or regional once a week or who travel on suburban trains once a week use these trains mainly for business. One in ten respondents who use either international national or regional trains several times a month (10%) or suburban trains once a month (10%) use these trains mostly for business.

Holidays

Respondents in all age groups are almost equally likely to use trains most frequently to go on holidays (ranging from 23% to 23% for all age groups). In addition, slightly over one in five respondents in all education levels use trains mostly for this reason (ranging from 21% to 24% for all education groups).

Respondents in large towns (23%) are more likely to use trains for this purpose than those in small to mid-sized towns (21%) or in rural villages (21%).

Around one quarter of manual workers (25%) or those not working (24%) use trains mostly for holidays compared with roughly one in five respondents who are self-employed (18%) or are employees (20%).

Around one quarter of respondents who have used international, national or regional trains at least once (23%) use trains mainly for this purpose compared with roughly one in five respondents who have used suburban trains (19%).

Other leisure activities

Respondents aged 55+ are slightly more likely to use trains for other leisure activities compared with Europeans in other age groups (37% vs. between 30% and 33% for all other groups).

Respondents who finished education aged 16-19 (36%) are slightly more likely than those who finished education at aged 15 (33%), aged 20+ (33%) or who are still studying (29%). Roughly one third of respondents in all occupation groups use trains mainly for this reason (32% to 35% for all occupation groups).

Respondents in more rural areas are more likely than other respondents to use trains primarily for this purpose. Over one third of respondents in rural villages (36%) use trains for this reason compared with one third of those in small to mid-sized towns (33%) or in large towns (32%).

Suburban train users (35%) are slightly more likely to use trains for this reason than international, national or regional train users (33%).

Only one in five respondents who use suburban trains once per week (20%) use these trains mostly for other leisure activities. But four in ten respondents who use these trains several times per month (40%) do so for this reason.

Q2a What is the most frequent purpose of your trips by train in (OUR COUNTRY)?

	Travelling to work/ school/ university	Business trips	To go on holidays	For other leisure activities	Other	Don't know
EU	16%	8%	22%	33%	19%	2%
International, national or regional trains						
At least once a week	63%	7%	6%	15%	8%	1%
Several times monthlye	13%	10%	20%	38%	18%	1%
Once a year/less	8%	7%	28%	33%	21%	3%
Suburban trains						
At least once a week	53%	7%	9%	20%	10%	1%
Several times monthlye	14%	10%	18%	40%	16%	2%
Once a year/less	9%	8%	24%	36%	20%	3%

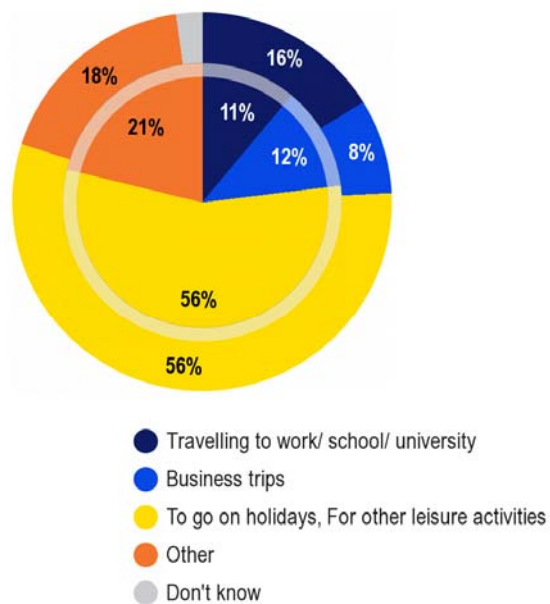
Base: those who travel by international, national, regional or suburban train (n= 18896)

Comparison with 2011

This question was also asked in the 2011 survey on train use, but for that survey only the users of national and regional trains were interviewed, and not users of suburban trains. As this report includes suburban train users as well, we make the comparison with the previous survey by only considering the responses of the international, national and regional train user sub-group in this report and the train users from the previous 2011 survey.

Respondents used trains for similar reasons in both survey waves. Over half of respondents used trains primarily for holidays or leisure activities in both survey waves (both 56%). Respondents were five percentage points more likely to use trains primarily to travel to work, school or university compared with 2011 (16% compared with 11%). However, the proportion of respondents who use trains primarily for business has decreased by four percentage points compared with 2011 (8% compared with 12%). The proportion of respondents who primarily use trains for other reasons has decreased by three percentage points compared with 2011 (18% compared with 21%).

Q2aT. What is the most frequent purpose of your trips by train in (OUR COUNTRY)?



Inner pie : FL326 Mar.2011

Outer pie : FL382 Sept.2013

Base: those who travel by international, national, or regional train (n= 17534)

Travelling to work, school and university has been quoted more in 17 countries compared to the 2011 survey. The highest evolution has been recorded in Belgium (+12) and in Spain (+10). On the other hand, in Estonia and Latvia, less respondents said they used trains for that purpose (-4 for both).

Conversely, business trips have been quoted more in only three countries compared to last year: Latvia (+6), Romania (+2) and Slovenia (+1). In all other countries, it remains the same or has decreased. The biggest decreases are in Sweden (-8) and Italy (-9).

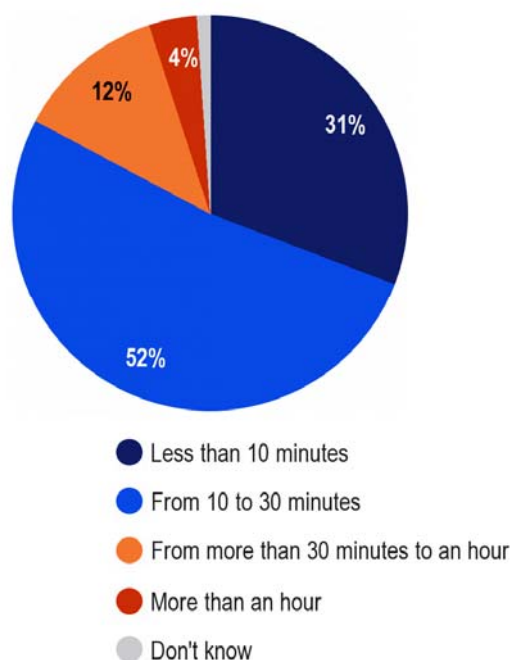
1.3. Length of time to get to the nearest train station or stop

Respondents in EU Member States with rail transport were also asked how long it takes them to get from their home to the closest train station. This question was asked in order to have an understanding of geographical coverage of train stations and stops in the EU and determine the factors that might increase or decrease Europeans' use of trains. This is a new question to this survey, and thus comparisons cannot be made to previous survey waves.

Europeans generally have good access to train stations. In total, more than eight out of ten Europeans live within 30 minutes of a train station (83%).

A small majority of Europeans report that it takes them between 10 to 30 minutes to get to the nearest railway station or stop from their home (52%). Approximately three in ten Europeans (31%) live less than 10 minutes away from a train station. Slightly more than one in ten Europeans (12%) live more than 30 minutes to an hour away from a train station. Less than one in twenty Europeans (4%) live more than an hour from the nearest railway station or stop.

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

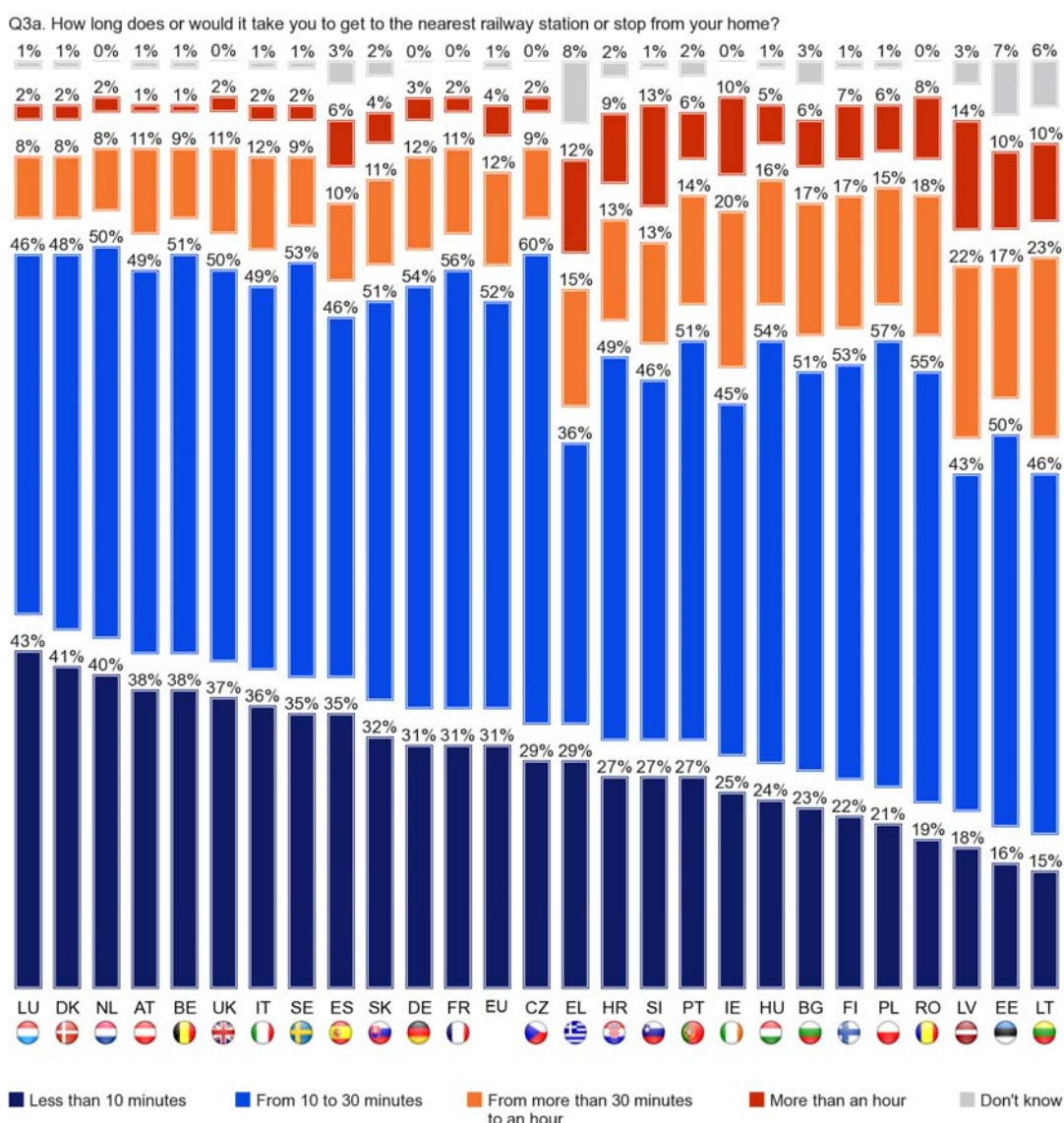


Base: all respondents except MT and CY (n= 26034)

The time it takes respondents to travel to the nearest railway station varies by EU Member State. Respondents are most likely to live less than 10 minutes away from a station in Luxembourg (43%), Denmark (41%) and the Netherlands (40%). Respondents are least likely to live this distance away from a rail station in Lithuania (15%), Estonia (16%), and Latvia (18%).

Respondents are most likely to live between 10 to 30 minutes from a rail station in the Czech Republic (60%), Poland (57%) and France (56%). Respondents are least likely to live this distance from a train station in Greece (36%), and Latvia (43%). Even in countries where very few respondents use trains regularly, most of them live within 30 minutes of a train station.

The majority of respondents in all Member States live thirty minutes or less from a rail station, but there is also variation between countries in the proportion of respondents who live between 30 minutes to an hour away. Respondents are most likely to live between 30 minutes to an hour away from a rail station in Lithuania (23%), Latvia (22%) and Ireland (20%). Respondents are most likely to live more than one hour away from a rail station in Latvia (14%), Slovenia (13%) and Greece (12%).



Base: all respondents except MT and CY (n= 26034)

Socio-demographic analysis

Logically, the time it takes respondents to get to the nearest railway station does not vary strongly with age, education, and occupation categories.

However, respondents in more urban areas are slightly more likely to live less than 10 minutes to a train station. Over one third of respondents in large towns (34%) and small to mid-sized towns (34%) live this distance from a railway station compared with less than one quarter of those in rural villages (24%).

Respondents in rural villages (7%) are also more likely to live over one hour from a railway station than respondents in small to mid-sized towns (3%) or large towns (2%).

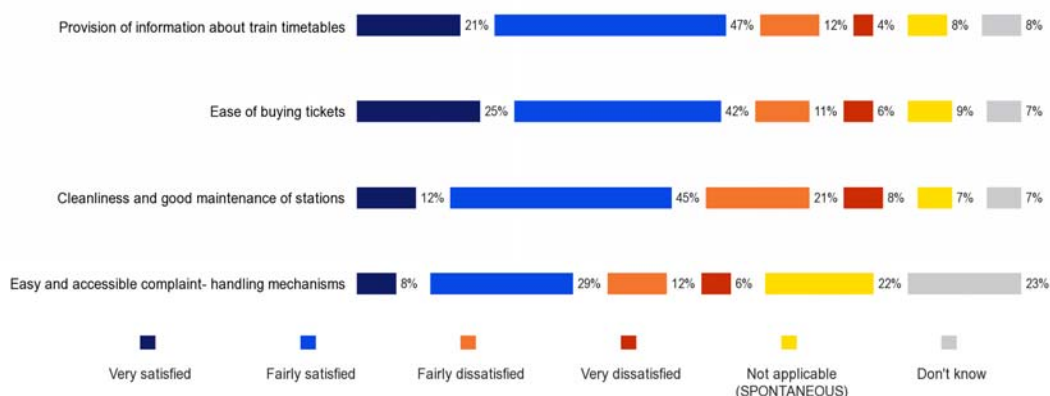
II. SATISFACTION WITH RAILWAY STATIONS

This section examines Europeans' satisfaction with the various services available in railway stations. The questions are based on questions about rail satisfaction that were asked in the Flash Eurobarometer survey 326 on Rail Passengers' satisfaction with rail services in 2011. However, as with the other questions in this report, the target for the 2011 and the current survey were slightly different – the previous survey considered only answers of respondents having used international, national and regional trains at least once in the previous 12 months, whereas this survey examines the views of the overall European population in countries with rail services.

Overall this reports shows that among Europeans who use trains and express an opinion, most are broadly satisfied with the services examined here:

- More respondents are satisfied than dissatisfied on each of the services asked about.
 - Respondents are most positive about provision of information about train timetables (68% vs. 16%, +52) and the ease of buying tickets (67% vs. 17%, +50).
 - Respondents are somewhat less positive about cleanliness and good maintenance of stations (57% vs. 29%, +28) and easy and accessible complaint-handling mechanisms (37% vs. 18%, +19)
- More respondents are satisfied than dissatisfied about provision of information about train timetables and the ease of buying tickets in every Member State.
- More respondents are dissatisfied than satisfied with the cleanliness of stations in Romania (50% vs. 29%), Italy (54% vs. 35%), Bulgaria (44% vs. 32%), Slovakia (42% vs. 35%) and Hungary (41% vs. 39%).
- Italy is the only country where more respondents are dissatisfied than satisfied with complaint-handling mechanisms (31% vs. 23%)

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



Base: all respondents except MT and CY (n= 26034)

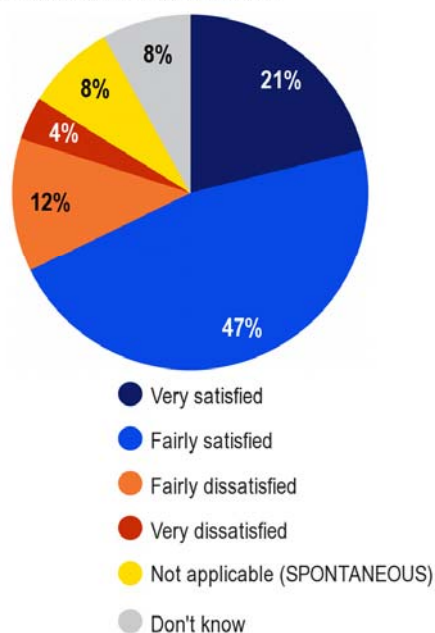
- More Europeans are satisfied than dissatisfied with the services in railway stations that were asked about in this survey -

2.1. Information on timetables

The overwhelming majority of Europeans are satisfied with the current provision of information about train timetables in railway stations (68%). Slightly more than one in ten Europeans (12%) is fairly dissatisfied with this information (12%).

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

Provision of information about train timetables



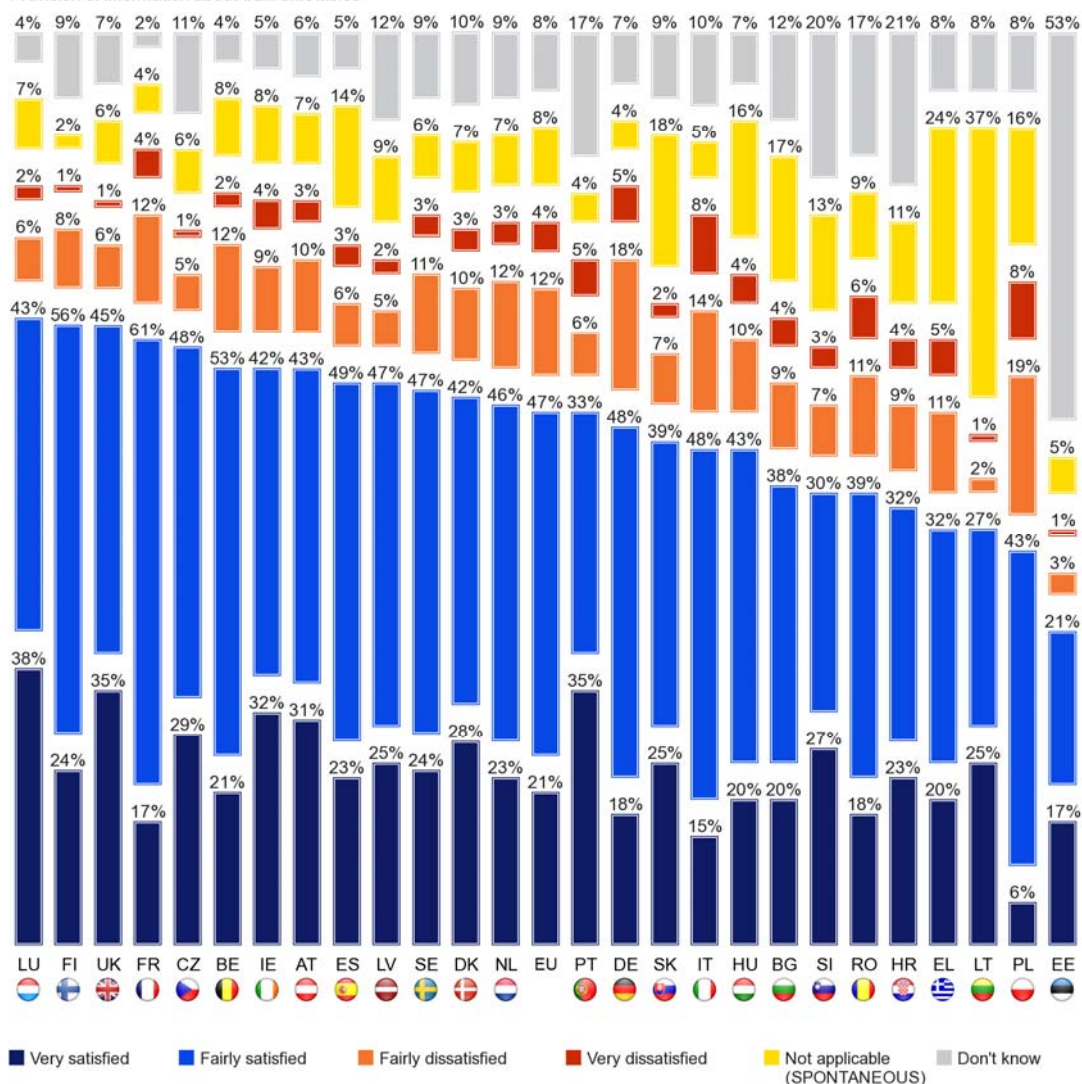
Base: all respondents except MT and CY (n= 26034)

With the two exceptions of Poland and Estonia, an absolute majority of respondents in all Member States with train services are satisfied with the provision of information about train timetables in railway stations. However, Estonia has a very high level of don't know and not applicable responses so it still has a large relative majority of respondents who are satisfied.

Respondents are most likely to be satisfied with the provision of current information about train timetables in railway stations in Luxembourg (81%), Finland (80%) and the United Kingdom (80%). At the other end of the spectrum, the highest proportions of dissatisfied respondents are to be found in Poland (27%), Germany (23%) and Italy (22%).

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

Provision of information about train timetables



Base: all respondents except MT and CY (n= 26034)

In relative terms, respondents are most positive in the United Kingdom (80% vs. 7%; +73), Luxembourg (81% vs. 8%; +73), Finland (80% vs. 9%; +71) and the Czech Republic (77% vs. 6%; +71) and most negative in Poland (49% vs. 27%; +22), Estonia (38% vs. 4%; +34) and Greece (52% vs. 16%; +36).

It should be noted that both the relative and absolute comparisons are informative. The relative comparisons show the balance of positive and negative opinion about the feature, but the absolute comparison shows the proportion of people who hold each opinion in each country.

Socio-demographic analysis

There are several socio-demographic variables that are related to respondents' satisfaction with the provision of timetables at railway stations. Older Europeans are less likely to be satisfied with the provision of information about train timetables at railway stations, when comparing with the younger age groups. The level of satisfaction with this feature of railway stations among Europeans aged 55 or older is at 60%, where 79% of those aged 15-24 are satisfied.

Respondents with higher levels of education are also more likely to be satisfied with this feature of railway stations. Respondents who left education aged 20 or older are the most likely to be satisfied with this information (70%), followed by those who left education aged 16-19 (66%) and 15 or younger (56%). 79% of those who are still studying are dissatisfied with this aspect of railway stations.

Experience of using trains

More than three-quarters of the respondents who use international, national, regional or suburban trains are satisfied with the provision of information about train timetables (77%). Respondents who use suburban trains are significantly more likely to be satisfied with the provision of information about train timetables at railway stations compared with respondents who say that they never use these trains (78% vs. 59%). Despite this, the proportion of those who are dissatisfied with this feature of railway stations is slightly higher among respondents who use suburban trains (17% vs. 15%).

An identical conclusion can be made for the users of international, national or regional trains: respondents who use these trains are also more likely to be satisfied with the provision of information on train timetables compared with those who never use these trains (77% vs. 48%). Again, the proportion of those who are dissatisfied is higher among those who mentioned to use these trains (17% vs. 14%).

In general, regular train users (those who use trains at least once a week) are slightly more satisfied than occasional users (81% vs. 79%). However, they are much more satisfied than those who use trains only once a year or less (81% vs. 72%).

For international, national or regional train use, regular and occasional users have the same level of satisfaction with the provision of information about train timetables (80%). Respondents who use trains only once a year or less are less satisfied (74%). Around eight in ten regular and occasional suburban train users are satisfied with the provision of information about train timetables (81% and 79% respectively). Those who use train only once a year or less are slightly less likely to be satisfied (76%).

Q4a.1 Are you satisfied or not with the following features of railway stations in (OUR COUNTRY)?**Provision of information about train timetables**

	Total 'Satisfied'	Total 'Dissatisfied'	Not applicable (SPONTANEOUS)	Don't know
EU	68%	16%	8%	8%
All trains users				
At least once a week	81%	17%	1%	1%
Several times month/year	79%	17%	2%	2%
Once a year/less	72%	17%	5%	6%
Never	44%	13%	24%	19%
Total 'At least once'	77%	17%	3%	3%
International, national or regional trains				
At least once a week	80%	18%	0%	2%
Several times month/year	80%	17%	1%	2%
Once a year/less	74%	17%	4%	5%
Never	48%	14%	21%	17%
Suburban trains				
At least once a week	81%	17%	1%	1%
Several times month/year	79%	18%	1%	2%
Once a year/less	76%	16%	4%	4%
Never	59%	15%	14%	12%

Base: all respondents except MT and CY (n= 26034)

Europeans with accessibility issues are less likely to say that they are satisfied with the provision of information about train timetables than those without these issues (62% vs. 68%).

Relationship to other measures of satisfaction

Satisfaction with the provision of information about train timetables in railway stations is strongly related to each of the other measures of satisfaction with railway stations. Respondents who are satisfied with buying tickets, complaints mechanisms and cleanliness of stations are much more likely to be satisfied than those who are dissatisfied with each of these measures (+28, +26 and +20, respectively).

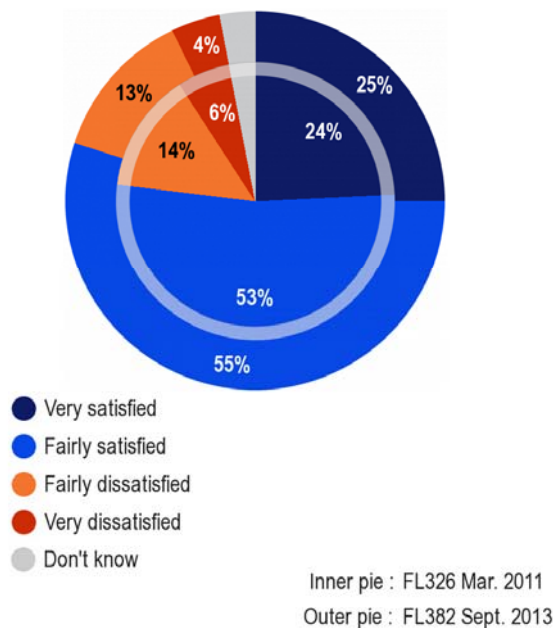
These figures suggest that train stations which are positive on one measure of satisfaction also rate highly on the other measures.

Comparison with 2011

Comparing data on train users across survey waves, Europeans' satisfaction with the provision of information about train timetables in railway stations has remained relatively stable across both survey waves. There has been an increase in the proportion of Europeans who are satisfied with the provision of this information (80% compared with 77%).

Q4a.1T2. Are you satisfied or not with the following features of railway stations in (OUR COUNTRY)?

Provision of information about train timetables





























Base: those who travel by international, national or regional train once a year or less, excluding those who said 'Not applicable' (n= 17117)⁶

Although the overall levels of satisfaction with the provision of timetables in railway stations has remained relatively stable in the EU across both survey ways, there have been significant changes in the levels of satisfaction within individual EU Member States. There have been the largest increases in satisfaction levels in Poland (+16), the Netherlands (+12), the Czech Republic (+9) and Austria (+9). However, there have also been decreases in satisfaction in 11 Member States. The largest decrease in satisfaction is in Italy (-8), followed by Slovakia (-5), Slovenia (-5), Romania (-5) and Spain (-5).

⁶ Results for FL326 only considered those who used national or regional trains at least once in the last 12 months.

Q4a.1T2 Are you satisfied or not with the following features of railway stations in (OUR COUNTRY)?

Provision of information about train timetables

	Total 'Satisfied'		Total 'Dissatisfied'		Don't know	
	FL382	Diff FL382 - FL326	FL382	Diff FL382 - FL326	FL382	Diff FL382 - FL326
EU	80%	+3	17%	-3	3%	=
 PL	65%	+16	30%	-16	5%	=
 NL	80%	+12	17%	-8	3%	-4
 CZ	89%	+9	7%	-13	4%	+4
 AT	85%	+9	13%	-7	2%	-2
 DE	74%	+6	24%	-3	2%	-3
 BE	84%	+5	14%	-5	2%	=
 UK	90%	+5	7%	-5	3%	=
 FR	84%	+4	16%	-3	0%	-1
 EL	77%	+2	20%	-3	3%	+1
 LU	90%	+2	8%	-2	2%	=
 FI	85%	+2	10%	-3	5%	+1
 IE	85%	+1	14%	-1	1%	=
 LT	91%	=	5%	=	4%	=
 SE	83%	=	13%	-2	4%	+2
 LV	88%	-1	9%	=	3%	+1
 HU	81%	-1	18%	+2	1%	-1
 EE	74%	-2	6%	-10	20%	+12
 BG	78%	-4	16%	+1	6%	+3
 DK	80%	-4	14%	+3	6%	+1
 PT	82%	-4	12%	+2	6%	+2
 ES	85%	-5	11%	+2	4%	+3
 RO	72%	-5	21%	+1	7%	+4
 SI	80%	-5	15%	+1	5%	+4
 SK	83%	-5	12%	+4	5%	+1
 IT	72%	-8	23%	+4	5%	+4
 HR	77%	NA	19%	NA	4%	NA

Base: those who travel by international, national or regional train once a year or less, excluding those who said 'Not applicable' (n= 17117)⁷

⁷ Results for FL326 only considered those who used national or regional trains at least once in the last 12 months.

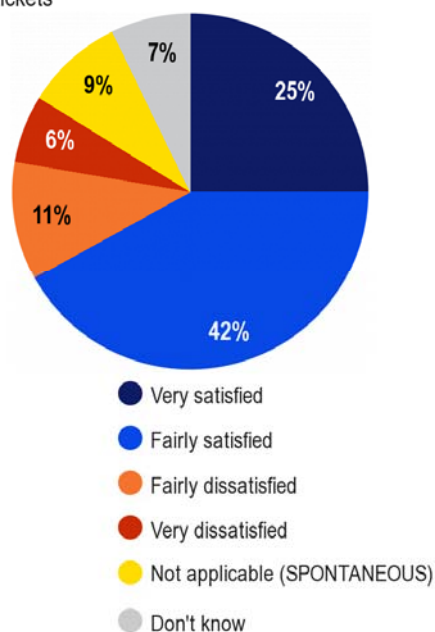
2.2. Ease of buying tickets

- Two thirds of Europeans are satisfied with the ease of buying tickets in railway stations-

Approximately two thirds of Europeans report that they are satisfied with the ease of buying tickets at railway stations in their country (67%). However, slightly less than one in five Europeans (17%) is dissatisfied with the current situation for buying tickets at railway stations in their country.

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

Ease of buying tickets

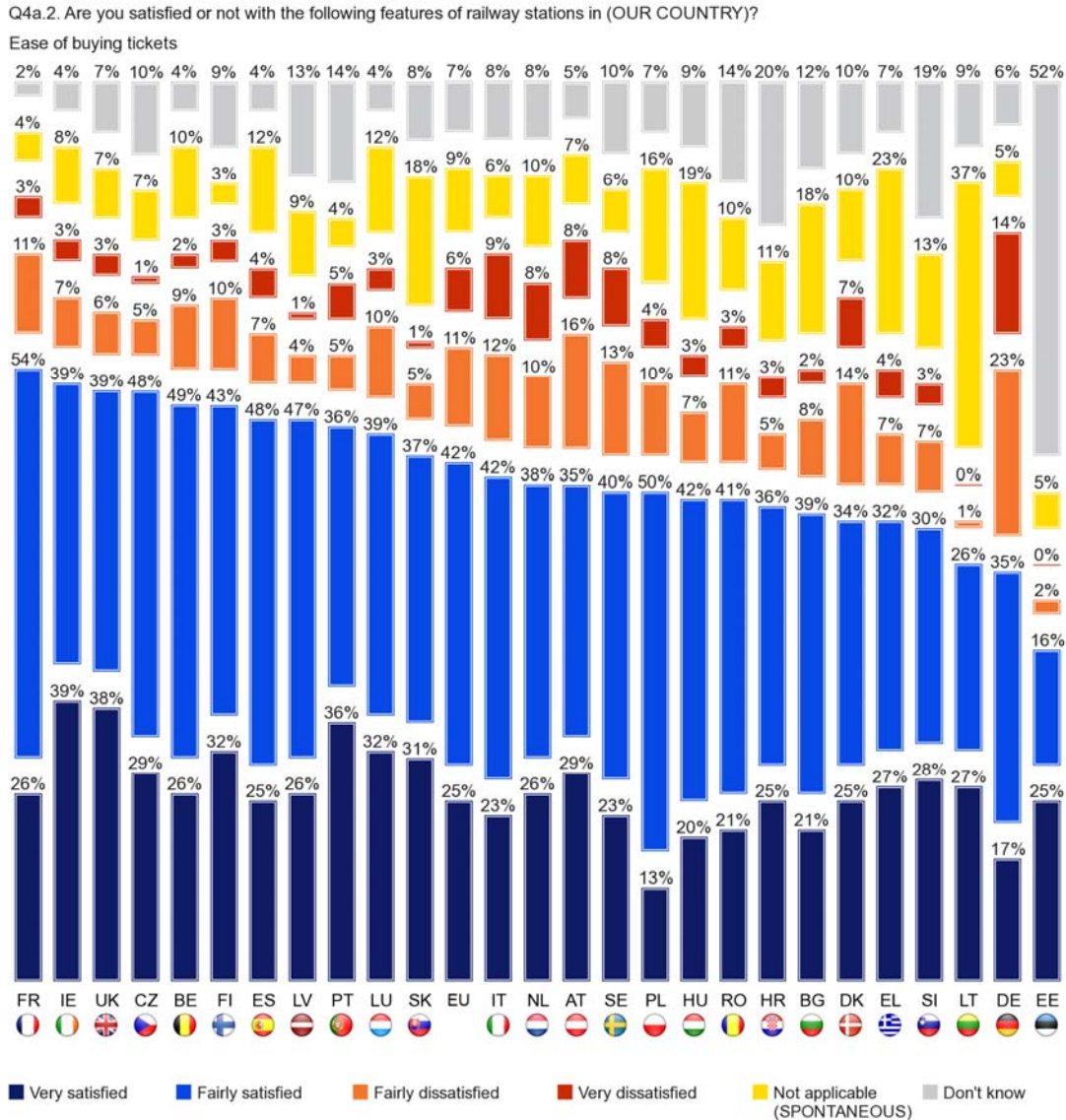


Base: all respondents except MT and CY (n= 26034)

With the exception of Estonia, the absolute majority of Europeans in all EU Member States with rail services are satisfied with the ease of buying tickets in their countries. Once again, Estonia should be discounted because more than half of respondents say that they don't know how satisfied they are.

Respondents are most satisfied in France (80%), Ireland (78%) and the United Kingdom (77%), where over three quarters of respondents are satisfied. Respondents report the highest levels of dissatisfaction in Germany (37%), Austria (24%), Denmark (21%), Sweden (21%) and Italy (21%).

In relative terms, Europeans are most satisfied with the ease of buying tickets in the Czech Republic (77% vs. 6%; +71), the United Kingdom (77% vs. 9%; +68), Latvia (73% vs. 5%; +68) and Ireland (78% vs. 10%; +68). Conversely, the least satisfied countries in relative terms Germany (52% vs. 37%; +15), Denmark (59% vs. 21%; +38) and Estonia (41% vs. 2%; +39). However, no Member State has a relative majority of citizens who are dissatisfied.



Base: all respondents except MT and CY (n= 26034)

Socio-demographic analysis

Respondents from different socio-demographic views have different views on the ease of buying tickets at railway stations in their country. Again, Europeans aged 55 or older and 40-54 are the less likely to be satisfied with ease of buying tickets (57% and 67%, respectively), compared with those aged 25-39 and 15-24 (74% and 82% respectively).

Respondents who left education aged 20 or older are the most likely to be satisfied with ease of buying tickets (69%), followed by those who left aged 16-19 (64%) and 15 or younger (56%). 81% of those who are still studying are dissatisfied with this aspect of railway stations.

Respondents from rural villages are the least likely to be satisfied with ease of buying tickets (63%) followed by those from small/mid-size towns (68%) and large towns (70%).

Experience of using railway services

Three-quarters of respondents who use international, national, regional or suburban trains are satisfied with the ease of buying tickets (75%). Respondents who use trains regularly or occasionally display similar levels of satisfaction (79% and 78% respectively). Those who take the train only once a year or less are a little less satisfied (72%).

Respondents who use suburban trains are significantly more likely to be satisfied with the provision of information about train timetables at railway stations compared with respondents who mentioned that never use these trains (76% vs. 59%). Despite this, the proportion of those who are dissatisfied with this feature of railway stations is slightly higher among respondents who use suburban trains (19% vs. 16%).

An identical conclusion can be made for the users of international, national or regional trains: respondents who use these trains are also more likely to be satisfied with the provision of information on train timetables compared with those who never use these trains (76% vs. 48%). Again in this case, the proportion of those who are dissatisfied is higher among those who mentioned using these trains (19% vs. 15%).

Respondents who say that they never use international, national or regional trains are less likely to report that they are dissatisfied with the ease of buying tickets than respondents who have used these trains at least once (15% and 19% respectively). Respondents who say that they never use suburban trains are less likely to report that they are dissatisfied with the ease of buying tickets than respondents who have used these trains at least once (16% and 19% respectively). However, these differences are explained by the higher proportion of respondents who never use any of these types of trains and say they 'don't know' (16% and 11% respectively). After accounting for this, respondents who never use these trains are actually less satisfied with the ease of buying tickets than those who do use them.

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

Ease of buying tickets

	Total 'Satisfied'	Total 'Dissatisfied'	Not applicable (SPONTANEOUS)	Don't know
EU	67%	17%	9%	7%
All trains users				
At least once a week	79%	17%	2%	2%
Several times month/year	78%	19%	2%	1%
Once a year/less	72%	19%	4%	5%
Never	45%	13%	24%	18%
Total 'At least once'	75%	19%	3%	3%
Never	45%	13%	24%	18%
International, national or regional trains				
At least once a week	78%	17%	3%	2%
Several times month/year	79%	18%	2%	1%
Once a year/less	74%	19%	3%	4%
Never	48%	15%	21%	16%
Suburban trains				
At least once a week	78%	18%	2%	2%
Several times month/year	78%	19%	2%	1%
Once a year/less	74%	19%	3%	4%
Never	59%	16%	14%	11%

Base: all respondents except MT and CY (n= 26034)

Respondents who use trains most frequently for business trips are less likely to be satisfied with the ease of buying tickets (75%) compared with those who use trains mostly to travel to work, school or university (80%), for holidays (77%) or for other leisure activities (77%).

Europeans with accessibility issues are less likely to say that they are satisfied with ease of buying tickets than those without these issues (62% vs. 68%).

Relationship to other measures of satisfaction

Satisfaction with the provision of information about the ease of buying tickets at railway stations is strongly related to each of the other measures of satisfaction with railway stations. Respondents who are satisfied with the provision of information about train timetables, complaints mechanisms and cleanliness of stations have a higher net satisfaction (difference between satisfied and dissatisfied) than those who are dissatisfied with each of these measures (+29, +28 and +17, respectively).

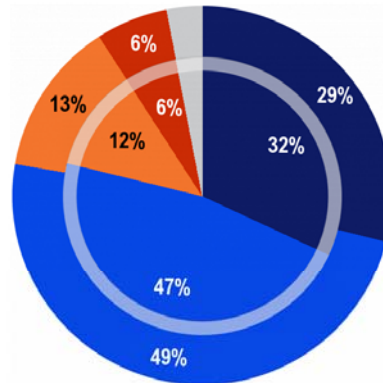
These figures suggest that respondents who are positive on one measure of satisfaction also rate highly on the other measures.

Comparison with 2011

The proportion of respondents who are satisfied with the ease of buying tickets in railway stations has remained relatively stable compared with the previous survey wave in 2011, decreasing by one percentage point (78% compared with 79%).

Q4a.2T2. Are you satisfied or not with the following features of railway stations in (OUR COUNTRY)?

Ease of buying tickets



- Very satisfied
- Fairly satisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

Inner pie : FL326 Mar. 2011

Outer pie : FL382 Sept.2013



























Base: those who travel by international, national or regional train once a year or less, excluding those who said 'Not applicable' (n= 17072)⁸

Although the proportion of Europeans satisfied with the ease of buying tickets in railway stations has remained relatively stable compared with 2012, there have been significant changes in levels of satisfaction in individual Member States. The largest increases in levels of satisfaction are in Austria (+14), Greece (+10) and the Netherlands (+7). There have been decreases in the proportion of respondents satisfied with these services in 16 Member States. The largest drops in satisfaction are in Italy (-10), Denmark (-11) and Slovenia (-13).

⁸ Results for FL326 only considered those who used national or regional trains at least once in the last 12 months.

Q4a.2T2 Are you satisfied or not with the following features of railway stations in
(OUR COUNTRY)?

Ease of buying tickets

	Total 'Satisfied'		Total 'Dissatisfied'		Don't know	
	FL382	Diff FL382 - FL326	FL382	Diff FL382 - FL326	FL382	Diff FL382 - FL326
EU	78%	-1	19%	+1	3%	=
 AT	74%	+14	25%	-8	1%	-6
 EL	83%	+10	14%	-10	3%	=
 NL	79%	+7	18%	+1	3%	-8
 DE	60%	+6	38%	-4	2%	-2
 CZ	91%	+5	6%	-6	3%	+1
 PL	80%	+4	17%	-4	3%	=
 BE	86%	+2	13%	+2	1%	-4
 FR	86%	+2	14%	=	0%	-2
 UK	88%	+1	10%	+1	2%	-2
 BG	82%	-1	12%	=	6%	+1
 IE	87%	-1	12%	+2	1%	-1
 ES	87%	-2	10%	+2	3%	=
 LU	82%	-2	16%	+4	2%	-2
 SK	88%	-2	8%	+1	4%	+1
 LV	90%	-3	7%	+1	3%	+2
 LT	92%	-3	3%	-1	5%	+4
 HU	83%	-3	14%	+5	3%	-2
 PT	84%	-6	12%	+4	4%	+2
 SE	73%	-6	22%	+8	5%	-2
 EE	83%	-8	4%	=	13%	+8
 RO	80%	-8	17%	+6	3%	+2
 FI	82%	-9	14%	+7	4%	+2
 IT	75%	-10	21%	+7	4%	+3
 DK	71%	-11	24%	+9	5%	+2
 SI	79%	-13	15%	+9	6%	+4
 HR	84%	NA	12%	NA	4%	NA

Base: those who travel by international, national or regional train once a year or less, excluding those who said 'Not applicable' (n= 17072)⁹

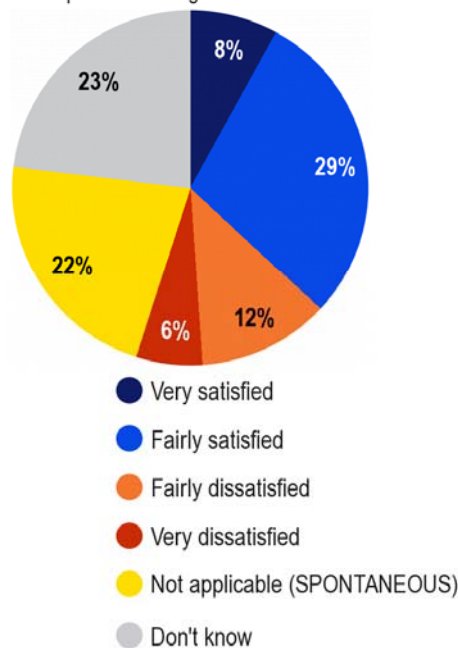
⁹ Results for FL326 only considered those who used national or regional trains at least once in the last 12 months.

2.3. Complaints mechanisms

This report also examined whether Europeans are satisfied with the mechanisms available to handle complaints at railway stations. Only less than four in ten respondents (36%) are satisfied with these services, but less than one in five respondents (18%) are dissatisfied.

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

Easy and accessible complaint- handling mechanisms



Base: all respondents except MT and CY (n= 26034)

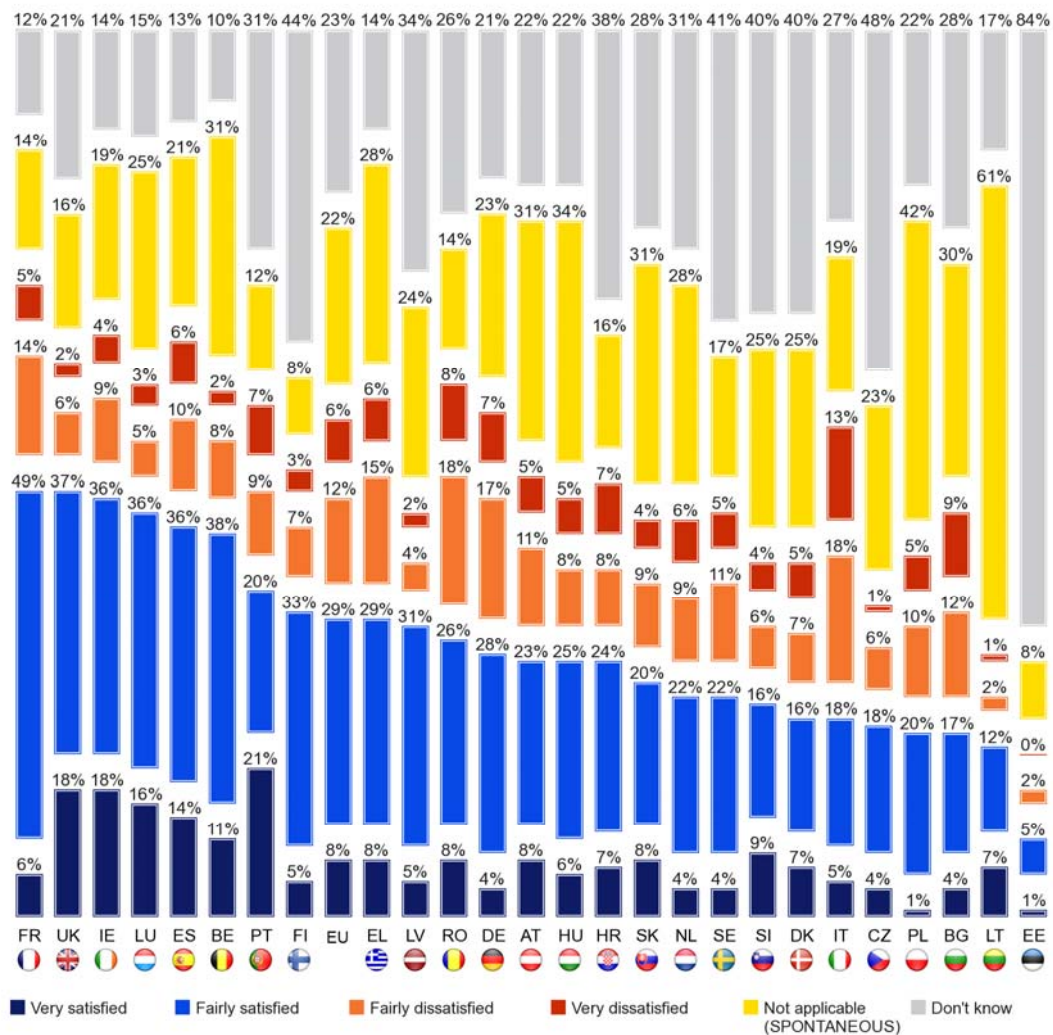
Again, satisfaction with complaint mechanisms in railway stations varies by EU Member State. Respondents are most satisfied with these mechanisms in France (55%), the United Kingdom (55%) and Ireland (54%). Respondents report higher dissatisfaction levels with complaint-handling mechanisms in Italy (31%), Romania (26%) and Germany (24%).

In terms of the gap between the number of respondents who are satisfied and dissatisfied with complaint-handling procedures in each Member State, the United Kingdom (55% vs. 8%; +47), Luxembourg (52% vs. 8%; +44), Ireland (54% vs. 13%; +41) and Belgium (49% vs. 10%; +41) are the most positive.

Italy is the only Member State where more Europeans are dissatisfied with easy and accessible complaint-handling mechanisms in railway stations with 31% dissatisfied and only 23% satisfied. Bulgaria is next with the same proportion satisfied and dissatisfied (both 21%). In every other Member State more respondents are satisfied with these procedures than dissatisfied.

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

Easy and accessible complaint- handling mechanisms



Base: all respondents except MT and CY (n= 26034)

Socio-demographic analysis

As with the other aspects of railway stations discussed in this section, Europeans with different socio-demographic backgrounds have different views on the ease of complaint-handling mechanisms available at railway stations. Europeans aged 40-54 and 55 or older are most likely to be dissatisfied with the complaint-handling mechanisms (20% and 20%, respectively), followed by those aged 15-24 and 25-39 (16% and 16%, respectively).

Respondents who left education aged 20 or older are slightly less likely to be satisfied with the existing complaint-mechanisms at railway stations compared with those who left education aged 20 or older or 15 or younger (34% vs. 38% and 37%, respectively). The most likely to be satisfied with complaint-handling mechanisms at railway stations are respondents who are still studying (48%). Moreover, the proportion of those who are dissatisfied is also highest among respondents with the highest levels of education (21% vs. 15% among those who left education with 15 or younger).

Respondents who are self-employed or are employees are the most likely to be dissatisfied with the current easy and accessible complaint-handling mechanisms (22% and 20%, respectively), compared with those who are manual workers or are not working (both 17%).

Experience of using railway services

More than four in ten respondents who use international, national, regional or suburban trains are satisfied with the complaint-handling mechanisms at railway stations (41%), while only 20% are dissatisfied. Frequency of use does not really have an impact on satisfaction. Indeed the difference between satisfaction and dissatisfaction is similar among regular, occasional and rare users (between +23 points and +21 points of satisfaction).

Respondents who use suburban trains are more likely to be satisfied with the existing complaint-mechanisms at railway stations compared with respondents who say that they never use these trains (43% vs. 32%). Despite this, the proportion of those who are dissatisfied with this feature of railway stations is slightly higher among respondents who use suburban trains (20% vs. 17%).

A similar conclusion can be made for the users of international, national or regional trains: respondents who use these trains are also more likely to be satisfied with the provision of information on train timetables compared with those who never use these trains (41% vs. 29%). However, the proportion of those who are dissatisfied is significantly higher among those who mentioned that they use these trains (21% vs. 15%).

Respondents who use international, national or regional trains at least once a week (45%) are more likely to be satisfied than those who use them several times a month or several times a year (42%) or those who use these trains once a year or less (39%). However, if we compare the difference between satisfaction and dissatisfaction across these three categories, we find fairly similar satisfaction levels.

Regular suburban train users (46%) are more likely to be satisfied with these mechanisms than occasional users (42%) or those who use them once a year or less (44%). However, the difference between satisfaction and dissatisfaction suggests that respondents who use them once a year or less are much more satisfied than more frequent suburban train users (+28 points vs. +20 points and +22 points).

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

Easy and accessible complaint- handling mechanisms

	Total 'Satisfied'	Total 'Dissatisfied'	Not applicable (SPONTANEOUS)	Don't know
EU	37%	18%	22%	23%
All trains users				
At least once a week	46%	23%	15%	16%
Several times monthly/year	42%	21%	18%	19%
Once a year/less	39%	16%	21%	24%
Never	26%	14%	32%	28%
Total 'At least once'	41%	20%	19%	20%
International, national or regional trains				
At least once a week	45%	22%	14%	19%
Several times monthly/year	42%	22%	18%	18%
Once a year/less	39%	18%	20%	23%
Never	29%	15%	30%	26%
Suburban trains				
At least once a week	46%	24%	15%	15%
Several times monthly/year	42%	22%	18%	18%
Once a year/less	44%	16%	19%	21%
Never	32%	17%	26%	25%

Base: all respondents except MT and CY (n= 26034)

Europeans whose main use of trains is leisure are more likely to be dissatisfied with complaint-handling mechanisms. 23% of those who primarily use trains to go to work and 25% of those who most frequently use trains for business trips are dissatisfied compared with 19% of those who use trains for holidays and 18% of those who use them for other leisure activities.

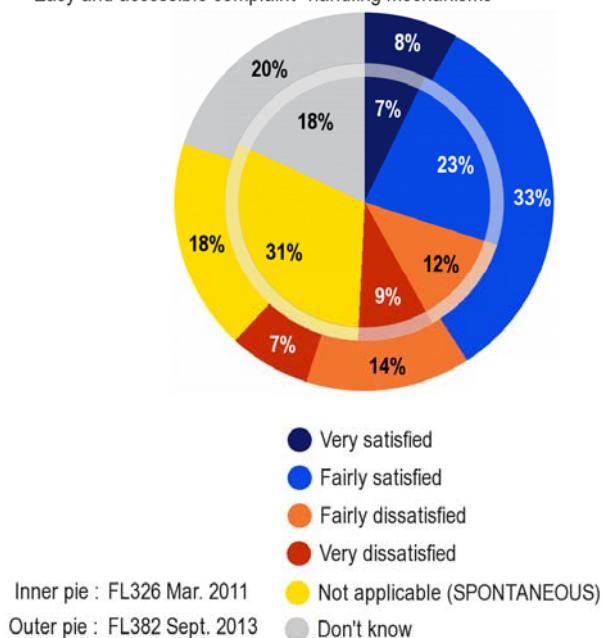
Europeans with accessibility issues are more likely to say that they are dissatisfied with complaint- handling mechanisms (23% vs. 18% without these issues).

Comparison with 2011

There has been a notable increase in the proportion of Europeans who are satisfied with complaint handling mechanisms in railway stations compared with the previous survey wave in 2012. Currently, over four in ten respondents (41%) are satisfied with these services, a proportion that has increased by eleven percentage points compared with 2012 (41% compared with 30%). This increase is due to a drop in the proportion of respondents who do not know how to answer this question, rather than to a decrease in dissatisfaction with these services. Currently, over one in five respondents is unsatisfied with these mechanisms, a proportion that has remained stable compared with 2012 (both 21%).

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

Easy and accessible complaint- handling mechanisms





























Base: those who travel by international, national or regional train once a year or less (n= 17534) ¹⁰

There have been large changes in several European countries in terms of levels of satisfaction with complaint mechanisms in railway stations. The largest increases in satisfaction are in France (+29), Latvia (+27) and Finland (+22), and the largest decreases in satisfaction are in Estonia (-15), Italy (-9). However, the fall is less easily interpretable in Estonia as the decrease is accompanied by a 27 percentage point increase in respondents saying that they don't know.

¹⁰ Results for FL326 only considered those who used national or regional trains at least once in the last 12 months.

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

Easy and accessible complaint- handling mechanisms

	Total 'Satisfied'		Total 'Dissatisfied'		Don't know	
	FL382	Diff FL382 - FL326	FL382	Diff FL382 - FL326	FL382	Diff FL382 - FL326
EU	41%	+11	21%	=	20%	+2
 FR	57%	+29	20%	=	11%	+1
 LV	44%	+27	9%	+1	26%	-3
 FI	40%	+22	11%	=	42%	+14
 ES	57%	+21	18%	+5	15%	+1
 BE	53%	+18	11%	=	8%	-4
 EL	47%	+18	28%	-2	12%	+4
 HU	38%	+17	18%	+3	19%	+3
 UK	58%	+17	10%	-5	17%	-3
 RO	40%	+16	31%	+8	19%	-2
 PL	26%	+13	17%	-8	22%	=
 LT	32%	+10	4%	=	16%	-13
 PT	49%	+9	17%	+7	24%	+6
 LU	55%	+7	9%	-4	13%	+3
 DE	35%	+6	25%	-4	18%	+2
 SK	33%	+6	18%	+5	28%	+10
 BG	27%	+5	26%	-3	27%	+1
 NL	30%	+4	17%	+3	27%	+12
 SE	30%	+4	17%	-6	39%	+13
 DK	25%	-1	14%	-2	39%	+18
 AT	35%	-2	16%	-9	20%	-4
 IE	59%	-4	15%	=	11%	-1
 SI	36%	-4	16%	+3	31%	-6
 CZ	26%	-5	7%	-10	46%	+26
 IT	25%	-9	32%	+6	26%	+6
 EE	12%	-15	4%	-4	75%	+27
 HR	42%	NA	18%	NA	29%	NA

Base: those who travel by international, national or regional train once a year or less (n= 17534) ¹¹

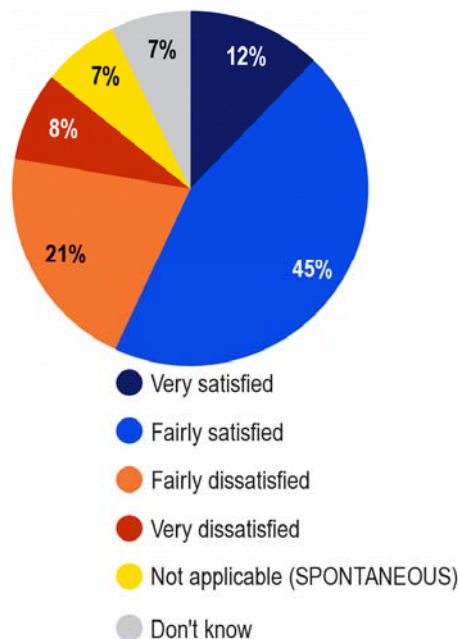
¹¹ Results for FL326 only considered those who used national or regional trains at least once in the last 12 months.

2.4. Cleanliness and maintenance

Respondents were also asked if they are satisfied with the cleanliness and maintenance of railway stations in their country. Over half of respondents are satisfied with the current maintenance of stations (57%). However, roughly one third of respondents (29%) are dissatisfied with the cleanliness of stations.

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

Cleanliness and good maintenance of stations



Base: all respondents except MT and CY (n= 26034)

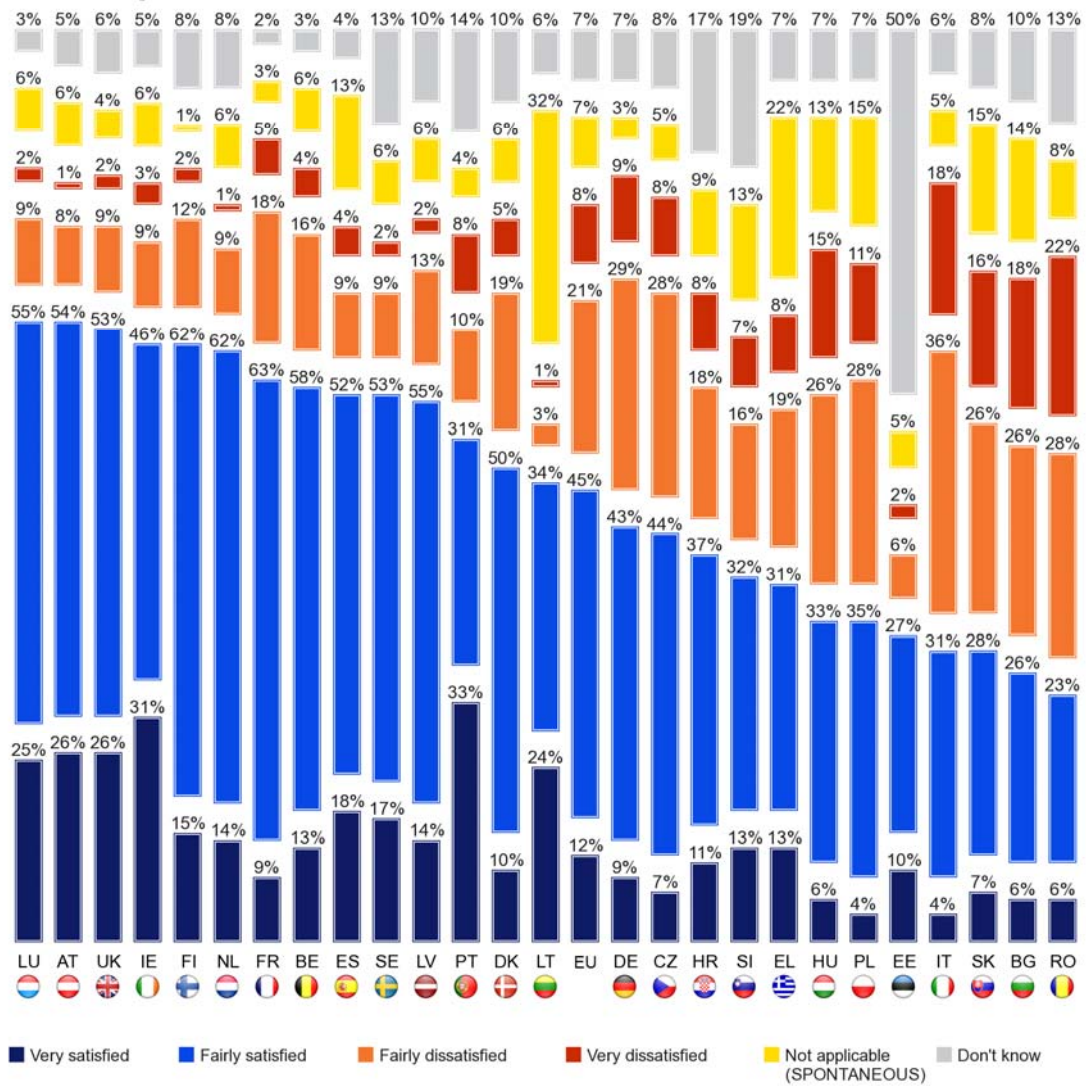
As with the other questions on satisfaction, there are variations between EU Member States in terms of how satisfied respondents are with the cleanliness and maintenance of railway stations. Respondents are most satisfied in Luxembourg (80%), Austria (80%) and the United Kingdom (79%). At the other end of the spectrum, respondents are most dissatisfied with the cleanliness and good maintenance of stations in Bulgaria (44%), Romania (50%) and Italy (54%).

More Europeans are dissatisfied than satisfied with the cleanliness and maintenance of railway stations in Romania (50% vs. 29%), Bulgaria (44% vs. 32%), Slovakia (42% vs. 35%), Italy (54% vs. 35%) and Hungary (41% vs. 39%). Poland has equal proportions satisfied and dissatisfied (both 39%).

In relative terms, respondents are most satisfied with cleanliness and maintenance of railway stations Austria (80% vs. 9%; +71), Luxembourg (80% vs. 11%; +69) and the United Kingdom (79% vs. 11%; +68).

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

Cleanliness and good maintenance of stations



Base: all respondents except MT and CY (n= 26034)

Socio-demographic analysis

Respondents in different socio-demographic groups have different views about the cleanliness and maintenance of railway stations in EU Member States.

Regarding satisfaction with cleanliness and maintenance of railway stations, the age, level of education and the type of areas where respondents live do not seem to be so discriminant factors contrary to what can be observed for the other features of railway stations tested. Despite this, the proportion of those who are dissatisfied is also highest among respondents with the highest levels of education (31% vs. 21% among those who left education with 15 or younger) and among those living in small or medium size towns (32% vs. 26% and 29% for those living in rural villages or large cities, respectively).

Experience of using trains

More than six in ten respondents who use international, national, regional or suburban trains are satisfied with the cleanliness and good maintenance of stations (63%). The more often respondents take the train, the more they seem satisfied. As many as 67% of respondents who use the trains at least once a week say that they are satisfied, compared with 65% of those who do so several times a month/year and 60% of those who take the train once a year or less. Respondents who never take the train are far less likely to be satisfied than train users, with only 41% of this group being so.

There are slight differences between the levels of satisfaction of users of international, national or regional trains. The difference between satisfaction and dissatisfaction shows that respondents who use these trains several times a month/year are more likely to be satisfied (+34) than those who do so only once a year or less (+30) or who use them at least once a week (+27).

The situation is different for suburban train users. Respondents who use suburban trains at least once a week are more likely to be satisfied than dissatisfied with the cleanliness and good maintenance of stations (+40) than those who do so several times a month or year (+36) or who use them once a year or less (+32).

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

Cleanliness and good maintenance of stations

	Total 'Satisfied'	Total 'Dissatisfied'	Not applicable (SPONTANEOUS)	Don't know
EU	57%	29%	7%	7%

All trains users

At least once a week	67%	32%	0%	1%
Several times monthly/year	65%	32%	1%	2%
Once a year/less	60%	32%	3%	5%
Never	41%	20%	21%	18%
Total 'At least once'	63%	32%	2%	3%

International, national or regional trains

At least once a week	63%	36%	0%	1%
Several times monthly/year	66%	32%	1%	1%
Once a year/less	62%	32%	2%	4%
Never	44%	21%	19%	16%

Suburban trains

At least once a week	69%	29%	1%	1%
Several times monthly/year	67%	31%	1%	1%
Once a year/less	63%	31%	3%	3%
Never	50%	27%	12%	11%

Base: all respondents except MT and CY (n= 26034)

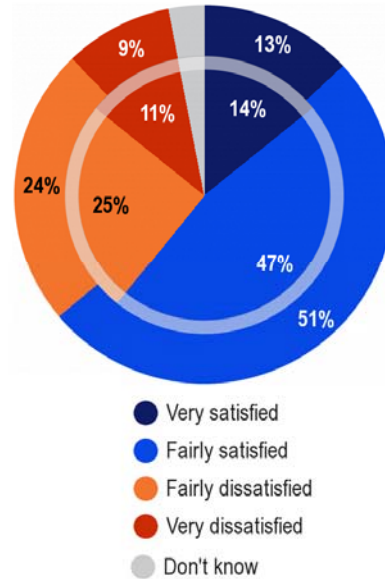
Respondents who use trains mostly for business trips (42%) or holidays (35%) are more likely to be dissatisfied with station cleanliness than those who use trains mostly for travel to work, school or holiday (32%) or for other leisure activities (29%).

Comparison with 2011

In this survey, a slightly larger proportion of Europeans report being satisfied with the maintenance and cleanliness of railway stations than in 2011. Currently, over six in ten Europeans (64%) are satisfied with the cleanliness of railway stations, a proportion that has increased by three percentage points compared with 2011 (61%).

Q4a.4T2. Are you satisfied or not with the following features of railway stations in (OUR COUNTRY)?

Cleanliness and good maintenance of stations



Inner pie : FL326 Mar. 2011

Outer pie : FL382 Sept. 2013



























Base: those who travel by international, national or regional train once a year or less, excluding those who said 'Not applicable' (n= 17295) ¹²

There were double digit increases in satisfaction with the cleanliness of railway stations in seven EU Member States. The largest increases in satisfaction levels are in Poland (+21) and Estonia (+16). This is notable because Estonia is a country where satisfaction levels on other indicators have decreased compared with the previous survey waves. The largest decreases in satisfaction with the cleanliness and maintenance of railway stations in the EU are in Portugal (-7), Romania (-9) and Italy (-10).

¹² Results for FL326 only considered those who used national or regional trains at least once in the last 12 months.

Q4a.4T2 Are you satisfied or not with the following features of railway stations in
(OUR COUNTRY)?

Cleanliness and good maintenance of stations

	Total 'Satisfied'		Total 'Dissatisfied'		Don't know	
	FL382	Diff FL382 - FL326	FL382	Diff FL382 - FL326	FL382	Diff FL382 - FL326
EU	64%	+3	33%	-3	3%	=
 BE	76%	+1	22%	-1	2%	=
 BG	41%	=	55%	-2	4%	+2
 CZ	55%	+10	42%	-12	3%	+2
 DK	69%	+13	25%	-12	6%	-1
 DE	58%	+5	39%	-3	3%	-2
 EE	69%	+16	14%	-12	17%	-4
 IE	85%	=	14%	=	1%	=
 EL	62%	=	36%	-1	2%	+1
 ES	81%	-6	15%	+2	4%	+4
 FR	76%	+6	24%	-5	0%	-1
 IT	40%	-10	59%	+10	1%	=
 LV	77%	+2	19%	-4	4%	+2
 LT	91%	+4	6%	-4	3%	=
 LU	86%	+1	13%	=	1%	-1
 HU	49%	+7	50%	-6	1%	-1
 AT	88%	+13	11%	-10	1%	-3
 NL	85%	+13	13%	-8	2%	-5
 PL	48%	+21	48%	-23	4%	+2
 PT	73%	-7	23%	+4	4%	+3
 RO	34%	-9	62%	+6	4%	+3
 SI	63%	-5	32%	+3	5%	+2
 SK	42%	+2	53%	-6	5%	+4
 FI	82%	=	14%	-1	4%	+1
 SE	79%	+11	13%	-2	8%	-9
 UK	85%	+8	13%	-6	2%	-2
 HR	57%	NA	39%	NA	4%	NA

Base: those who travel by international, national or regional train once a year or less, excluding those who said 'Not applicable' (n= 17072) ¹³

¹³ Results for FL326 only considered those who used national or regional trains at least once in the last 12 months.

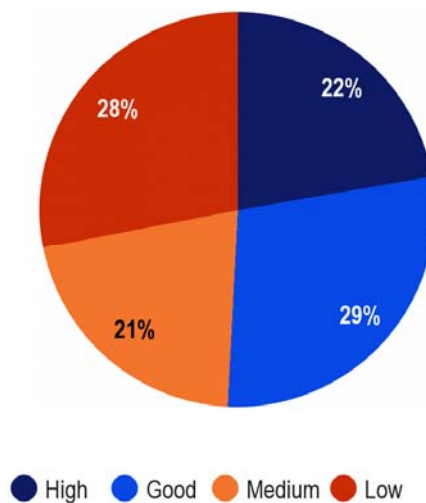
2.5. Satisfaction index of railway stations

In addition to surveying Europeans on their satisfaction levels of various aspects of railway stations, an index was created based on all four satisfaction questions to get an overall understanding of Europeans' satisfaction with railway stations. The index ranks Europeans' according to four satisfaction levels:

- Respondents who are ranked as having "high" satisfaction answered that they are satisfied with all four elements of railway stations.
- Respondents who are ranked as having "good" satisfaction with railway stations answered that they were satisfied with three elements of rail stations.
- Respondents are ranked as "medium" if they were satisfied with two elements of railway stations.
- Respondents are ranked as having "low" satisfaction if they were satisfied with only one or zero elements of railway stations.

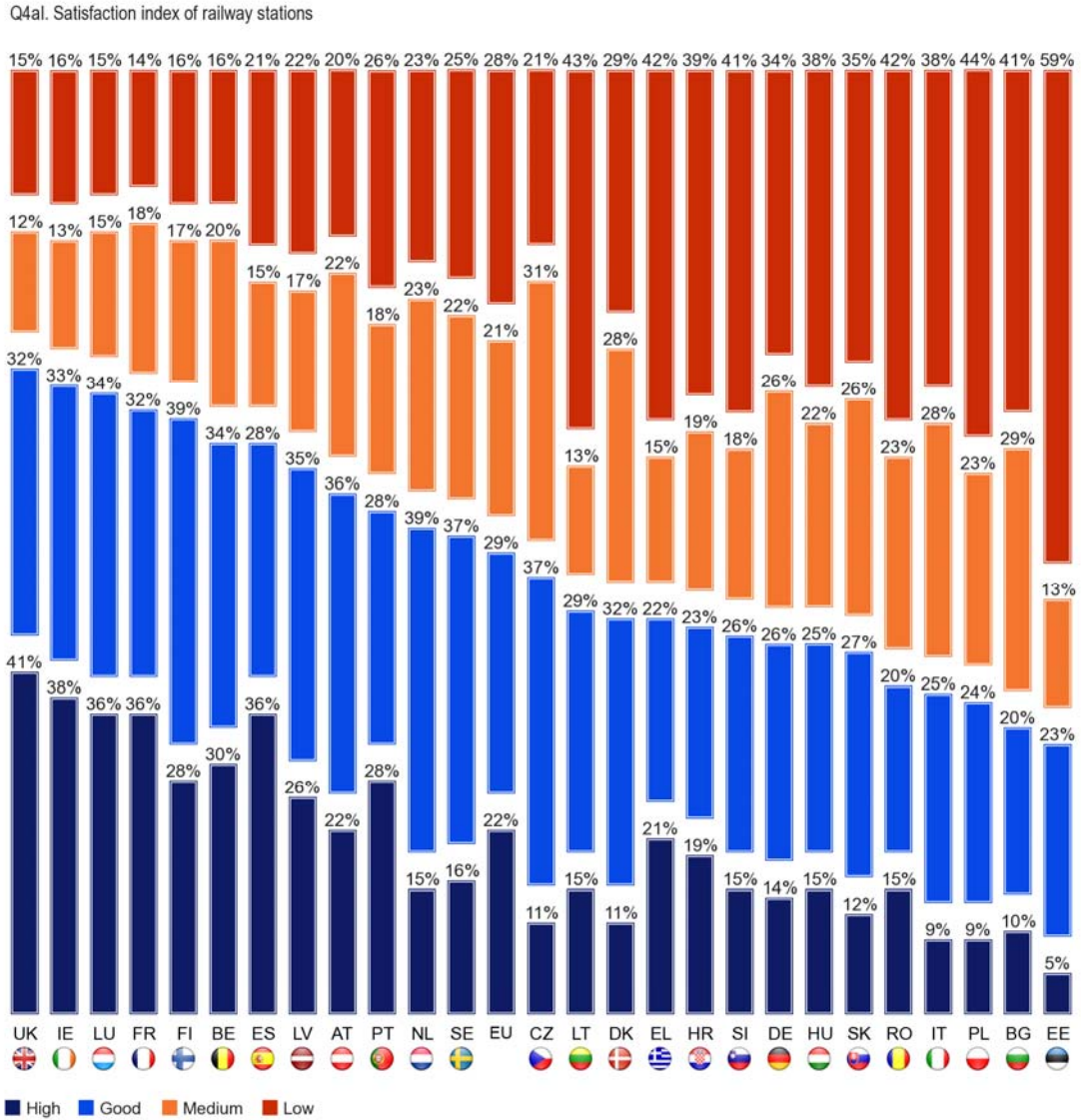
Overall, roughly one in five Europeans has "high" satisfaction levels (22%), roughly three in ten has "good" satisfaction levels (29%), roughly one in five has medium satisfaction levels (21%), and roughly three in ten has "low" satisfaction levels.

Q4a1. Satisfaction index of railway stations



Base: all respondents except MT and CY (n= 26034)

Europeans’ overall satisfaction with railway stations varies across the EU but follows a similar trend to satisfaction levels on individual questions. Respondents are most likely to have either “high” or “good” satisfaction levels with railway stations in the United Kingdom (73%), Ireland (71%), and Luxembourg (70%). Respondents were least likely to have “high” or “good” overall satisfaction in Estonia (28%), Bulgaria (30%) and Poland (33%).



Base: all respondents except MT and CY (n= 26034)

Experience of using trains

Nearly six in ten respondents who use international, national, regional or suburban trains have either a "high" or "good" satisfaction index with railway stations (58%). Respondents who use the trains at least once a week are slightly more likely to have a "high" satisfaction index than those who use the train several times a month or year, or who do so only once a year or less (30% vs. 25% and 23%).

The same logic applies to respondents who use international, national or regional trains and those who use suburban trains. However, it is worth noting that regular suburban train users are more likely to be satisfied with railway stations than regular international, national or regional train users.

Q4a.T2I - Satisfaction index of railway stations

	High	Good	Median	Low
TOTAL	22%	29%	21%	28%
All trains users				
At least once a week	30%	32%	23%	15%
Several times month/year	25%	35%	24%	16%
Once a year/less	23%	30%	23%	24%
Never	14%	18%	15%	53%
Total 'At least once'	25%	33%	23%	19%
International, national or regional trains				
At least once a week	28%	32%	24%	16%
Several times month/year	27%	34%	24%	15%
Once a year/less	24%	31%	23%	22%
Never	16%	20%	16%	48%
Suburban trains				
At least once a week	31%	32%	23%	14%
Several times month/year	26%	35%	23%	16%
Once a year/less	27%	32%	21%	20%
Never	18%	24%	20%	38%

Base: all respondents except MT and CY (n= 26034)

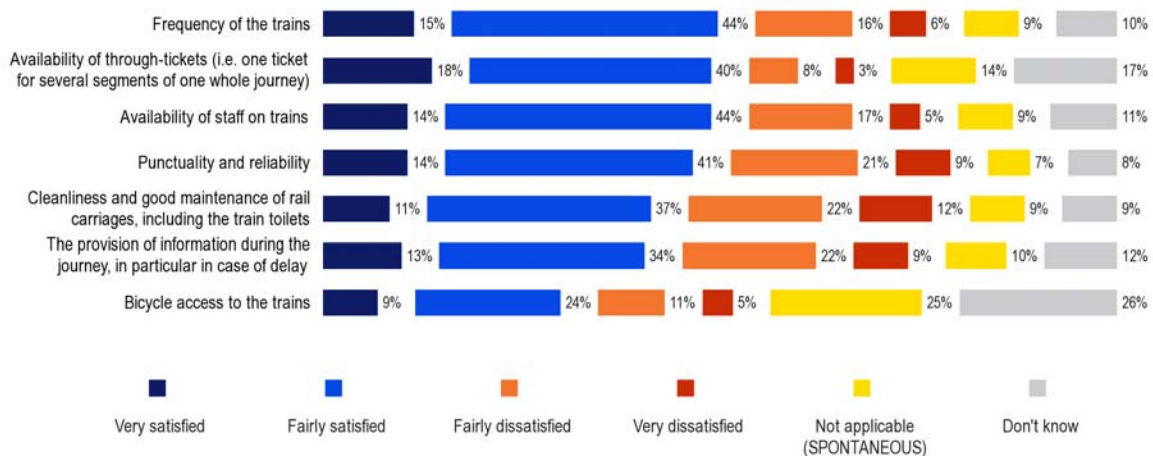
III. SATISFACTION WITH RAILWAY TRAVEL

In addition to surveying Europeans on their satisfaction with various aspects of railway stations, this report examines Europeans' satisfaction with railway travel. Respondents were asked whether they were satisfied with various aspects of their railway travels in order to measure satisfaction with certain available services. Some of the questions asked in this survey were also asked in 2011, and where applicable comparisons with the previous survey wave are provided. However, as with the other questions in this report, the target for the 2011 and the current survey were slightly different – the previous survey considered only respondents who had used international, national and regional trains in the previous 12 months, whereas this survey examines the views of the overall European population in countries with rail services. The questions where comparisons are available include: Europeans' views on the frequency of trains, satisfaction with punctuality and reliability, the provision of information on delays during rail journeys, the availability of staff on trains, and the maintenance and cleanliness of rail carriages.

More respondents are satisfied than dissatisfied with each of aspect of railway travel surveyed here.

- Respondents are particularly more satisfied than dissatisfied about frequency of the trains (+37), availability of through tickets (+47), availability of staff on trains (+36) and punctuality and reliability (+25).
- However, Europeans are considerably less positive in their assessment of provision of information during the journey particularly in case of delay (+16), bicycle access to the trains (+17) and cleanliness and maintenance of rail carriages including the train toilets (+14).
- More respondents are satisfied than dissatisfied with the availability of through tickets and the availability of staff on trains in every Member State.
- More respondents are satisfied than dissatisfied with the frequency of trains in every Member State except Bulgaria (where the proportions are equal).
- The only Member States where more respondents are dissatisfied with punctuality and reliability of trains are Italy (44% vs. 42%) and Poland (40% vs. 36%).
- There is a wide range of levels of dissatisfaction with the provision of information during the journey across Member States. Nearly half of respondents in France are dissatisfied with this aspect of railway travel (47%).
- Dissatisfaction with cleanliness of carriages also varied widely across Member States. More than half of those surveyed in Italy (59%), Romania (53%) and Bulgaria (52%) say that they are dissatisfied with the cleanliness of rail carriages.

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



Base: all respondents except MT and CY (n= 26034)

- On average, a majority of respondents are satisfied with each of the services related to travelling by train that was surveyed -

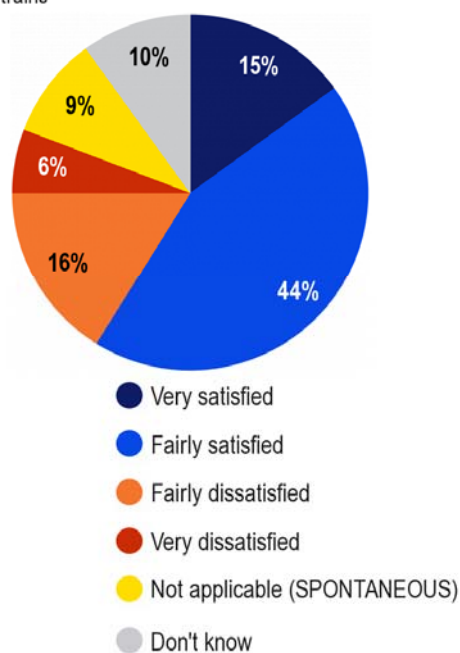
3.1. Frequency of trains

Respondents across the EU tend to be positive about the frequency of trains in their country.

Across the EU, an absolute majority of Europeans are satisfied with the frequency of trains in their country (59%).

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

Frequency of the trains



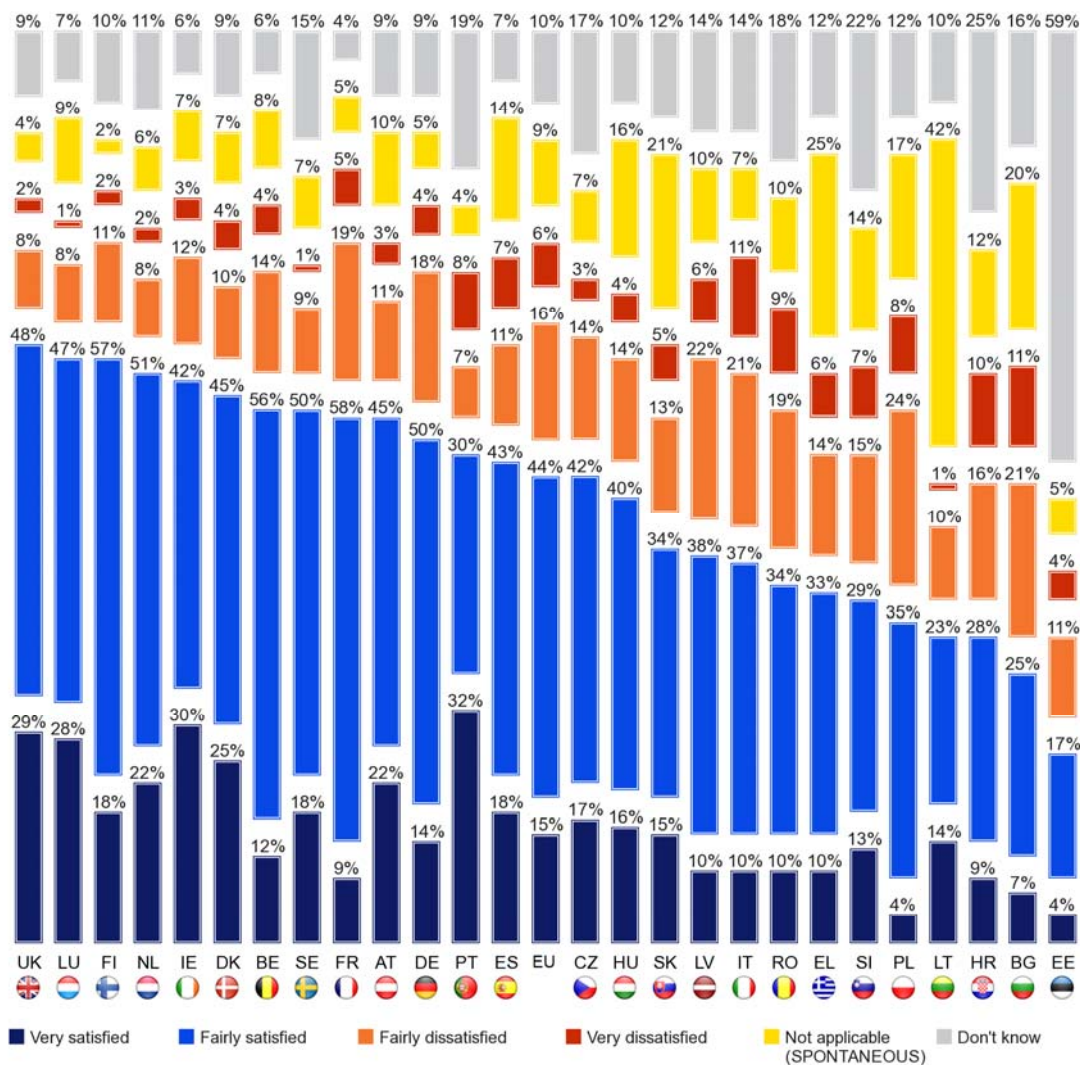
Base: all respondents except MT and CY (n= 26034)

Respondents are most satisfied with this aspect of train travel in the United Kingdom (77%), followed by Luxembourg (75%) and Finland (75%). However, at the other end of the spectrum respondents are less satisfied with these services in Estonia (21%), Lithuania (37%), Croatia and Bulgaria (37% for both). An absolute majority of respondents are satisfied with the frequency of trains in 15 Member States. All 13 Member States where the satisfaction with the frequency of trains is not shared by an absolute majority of respondents are Eastern European Member States with only 2 exceptions: Italy (47%) and Greece (43%).

A relative majority of Europeans in all Member States are satisfied with the frequency of trains, with the exception of Bulgaria where there are equal proportions. Respondents are most satisfied in the United Kingdom (77% vs. 10%; +67), Luxembourg (75% vs. 9%; +66) and the Netherlands (73% vs. 10%; +63) and least satisfied in Bulgaria (32% vs. 32%; +0), Estonia (21% vs. 15%; +6) and Poland (39% vs. 32%; +7).

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

Frequency of the trains



Base: all respondents except MT and CY (n= 26034)

Socio-demographic analysis

Across the EU, respondents from different socio-demographic groups have substantially different views on the frequency of trains in their country.

Notably, younger respondents are more satisfied with the frequency of trains than older Europeans. Europeans aged 15-24 are the most likely to be satisfied with the frequency of trains (70%), followed by those aged 25-39 (60%). Those aged 55 or older are the least satisfied (55%).

Experience of using trains

Nearly seven out of ten users of international, national, regional or suburban trains are satisfied with the frequency of trains (68%). It is worth noting that occasional users (several times a month/year) are more satisfied with train frequency than regular users (those who use trains at least once a week). Indeed, the difference between satisfaction and dissatisfaction is greater for this group than for regular users (+50 vs. +44). Those who use the train only once a year or less are the least satisfied users (61%, +37). Although a relative majority of non-users are satisfied with train frequency (36% are satisfied and 17% are dissatisfied), their level of satisfaction is far lower than that of users. This might be one of the reasons for them never using trains, whether at international, national, regional or suburban level.

The same pattern is observed for international, national or regional users and suburban users. Respondents taking both types of trains several times a month or year have a higher proportion of satisfied users than regular users.

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

	Total 'Satisfied'	Total 'Dissatisfied'	Not applicable (SPONTANEOUS)	Don't know
EU	59%	22%	9%	10%
All trains users				
At least once a week	70%	26%	1%	3%
Several times month/year	72%	22%	2%	4%
Once a year/less	61%	24%	6%	9%
Never	36%	17%	24%	23%
Total 'At least once'	68%	23%	3%	6%
International, national or regional trains				
At least once a week	68%	30%	0%	2%
Several times month/year	74%	22%	1%	3%
Once a year/less	65%	23%	4%	8%
Never	40%	17%	22%	21%
Suburban trains				
At least once a week	71%	25%	1%	3%
Several times month/year	74%	21%	2%	3%
Once a year/less	67%	23%	4%	6%
Never	50%	20%	14%	16%

Base: all respondents except MT and CY (n= 26034)

Respondents who primarily use trains to go to work or school (27%) and those who most frequently use trains for business trips (29%) are more dissatisfied than those who use them for holidays (25%) or other leisure activities (19%).

Europeans with accessibility issues are more likely to say that they are dissatisfied with frequency of the trains than those without accessibility issues (25% vs. 21%).



























Relationship to other satisfaction variables

Respondents who are satisfied with other aspects of train journeys are also more likely to be satisfied with the frequency of trains in their country. In particular, respondents who are more satisfied with the availability through tickets or staff availability are more likely to be satisfied with the frequency of trains.

Comparison with 2011

In some individual EU Member States, there have been large changes in satisfaction with the frequency of trains compared with when this question was previously asked in the previous survey wave. The largest increases in satisfaction with train frequency are in Lithuania (+10), Greece (+9), Austria (+9) and Poland (+9). There was a double-digit drop in the satisfaction level in Italy (-15) and also large decreases in satisfaction in Portugal (-7) and Bulgaria (-7).

Q5a.1T2 Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?
Frequency of the trains

	Total 'Satisfied'		Total 'Dissatisfied'		Don't know	
	FL382	Diff. FL382 - FL326	FL382	Diff. FL382 - FL326	FL382	Diff. FL382 - FL326
EU	71%	-1	24%	+1	5%	=
 LT	74%	+10	22%	-3	4%	-7
 EL	66%	+9	27%	-11	7%	+2
 AT	79%	+9	16%	-6	5%	-3
 PL	52%	+9	40%	-10	8%	+1
 NL	86%	+8	9%	-3	5%	-5
 SI	64%	+3	29%	-4	7%	+1
 IE	80%	+2	18%	-2	2%	=
 FR	74%	+1	25%	+2	1%	-3
 SK	66%	+1	25%	=	9%	-1
 UK	85%	+1	12%	-1	3%	=
 LU	87%	=	10%	=	3%	=
 DK	80%	-1	15%	+2	5%	-1
 SE	78%	-1	13%	-1	9%	+2
 BE	77%	-2	20%	+3	3%	-1
 DE	72%	-2	23%	+5	5%	-3
 RO	57%	-2	35%	+1	8%	+1
 CZ	71%	-3	20%	-4	9%	+7
 EE	45%	-3	33%	-8	22%	+11
 LV	58%	-3	37%	+2	5%	+1
 ES	72%	-5	22%	+2	6%	+3
 HU	72%	-5	24%	+6	4%	-1
 FI	80%	-6	15%	+4	5%	+2
 BG	46%	-7	43%	+5	11%	+2
 PT	74%	-7	19%	+4	7%	+3
 IT	58%	-15	34%	+8	8%	+7
 HR	53%	NA	37%	NA	10%	NA

Base: those who travel by international, national or regional train once a year or less, excluding those who said 'Not applicable' (n= 17065) ¹⁴

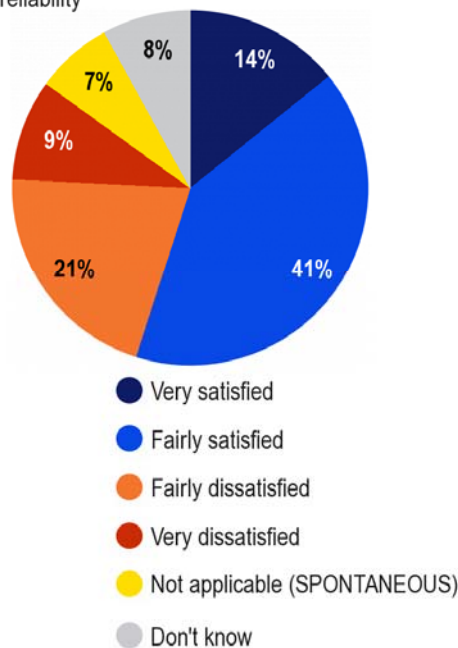
¹⁴ Results for FL326 only considered those who used national or regional trains at least once in the last 12 months.

3.2. Punctuality and reliability

A second aspect of rail journeys discussed in this report is Europeans' satisfaction with the punctuality and reliability of rail services in their country. Over half of Europeans are satisfied with this aspect of train journeys.

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

Punctuality and reliability



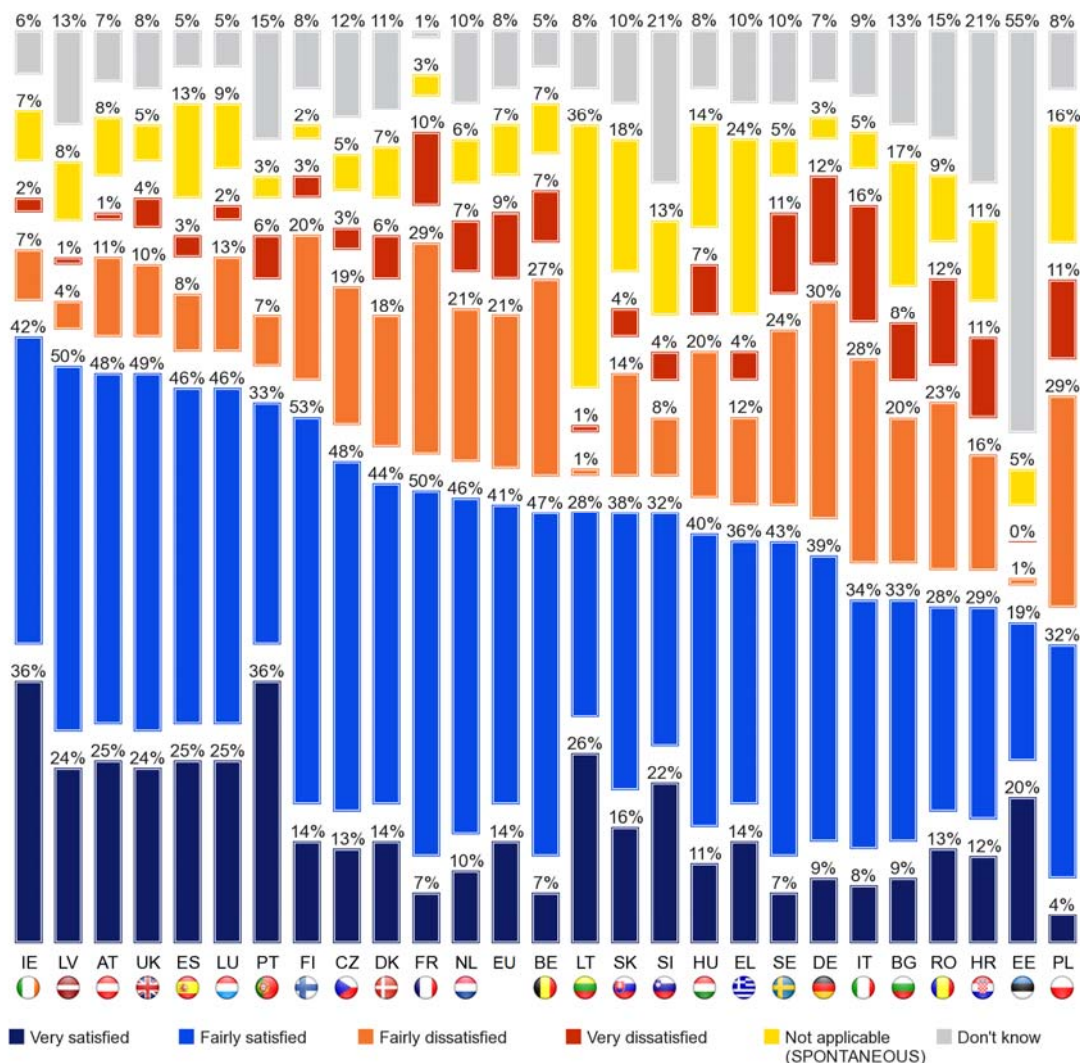
Base: all respondents except MT and CY (n= 26034)

A majority of respondents in 19 Member States are satisfied with the punctuality of their railway travel. Respondents are most likely to be satisfied with the punctuality and reliability of train services in Ireland (78%), Latvia (74%) and Austria (73%), whereas the least likely to be satisfied are respondents in Poland (36%), Estonia (39%), Croatia and Romania (41%). The highest dissatisfaction levels with the punctuality and reliability of train services are recorded in Italy (44%), Germany (42%), and Poland (40%).

When looking at these results in relative terms, the only Member States where more respondents are more dissatisfied than satisfied with punctuality and reliability of trains are Italy (44% to 42%) and Poland (40% to 36%).

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

Punctuality and reliability



Base: all respondents except MT and CY (n= 26034)

Socio demographics

Respondents from different socio-demographic groups do not have very different views on the punctuality and reliability of rail services.

However, younger respondents are more dissatisfied with the punctuality and reliability of trains services than older Europeans. Europeans aged 15-24 and aged 25-39 are the most likely to be dissatisfied with punctuality and reliability (37% and 33%, respectively), followed by those aged 40-54 and aged 55 or older (29% and 26%, respectively).

Experience of using railway services

More than six in ten users of international, national, regional or suburban trains are satisfied with the punctuality and reliability of railway travel (62%). It is worth noting that regular train users are least satisfied with these aspects. Indeed, they have a net satisfaction rate of +18 points (58% satisfied and 40% dissatisfied) whereas occasional users and those who take the trains only once a year or less have higher net satisfaction rates for the punctuality and reliability of railway travel (+33 and +29 respectively).

Respondents who say that they never use international, national or regional trains have lower net satisfaction with the punctuality and reliability of these services (+16 vs. +29). Respondents who use these services more frequently are also less likely to be satisfied. Respondents who use international, national or regional trains at least once a week (58%) or those who use them several times a month or several times a year (64%) are less likely than to be satisfied with punctuality and reliability of these services than respondents who use these trains once a year or less (60%).

Respondents who never use suburban trains have lower net satisfaction with the punctuality and reliability of these services than respondents who have used these trains (+20 vs. +29). They are least likely to be satisfied with punctuality and reliability of rail services compared with respondents that use suburban trains.

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

	Total 'Satisfied'	Total 'Dissatisfied'	Not applicable (SPONTANEOUS)	Don't know
EU	55%	30%	7%	8%
All trains users				
At least once a week	58%	40%	0%	2%
Several times month/year	65%	32%	1%	2%
Once a year/less	60%	31%	4%	5%
Never	36%	22%	22%	20%
Total 'At least once'	62%	33%	2%	3%
International, national or regional trains				
At least once a week	58%	40%	0%	2%
Several times month/year	64%	34%	1%	1%
Once a year/less	60%	32%	3%	5%
Never	39%	23%	20%	18%
Suburban trains				
At least once a week	57%	41%	1%	1%
Several times month/year	66%	30%	2%	2%
Once a year/less	61%	32%	3%	4%
Never	48%	28%	12%	12%

Base: all respondents except MT and CY (n= 26034)

Europeans with accessibility issues are equally as likely to be dissatisfied with punctuality and reliability as respondents without these issues (both 30%).



























Relationship to other satisfaction variables

As with other satisfaction variables discussed, respondents satisfied with all the other aspects of train journeys are also more likely to be satisfied with the punctuality and reliability of trains. For instance, respondents who are satisfied with the provision of information, train frequency or the cleanliness of trains are also more likely to be satisfied with the punctuality and reliability of trains.

Comparison with 2011

Again, there are notable changes in satisfaction levels in individual EU Member States compared with the previous survey wave. The largest increases in satisfaction with the reliability of rail services are in Finland (+13), France (+7) and in Austria (+7). However, satisfaction has decreased markedly in Italy (-15), Slovakia (-12) and Bulgaria (-10).

Q5a.2T2 Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?
Punctuality and reliability

	Total 'Satisfied'		Total 'Dissatisfied'		Don't know	
	FL382	Diff. FL382 - FL326	FL382	Diff. FL382 - FL326	FL382	Diff. FL382 - FL326
EU	62%	-4	35%	+2	3%	+2
 FI	71%	+13	26%	-15	3%	+2
 FR	62%	+7	38%	-7	0%	=
 AT	83%	+7	14%	-6	3%	-1
 SE	58%	+5	38%	-7	4%	+2
 BE	60%	+1	38%	-1	2%	=
 DE	53%	+1	45%	-1	2%	=
 EL	74%	+1	22%	-4	4%	+3
 PL	45%	+1	50%	-2	5%	+1
 CZ	70%	=	26%	-3	4%	+3
 IE	88%	-1	10%	-1	2%	+2
 LT	94%	-2	3%	=	3%	+2
 LU	82%	-2	16%	+1	2%	+1
 RO	51%	-3	45%	+2	4%	+1
 DK	68%	-4	26%	=	6%	+4
 ES	84%	-5	13%	+3	3%	+2
 LV	88%	-5	7%	+1	5%	+4
 NL	66%	-6	30%	+7	4%	-1
 UK	81%	-6	16%	+4	3%	+2
 EE	79%	-7	2%	-9	19%	+16
 HU	61%	-7	37%	+7	2%	=
 PT	83%	-8	13%	+5	4%	+3
 SI	76%	-9	18%	+4	6%	+5
 BG	58%	-10	36%	+7	6%	+3
 SK	71%	-12	23%	+9	6%	+3
 IT	48%	-15	49%	+12	3%	+3
 HR	56%	NA	38%	NA	6%	NA

Base: those who travel by international, national or regional train once a year or less, excluding those who said 'Not applicable' (n= 17267) ¹⁵

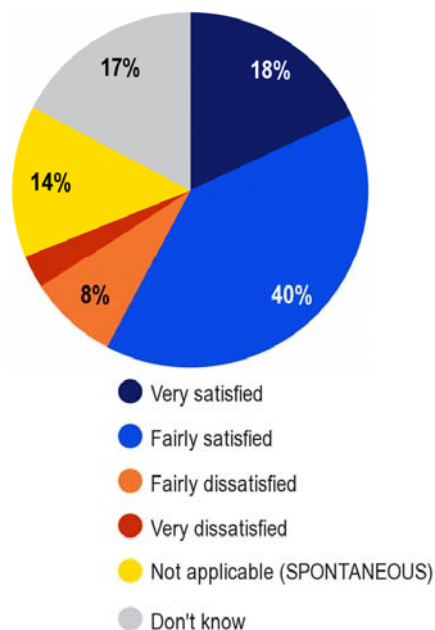
¹⁵ Results for FL326 only considered those who used national or regional trains at least once in the last 12 months.

3.3. Availability of through-tickets

Respondents were also asked if they were satisfied with the availability of through tickets for train journeys in their country. In total, the majority of Europeans are satisfied with the availability of these tickets (58%).

Q5a.5. Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?

Availability of through-tickets (i.e. one ticket for several segments of one whole journey)



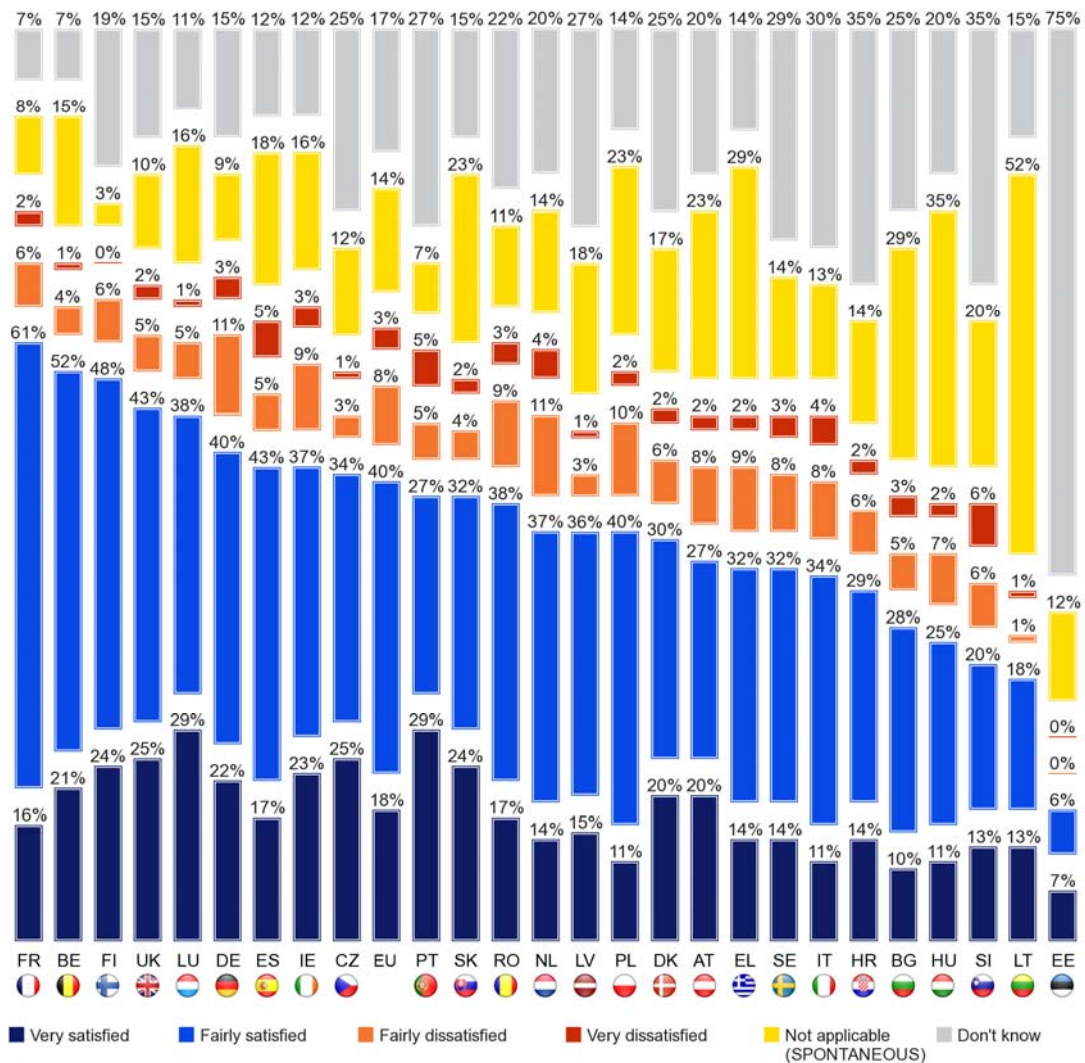
Base: all respondents except MT and CY (n= 26034)

Respondents are most satisfied with the through-ticket offerings in France (77%), Belgium (73%) and Finland (72%). No more than 15% of respondents are dissatisfied with these offerings in any Member State. The highest levels of dissatisfaction are in the Netherlands (15%) and Germany (14%).

Nevertheless, more respondents are satisfied with the availability of through-tickets in each country than are dissatisfied. Although all countries have a relative majority who are satisfied with through tickets, there is still substantial variation between Member States. Large relative majorities of respondents in France (77% vs. 8%; +69), Belgium (73% vs. 5%; +68) and Finland (72% vs. 6%; +66) are satisfied with the availability of through tickets. By contrast, only slim relative majorities of EU citizens in Estonia (13% vs. 0%; +13), Slovenia (33% vs. 12%; +21) and Hungary (36% vs. 9%; +27) are satisfied with the availability of these tickets.

This question was not asked in the previous survey wave, so it is not possible to report on changes in opinion over time for this question.

Q5a.5. Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?
Availability of through-tickets (i.e. one ticket for several segments of one whole journey)



Base: all respondents except MT and CY (n= 26034)

Socio-demographic analysis

Respondents from different socio-demographic backgrounds have different views on the availability of through-tickets at railway stations.

Notably, younger respondents are more satisfied with this element than older Europeans: the net satisfaction (difference of satisfied and dissatisfied) is highest for Europeans aged 15-24 (+62), followed by those aged 25-39 (+51), and those 40-54 (+47). Those aged 55 or older have the lowest net satisfaction (+40%).

Satisfaction with availability of through-tickets at railway stations also differs depending on the level of education. Respondents who are still studying (+61) have the highest net satisfaction with this element; conversely, those who left education aged 15 or younger (+42) show the lowest net satisfaction with this element.

Experience of using railway services

Around two-thirds of international, national, regional or suburban train users say that they are satisfied with the availability of through-tickets. Satisfaction is high among all categories of train users but those who use them most often (at least once a week) are the most satisfied with through-ticketing: 73% of this group are satisfied, compared with 68% of those who use the trains several times a month or year, and 60% of those who do so once a year or less.

Respondents who use international, national or regional trains at least once a week or several times a month/ year have similar levels of satisfaction regarding the availability of through-tickets (72% and 70% respectively). Those who do so only once a year or less are less likely to be satisfied (60%).

Respondents who use suburban trains at least once a week are significantly more satisfied with the availability of through-tickets than those who do so several times a month or year or once a year or less.

Q5a.5 Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?**Availability of through-tickets (i.e. one ticket for several segments of one whole journey)**

	Total 'Satisfied'	Total 'Dissatisfied'	Not applicable (SPONTANEOUS)	Don't know
EU	58%	11%	14%	17%
All trains users				
At least once a week	73%	12%	6%	9%
Several times month/year	68%	13%	8%	11%
Once a year/less	60%	10%	11%	19%
Never	38%	8%	27%	27%
Total 'At least once'	66%	11%	9%	14%
International, national or regional trains				
At least once a week	72%	13%	5%	10%
Several times month/year	70%	12%	8%	10%
Once a year/less	61%	11%	10%	18%
Never	41%	8%	26%	25%
Suburban trains				
At least once a week	75%	11%	5%	9%
Several times month/year	68%	14%	8%	10%
Once a year/less	67%	11%	8%	14%
Never	49%	9%	20%	22%

Relationship to other satisfaction variables

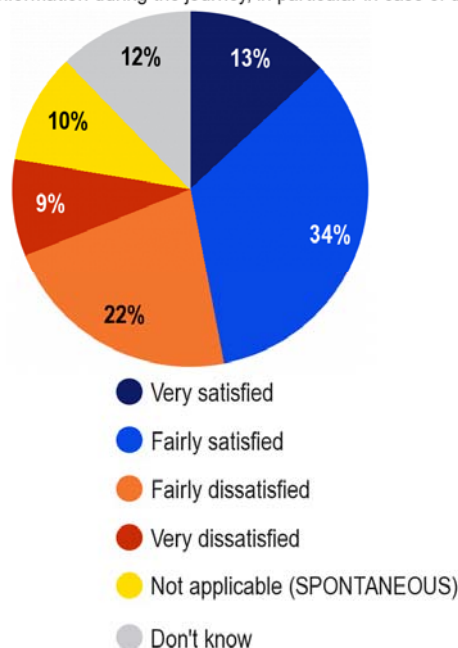
Again, respondents satisfied with the other satisfaction variables are all more likely to be satisfied with the availability of through tickets on trains. Respondents satisfied with the frequency (73% vs. 57%; +16) and satisfied with the bicycle access on trains (79% vs. 63%; +16) are most likely to be satisfied with the availability of through tickets than those dissatisfied with these two satisfaction variables. Respondents who are satisfied with the cleanliness of trains (72% vs. 61%, +11) are least likely to be satisfied with the availability of through-tickets compared with respondents dissatisfied with the cleanliness of trains.

3.4. Provision of information

Another question this survey examined is whether Europeans are satisfied with the provision of information during train journeys, in particular in case of delay. Under half – but still a relative majority - of Europeans are satisfied with the provision of this information (47%).

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



Base: all respondents except MT and CY (n= 26034)

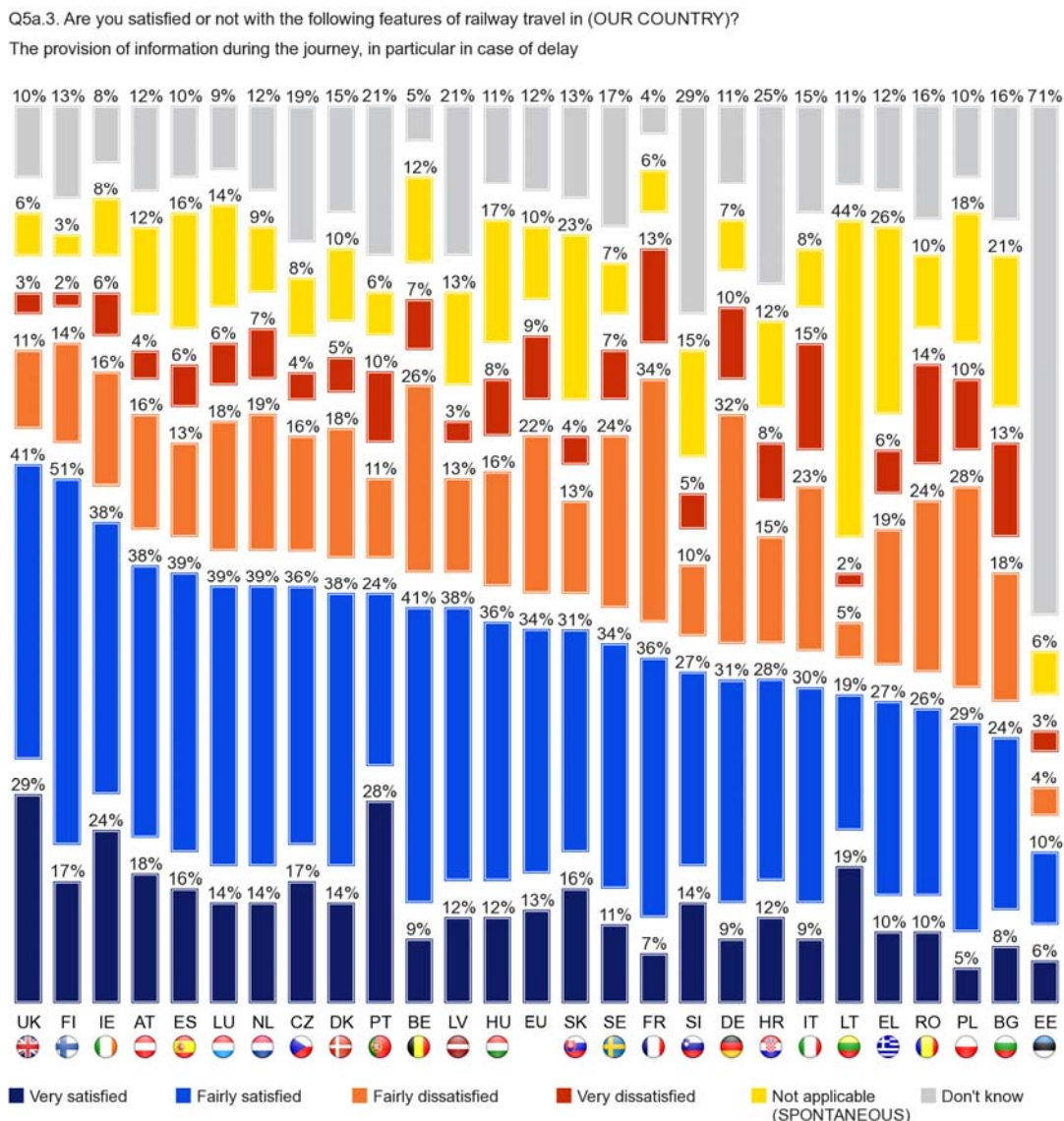
However, respondents are most satisfied with this information in the United Kingdom (70%), Finland (68%) and Ireland (62%).

There is a wide range of levels of dissatisfaction with the provision of information during the journey across Member States.

Although respondents in France are relatively satisfied with their transport, they show very high levels of dissatisfaction with the provision of information during the journey, with nearly half saying they are dissatisfied (47%). Respondents in Germany (42%), Poland (38%) and Romania (38%) also showed high levels of dissatisfaction.

In relative terms, the United Kingdom (70% vs. 14%; +56), Finland (68% vs. 16%; +52) and Ireland (62% vs. 22%; +40) are the countries with the highest proportion of citizens satisfied with the provision of information during train journeys.

Four countries have relative majorities who are dissatisfied with the provision of information during train journeys: France (43% vs. 47%; -4), Poland (34% vs. 38%; -4), Germany (40% vs. 42%; -2) and Romania (36% vs. 38%; -2).



Base: all respondents except MT and CY (n= 26034)

Socio-demographic analysis

There are several socio-demographic variables that are related to respondents' satisfaction with the provision of information during rail services, particular in cases of delay.

Satisfaction with the provision of information during rail services appears to be strongly related to the age of respondents: indeed, the younger the respondents, the more satisfied they are (59% of 15-24 years old are satisfied, vs. 40% of 55 or older).

Educational differences are also related to views on the provision of information during railway services. Respondents who are still studying (57%) are the most satisfied with the provision of information during railway journeys; conversely, those who left education aged 15 or younger (43%) are the least satisfied with this element.

Experience of using railway services

More than half of respondents who use international, national, regional or suburban trains are satisfied with the provision of information during the journey (54%). It is interesting to note here that respondents who use the trains regularly – at least once a week – are less satisfied with the provision of information during the journey than those who use them less often. Respondents who use the trains at least once a week show a net satisfaction rate of +10 points (53% satisfied and 43% dissatisfied) whereas respondents who use trains several times a month or year show a net satisfaction rate of +23 points (57% are satisfied and 34% are dissatisfied).

Respondents who never use international, national or regional trains have lower net satisfaction with the provision of information during the journey than respondents who do use these trains (+7 vs. +20, respectively).

Respondents who use these trains more frequently are also more likely to be dissatisfied. Respondents who use international, national or regional trains at least once a week (46%) or who use them several times a month or several times a year (35%) are more likely to be dissatisfied with the provision of information during the journey, in particular in case of delay, than respondents who use these trains once a year or less (32%).

Respondents who never use suburban trains have lower net satisfaction rates with the provision of information during train journeys than respondents who have used these trains at least once (+11 and +22, respectively).

Respondents who use suburban trains at least once a week (42%) or several times a month or year (34%) are more likely to be dissatisfied with the provision of information during rail journeys than respondents who use these trains once a year or less often (31%).

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

	Total 'Satisfied'	Total 'Dissatisfied'	Not applicable (SPONTANEOUS)	Don't know
EU	47%	31%	10%	12%
All trains users				
At least once a week	53%	43%	2%	2%
Several times monthly/year	57%	34%	4%	5%
Once a year/less	52%	31%	6%	11%
Never	26%	23%	26%	25%
Total 'At least once'	54%	35%	4%	7%
International, national or regional trains				
At least once a week	51%	46%	1%	2%
Several times monthly/year	59%	35%	3%	3%
Once a year/less	52%	32%	6%	10%
Never	30%	23%	24%	23%
Suburban trains				
At least once a week	54%	42%	2%	2%
Several times monthly/year	57%	34%	4%	5%
Once a year/less	56%	31%	5%	8%
Never	39%	28%	16%	17%

Base: all respondents except MT and CY (n= 26034)

Europeans whose main use of trains is leisure are more likely to be dissatisfied with the provision of information during rail journeys. Over four in ten of those who primarily use trains to go to work (41%) and those who most frequently use trains for business trips (41%) are dissatisfied. Only roughly one third of respondents who use them for holidays (35%) and use them for other leisure activities (31%) are dissatisfied.



























Relationship to other satisfaction variables

As with other satisfaction variables discussed, respondents satisfied with all the other aspects of train journeys are also more likely to be satisfied with the provision of information on trains. For instance, respondents who are satisfied with the availability of staff or bicycle access on trains are also more likely to be satisfied with the provision of information on trains.

Comparison with 2011

There has been no overall change in the proportion of Europeans who are satisfied with this feature of railway travel compared with 2012. However, there have been large increases in satisfaction with the provision of information during railway journeys in Finland (+13), Poland (+10) and the Netherlands (+9). There have also been notable decreases in satisfaction levels in Estonia (-20), Italy (-16) and Slovenia (-14).

Q5a.3T 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

	Total 'Satisfied'		Total 'Dissatisfied'		Not applicable (SPONTANEOUS)		Don't know	
	FL382	Diff. FL382 - FL326	FL382	Diff. FL382 - FL326	FL382	Diff. FL382 - FL326	FL382	Diff. FL382 - FL326
EU	55%	=	35%	+1	4%	-2	6%	+1
 FI	73%	+13	17%	-11	1%	-7	9%	+5
 PL	41%	+10	47%	-10	6%	+1	6%	-1
 NL	63%	+9	29%	-2	3%	-4	5%	-3
 UK	78%	+5	15%	-3	3%	-3	4%	+1
 LV	62%	+3	22%	+3	6%	-10	10%	+4
 AT	64%	+3	22%	-3	7%	+3	7%	-3
 CZ	64%	+2	22%	-6	4%	=	10%	+4
 DK	60%	+2	25%	-1	5%	-1	10%	=
 FR	47%	+2	49%	+2	2%	-4	2%	=
 LT	66%	+1	8%	+1	19%	+5	7%	-7
 SK	62%	+1	21%	-1	8%	-4	9%	+4
 DE	45%	-1	45%	-1	4%	=	6%	+2
 EL	51%	-1	35%	=	7%	-3	7%	+4
 HU	58%	-1	32%	+6	6%	-3	4%	-2
 BG	45%	-2	41%	-2	6%	+2	8%	+2
 RO	46%	-2	46%	+6	3%	-4	5%	=
 LU	58%	-3	29%	+6	7%	-5	6%	+2
 ES	63%	-4	23%	+2	4%	-6	10%	+8
 BE	55%	-6	36%	+6	7%	+3	2%	-3
 IE	69%	-6	23%	+3	4%	+2	4%	+1
 PT	63%	-8	23%	+12	3%	-8	11%	+4
 SE	52%	-9	35%	+7	3%	-1	10%	+3
 SI	58%	-14	22%	+5	6%	+4	14%	+5
 IT	48%	-16	39%	+10	4%	+2	9%	+4
 EE	34%	-20	13%	-10	6%	+2	47%	+28
 HR	54%	NA	33%	NA	4%	NA	9%	NA

Base: those who travel by international, national or regional train once a year or less (n= 17534) ¹⁶

¹⁶ Results for FL326 only considered those who used national or regional trains at least once in the last 12 months.

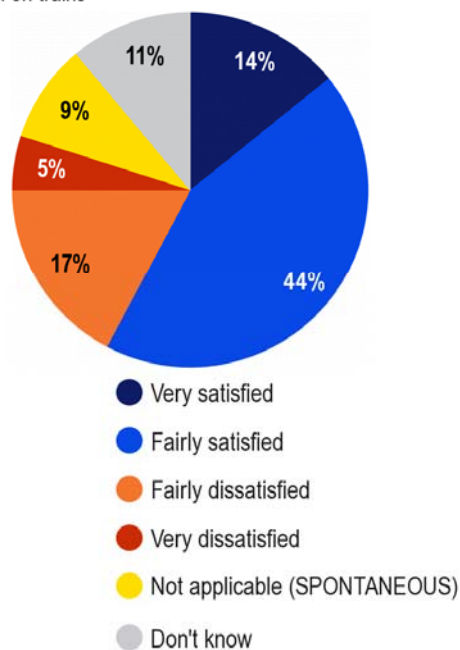
3.5. Availability of staff

Europeans are broadly satisfied with the availability of staff on trains in their country.

Almost six in ten Europeans (58%) are satisfied with the availability of staff on trains in their country.

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

Availability of staff on trains



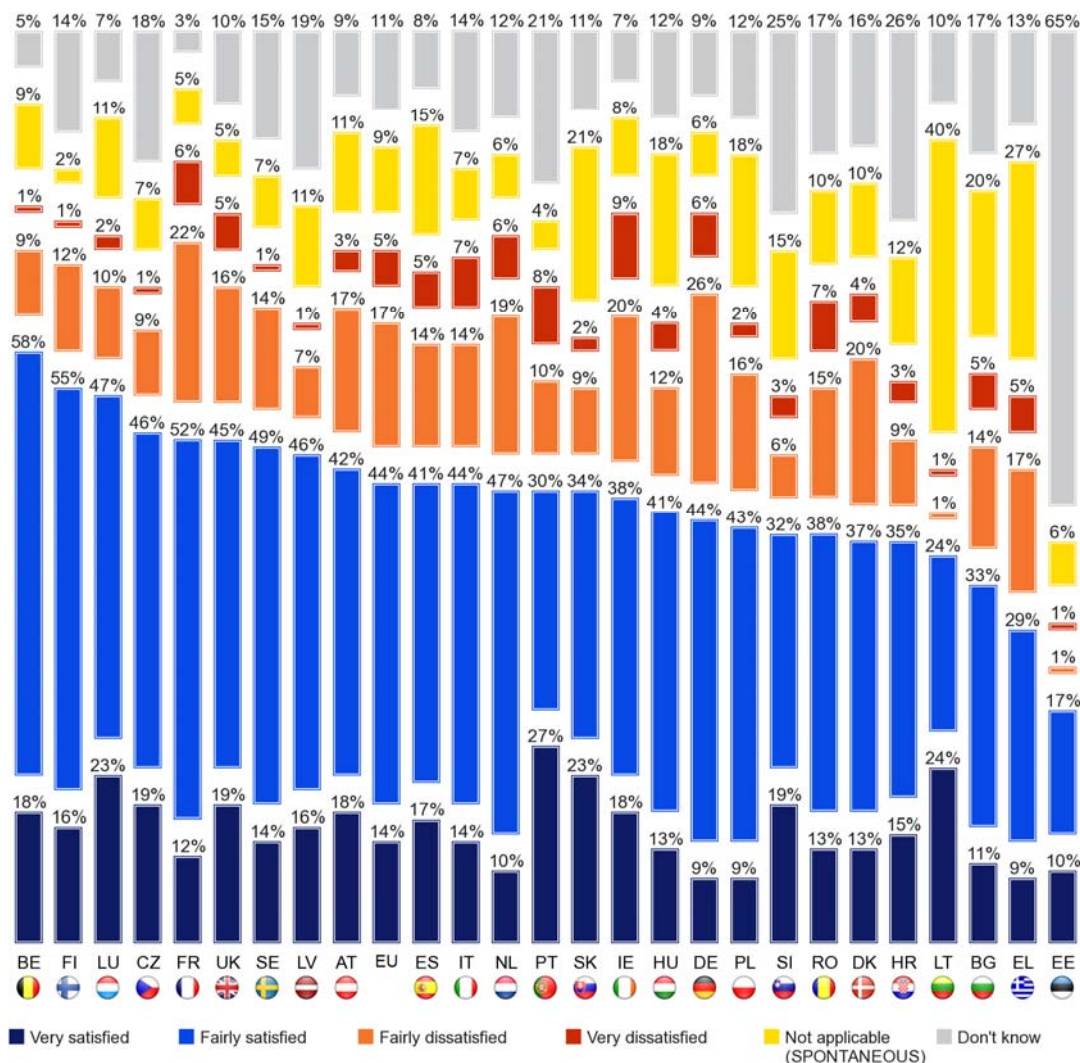
Base: all respondents except MT and CY (n= 26034)

However, as for all of the features of railway travel discussed in this chapter, there are different levels of satisfaction in individual EU Member States. The highest levels of satisfaction are found in Belgium (76%), Finland (71%) and Luxembourg (70%). On the other hand, the highest levels of dissatisfaction are in Germany (32%), Ireland (29%) and France (28%).

Overall though, respondents are generally satisfied with the availability of staff with half or more of respondents satisfied in all but four Member States. However, even in these Member States, more respondents are satisfied than dissatisfied.

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

Availability of staff on trains



Base: all respondents except MT and CY (n= 26034)

Socio-demographic analysis

The age and education level of respondents appear to be linked to their views on the availability of staff on trains in their country.

Younger respondents express a higher level of satisfaction with availability of staff (69% of 15-24 years old, vs. 53% of 55 and older).

Respondents with higher education levels are also more likely to be satisfied with the availability of staff on trains. Respondents who are still studying (67%) or who left education aged 20 or older (59%) are more satisfied than those who left aged 16-19 (56%) or aged 15 or younger (48%).

Experience of using trains

Around two-thirds of the respondents who use international, national, regional or suburban trains say that they are satisfied with the availability of the staff on trains. The difference between satisfaction and dissatisfaction is fairly similar for regular train users, occasional train users and those who use them only once a year or less.

Respondents who say that they never use international, national or regional trains have lower net satisfaction with the availability of staff on trains compared with respondents who have used these trains at least once (+21 compared with +44). Respondents who use international, national and regional trains with varying degrees of frequency have fairly similar views on this issue.

We see a similar pattern for suburban trains, where suburban train users have higher net satisfaction than non-users (+40 and +29, respectively).

Respondents who use suburban trains at least once a week (28%) or several times a month or year (27%) are more likely to be dissatisfied with staff availability than those who use these trains once a year or less (22%).

Europeans with accessibility issues are slightly more likely to say that they are dissatisfied with availability of staff on trains than those without these issues (24% vs. 22%).

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

	Total 'Satisfied'	Total 'Dissatisfied'	Not applicable (SPONTANEOUS)	Don't know
EU	58%	22%	9%	11%
All trains users				
At least once a week	69%	27%	1%	3%
Several times monthly/year	68%	26%	2%	4%
Once a year/less	63%	22%	6%	9%
Never	34%	16%	25%	25%
Total 'At least once'	67%	24%	3%	6%
International, national or regional trains				
At least once a week	72%	25%	1%	2%
Several times monthly/year	70%	25%	2%	3%
Once a year/less	64%	24%	4%	8%
Never	38%	17%	22%	23%
Suburban trains				
At least once a week	67%	28%	2%	3%
Several times monthly/year	66%	27%	3%	4%
Once a year/less	68%	22%	4%	6%
Never	49%	20%	15%	16%

Base: all respondents except MT and CY (n= 26034)



























Relationship to other satisfaction variables

Respondents who are satisfied with all other aspects of train travel are also more likely to be satisfied with the availability of staff on trains. As previously, respondents satisfied with all the other aspects of train journeys are also more likely to be satisfied with the availability of staff on trains. For instance, respondents who are satisfied with the provision of information on information on trains are also more likely to be satisfied with the availability of staff.

Comparison with 2011

The largest increases in satisfaction are in the Netherlands (+16), Poland (+14) and Austria (+13). Conversely, the largest decreases in satisfaction are observed in Estonia (-19), Denmark (-14) and Latvia (-10).

Q5a.4T2 Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?
Availability of staff on trains

	Total 'Satisfied'		Total 'Dissatisfied'		Don't know	
	FL382	Diff. FL382 - FL326	FL382	Diff. FL382 - FL326	FL382	Diff. FL382 - FL326
EU	69%	+3	25%	-3	6%	=
 NL	67%	+16	28%	-7	5%	-9
 PL	70%	+14	24%	-10	6%	-4
 AT	73%	+13	23%	-12	4%	-1
 HU	72%	+12	21%	-5	7%	-7
 BE	86%	+10	12%	-6	2%	-4
 UK	73%	+10	23%	-6	4%	-4
 LT	91%	+8	4%	-4	5%	-4
 CZ	79%	+7	12%	-10	9%	+3
 FR	70%	+7	28%	-3	2%	-4
 SK	80%	+7	14%	-5	6%	-2
 DE	61%	+4	35%	-2	4%	-2
 LU	84%	+4	13%	-3	3%	-1
 FI	77%	+3	14%	=	9%	-3
 SE	75%	+3	17%	-4	8%	+1
 BG	67%	+1	23%	-4	10%	+3
 RO	68%	=	26%	+1	6%	-1
 IE	64%	-2	33%	+3	3%	-1
 EL	59%	-2	32%	+1	9%	+1
 ES	71%	-3	22%	-1	7%	+4
 IT	70%	-4	23%	-1	7%	+5
 PT	71%	-9	21%	+7	8%	+2
 SI	78%	-9	14%	+5	8%	+4
 LV	76%	-10	13%	+5	11%	+5
 DK	60%	-14	29%	+9	11%	+5
 EE	60%	-19	5%	-5	35%	+24
 HR	73%	NA	18%	NA	9%	NA

Base: those who travel by international, national or regional train once a year or less, excluding those who said 'Not applicable' (n= 17011) ¹⁷

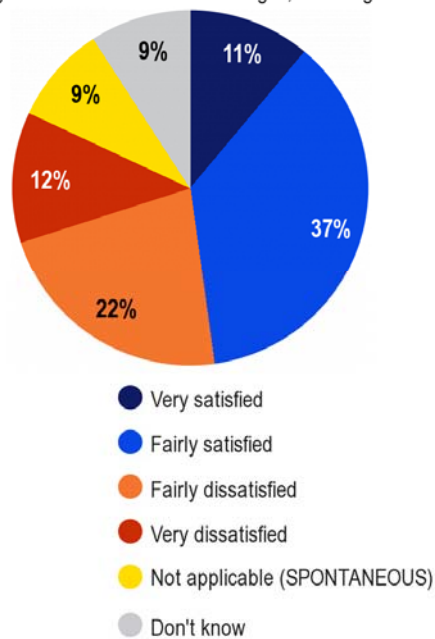
¹⁷ Results for FL326 only considered those who used national or regional trains at least once in the last 12 months.

3.6. Cleanliness and maintenance

Less than half of Europeans are satisfied with the levels of cleanliness and maintenance of railway carriages, including train toilets, in their country (48%).

Q5a.6. Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?

Cleanliness and good maintenance of rail carriages, including the train toilets



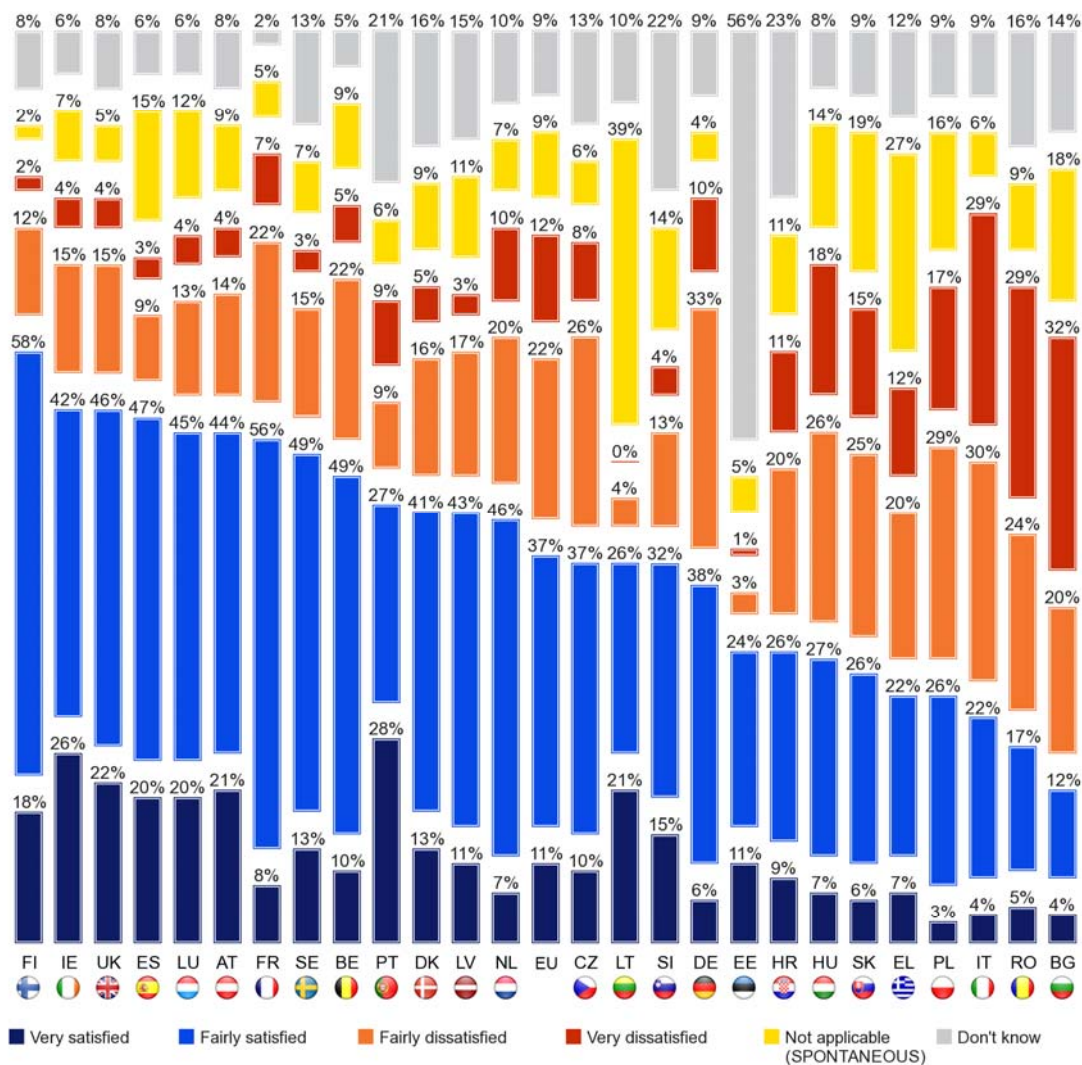
Base: all respondents except MT and CY (n= 26034)

There are large differences between Member States in their assessment of this aspect of train travel. An overwhelming majority of respondents are satisfied with this aspect of train travel in Finland (76%), as well as large majorities in Ireland (68%) and the United Kingdom (68%). However, some respondents in some Member States express high levels of dissatisfaction, with more than half of those in Italy (59%), Romania (53%) and Bulgaria (52%) saying that that they are dissatisfied with the cleanliness of rail carriages.

Overall, 19 Member States have a relative majority of respondents who are satisfied with the cleanliness and good maintenance of rail carriages compared with seven that have a majority dissatisfied. The most negative in relative terms are Bulgaria (16% vs. 52%; -36), Italy (26% vs. 59%; -33) and Romania (22% vs. 53%; -31).

Q5a.6. Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?

Cleanliness and good maintenance of rail carriages, including the train toilets



Base: all respondents except MT and CY (n= 26034)

Socio-demographic analysis

Respondents from different socio-demographic groups also have different views on the cleanliness of railway stations.

Notably, men are more satisfied with the cleanliness and good maintenance of rail carriages than women (52% vs. 44%).

As observed on previous elements, the younger the respondents, the more they consider themselves satisfied with the cleanliness and good maintenance of railway carriages (58% of the 15-24 years old, vs. 44% of the 55 or older).

In addition, respondents who are still studying (56%) are more likely to be satisfied with the cleanliness and good maintenance of rail carriages. Those who left education aged 15 or younger are less satisfied (46%), but since a high proportion of them did not express their views (31% of "not applicable" or "don't know", the net satisfaction is also high for this category (+23).

Experience of using trains

More than half the respondents who use international, national, regional or suburban trains say that they are satisfied with the cleanliness and good maintenance of rail carriages. The more often they use trains, the more likely they are to be satisfied with cleanliness and good maintenance.

Respondents who never use international, national or regional trains have around the same net satisfaction with the cleanliness of rail carriages as those who do use them. However, those who never use suburban trains have substantially lower net satisfaction than those who use them.

Q5a.6 Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?

Cleanliness and good maintenance of rail carriages, including the train toilets

	Total 'Satisfied'	Total 'Dissatisfied'	Not applicable (SPONTANEOUS)	DK/NA
EU	48%	34%	9%	9%
All trains users				
At least once a week	59%	37%	2%	2%
Several times monthly/year	56%	41%	1%	2%
Once a year/less	50%	39%	4%	7%
Never	31%	21%	25%	23%
Total 'At least once'	54%	39%	3%	4%
International, national or regional trains				
At least once a week	58%	39%	2%	1%
Several times monthly/year	56%	42%	1%	1%
Once a year/less	52%	39%	3%	6%
Never	35%	22%	22%	21%
Suburban trains				
At least once a week	61%	35%	1%	3%
Several times monthly/year	57%	39%	2%	2%
Once a year/less	54%	38%	4%	4%
Never	41%	31%	14%	14%

Base: all respondents except MT and CY (n= 26034)

Europeans with accessibility issues are more likely to be dissatisfied with cleanliness and good maintenance of rail carriages than those without these issues (37% vs. 34%).

Relationship to other satisfaction variables



























Again, respondents who are satisfied with all other aspects of train travel are also more likely to be satisfied with the availability of staff on trains. As previously, respondents satisfied with all the other aspects of train journeys are also more likely to be satisfied with the cleanliness and good maintenance of rail carriages. For instance, respondents who are satisfied with the punctuality of trains or the through-ticket options on trains are also more likely to be satisfied with the cleanliness of carriages.

Comparison with 2011

Although the average level of satisfaction across the EU has remained stable compared with the previous survey wave, large increases in satisfaction are found in Austria (+11), Poland (+11) and the Czech Republic (+10). The largest decreases in satisfaction are in Portugal (-16), Latvia (-13) and Italy (-10).

Q5a.6T2 Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?

Cleanliness and good maintenance of rail carriages, including the train toilets

	Total 'Satisfied'		Total 'Dissatisfied'		Don't know	
	FL382	Diff. FL382 - FL326	FL382	Diff. FL382 - FL326	FL382	Diff. FL382 - FL326
EU	56%	=	41%	=	3%	=
 AT	77%	+11	21%	-10	2%	-1
 PL	37%	+11	60%	-11	3%	=
 CZ	56%	+10	40%	-13	4%	+3
 UK	74%	+9	23%	-6	3%	-3
 SE	71%	+6	23%	-6	6%	=
 BE	67%	+4	30%	-1	3%	-3
 NL	60%	+4	37%	+6	3%	-10
 FR	68%	+3	32%	-2	0%	-1
 FI	81%	+3	16%	-5	3%	+2
 HU	41%	+2	57%	-2	2%	=
 LT	87%	+1	9%	-2	4%	+1
 IE	79%	-1	19%	+1	2%	=
 LU	78%	-2	19%	+2	3%	=
 EE	79%	=	6%	-10	15%	+10
 SI	69%	-2	25%	=	6%	+2
 SK	42%	-2	54%	=	4%	+2
 DK	64%	-4	27%	+1	9%	+3
 DE	49%	-4	47%	+4	4%	=
 EL	46%	-5	48%	+1	6%	+4
 BG	22%	-7	70%	+1	8%	+6
 ES	80%	-7	16%	+3	4%	+4
 RO	28%	-9	67%	+6	5%	+3
 IT	31%	-10	66%	+8	3%	+2
 LV	63%	-13	31%	+12	6%	+1
 PT	66%	-16	25%	+13	9%	+3
 HR	47%	NA	47%	NA	6%	NA

Base: those who travel by international, national or regional train once a year or less, excluding those who said 'Not applicable' (n= 17160) ¹⁸

¹⁸ Results for FL326 only considered those who used national or regional trains at least once in the last 12 months.

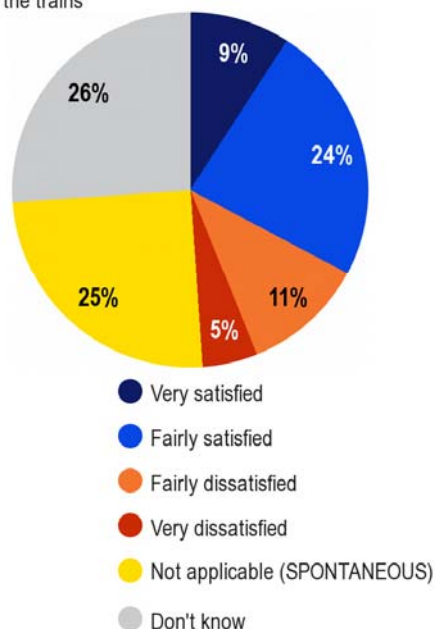
3.7. Bicycle access to the trains

Respondents were also asked whether they are satisfied with the current bicycle access to trains in their country. Although respondents expressed low levels of satisfaction with this feature of railway travel (no country had an absolute majority of respondents who expressed satisfaction). However, this low level of satisfaction mostly reflects a high proportion of respondents who say the question is not applicable or that they don't know. Across the EU, more than half of respondents gave one of these answers (51%) and no country has more respondents saying that they are dissatisfied than satisfied.

Only one third of Europeans (33%) are satisfied with the bicycle access to railway services.

Q5a.7. Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?

Bicycle access to the trains



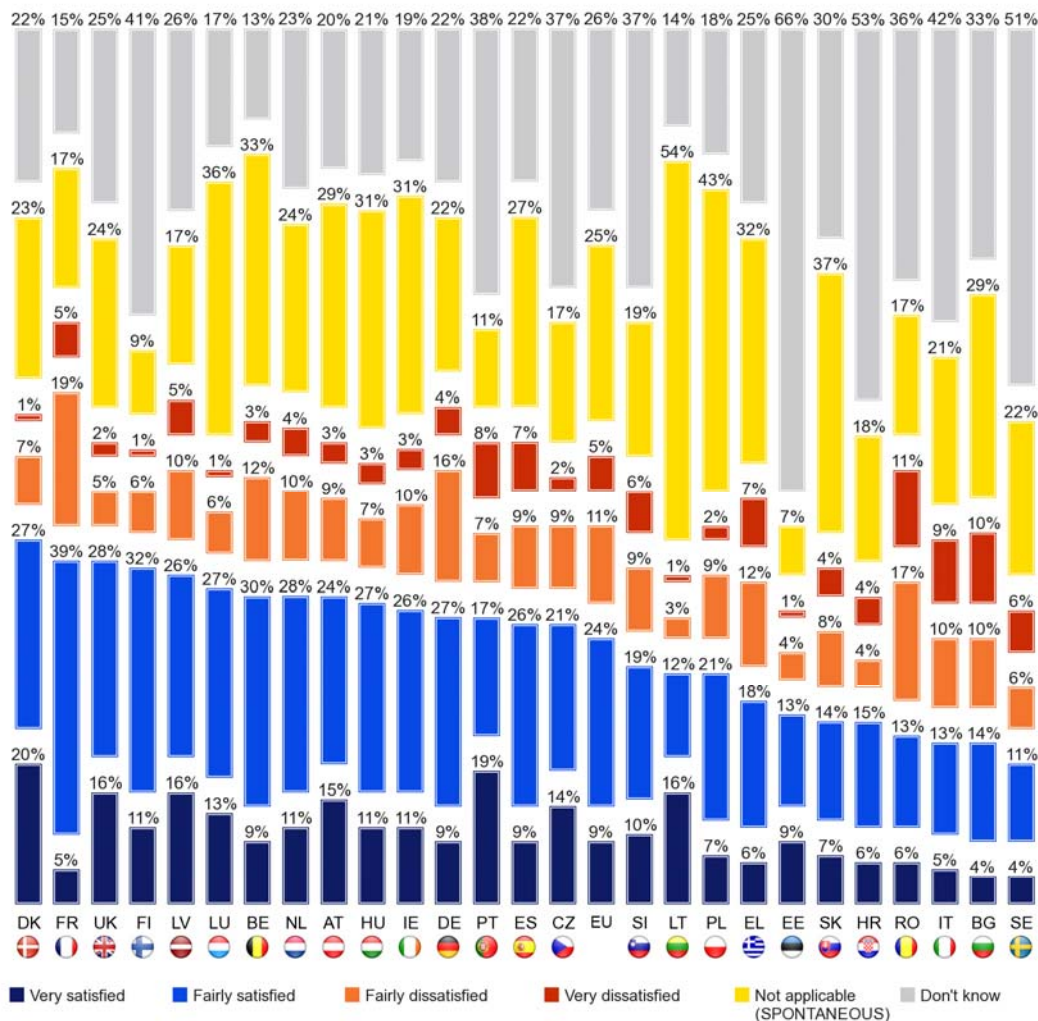
Base: all respondents except MT and CY (n= 26034)

Respondents are most satisfied with bicycle access to trains in Denmark (47%), France (44%) and the United Kingdom (44%), whereas the least likely to be satisfied are respondents in Sweden (15%), Bulgaria and Italy (18%). However, the highest levels of dissatisfaction with bicycle access to the trains can be found in Romania (28%), France (24%) and Germany (20%).

Given the high level of don't know responses, the relative figures are more useful. The most positive responses are in Denmark (47% vs. 8%; +39), the United Kingdom (44% vs. 7%; +37) and Finland (43% vs. 7%; +36). However, three Member States have relative majorities who are dissatisfied with bicycle access: Romania (19% vs. 28%; -9), Bulgaria (18% vs. 20%; -2) and Italy (18% vs. 19%; -1).

Q5a.7. Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?

Bicycle access to the trains



Base: all respondents except MT and CY (n= 26034)

Socio-demographic analysis

Respondents’ views on bicycle access on trains do not vary too much according to socio-demographic variables. Though some differences appear in the levels of satisfaction or dissatisfaction, these differences fade when looking at the net satisfaction (difference between satisfied and dissatisfied). This is due to very different proportions of those who did not express their views on this very specific element: for certain groups, levels of “not applicable” and “don’t know” represent up to 70% of respondents) which reflects the fact that many train users have never tried to get their bicycles on trains.

Experience of using trains

Nearly four in ten respondents who use international, national, regional or suburban trains are satisfied with bicycle access (37%). It is worth noting that respondents who use trains regularly – at least once a week – have a much higher net satisfaction rate than those who use them several times a month or year (+30 points vs. +20 points).

Respondents who never use international, national or regional trains have lower net satisfaction with bicycle access to the trains than those who have used these trains at least once (+13 and +19, respectively).

Nearly half the respondents who take suburban trains at least once a week are satisfied with bicycle access (47%). Respondents who use suburban trains only occasionally (several times a month/year or once a year or less) are less satisfied with bicycle access than regular users (respectively 42% and 38%). However, they are still more likely to be satisfied than dissatisfied.

Q5a.7 Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?

Bicycle access to the trains

	Total 'Satisfied'	Total 'Dissatisfied'	Not applicable (SPONTANEOUS)	Don't know
EU	33%	16%	25%	26%

All trains users

At least once a week	49%	19%	18%	14%
Several times month/year	38%	18%	21%	23%
Once a year/less	32%	17%	22%	29%
Never	22%	12%	33%	33%
Total 'At least once'	37%	18%	21%	24%

International, national or regional trains

At least once a week	50%	19%	16%	15%
Several times month/year	38%	18%	21%	23%
Once a year/less	34%	18%	21%	27%
Never	25%	12%	32%	31%

Suburban trains

At least once a week	47%	21%	19%	13%
Several times month/year	42%	18%	20%	20%
Once a year/less	38%	18%	20%	24%
Never	26%	15%	28%	31%

Europeans whose main use of trains is leisure are more likely to be dissatisfied with bicycle access to the trains compared with those whose main use of trains is work related. 21% of those who primarily use trains to go to work and 20% of those who most frequently use trains for business trips are dissatisfied. This is compared with 18% of those who use trains for holidays and 17% of those who use them for other leisure activities.

As would be expected, Europeans with accessibility issues are less likely to say that they are dissatisfied with bicycle access to the trains (14% vs. 17%).

3.8. Satisfaction index of rail travel

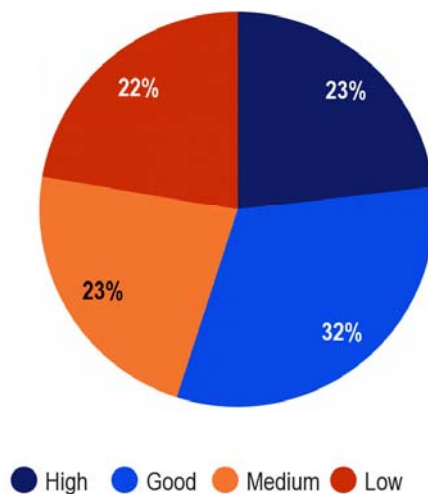
Similar to the questions regarding Europeans' satisfaction with the various aspects of railway stations, an index was created to rank Europeans into four categories – high, good, medium and low - based on how satisfied they are overall with the various aspects of railway travel in their country.

The index ranks Europeans' according to four satisfaction levels:

- Respondents who are ranked as having "high" satisfaction answered that they are satisfied with six to seven elements of travels by train.
- Respondents who are ranked as having "good" satisfaction with railway stations answered that they were satisfied with four to five elements of travels by train.
- Respondents are ranked as "medium" if they were satisfied with two to three elements of travels by train.
- Respondents are ranked as having "low" satisfaction if they were satisfied with only one or zero elements of travels by train.

Slightly less than one quarter of respondents rank as "high" on the satisfaction index (23%). Slightly less than one third of respondents rank as "good" (32%), Less than one quarter of respondents ranks as medium (23%) or low (22%) on this scale.

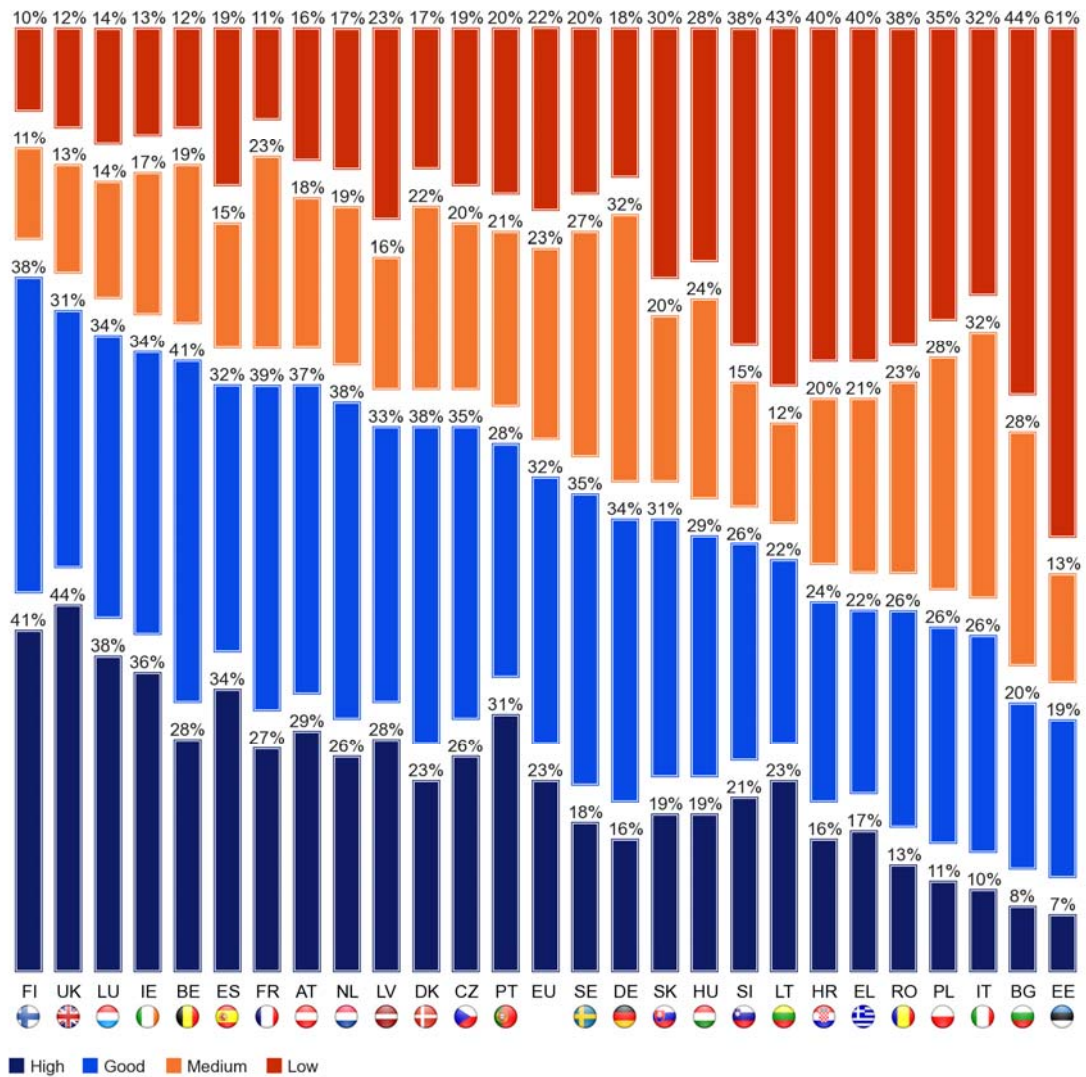
Q5a1. Satisfaction index of railway travels



Base: all respondents except MT and CY (n= 26034)

The countries that ranked highest on this satisfaction index are Finland (79%), the United Kingdom (75%) and Luxembourg (72%), where over seven in ten respondents rank as either “high” or “good” on the satisfaction index. However, respondents in Estonia (26%), Bulgaria (28%) and Italy (36%) ranked lowest in this satisfaction index. For Estonia, it is important to keep in mind that a large proportion of respondents did not know if they were satisfied or unsatisfied, which affects the satisfaction index.

Q5a1. Satisfaction index of railway travels



Base: all respondents except MT and CY (n= 26034)

Experience of using trains

64% of respondents who use international, national, regional or suburban trains have either a high or a good satisfaction index for railway travel. Respondents who use the trains at least once a week and several times a month or year have similar levels of satisfaction with railway travel (68% or 67% respectively).

It is interesting to note that regular users of international, national or regional trains and of suburban trains have the same levels of satisfaction with railway travel (both 68%).

Q5a.T2I - Satisfaction index of railway travels

	High	Good	Median	Low
TOTAL	23%	32%	23%	22%
All trains users				
At least once a week	29%	39%	24%	8%
Several times monthly/year	28%	39%	25%	8%
Once a year/less	25%	33%	26%	16%
Never	13%	18%	18%	51%
Total 'At least once'	27%	37%	25%	11%
International, national or regional trains				
At least once a week	28%	40%	25%	7%
Several times monthly/year	28%	40%	25%	7%
Once a year/less	25%	34%	26%	15%
Never	15%	20%	19%	46%
Suburban trains				
At least once a week	28%	40%	24%	8%
Several times monthly/year	29%	39%	24%	8%
Once a year/less	29%	33%	26%	12%
Never	18%	27%	22%	33%

Base: all respondents except MT and CY (n= 26034)

IV. SATISFACTION INDEX OF RAILWAY STATIONS AND TRAVELS

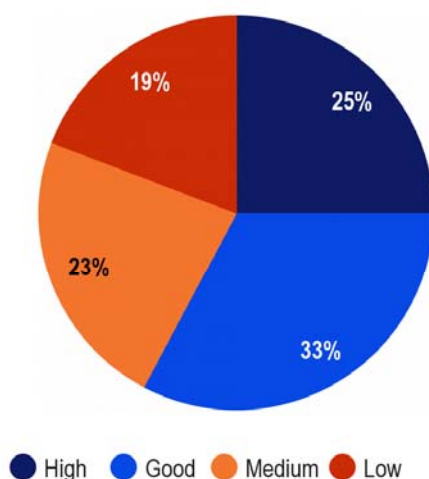
An aggregate index was also created, in order to evaluate satisfaction of Europeans with both the various aspects of railway stations and with the various aspects of railway travel in their country. This index ranks Europeans into four categories – high, good, medium and low - based on how satisfied they are overall with the eleven elements evaluated.

This conjoint index ranks Europeans in four satisfaction levels, defined as follows:

- Respondents who are ranked as having "high" satisfaction answered that they are satisfied with at least nine of the eleven elements related to railway stations or travels by train.
- Respondents who are ranked as having "good" satisfaction answered that they were satisfied with six to eight elements.
- Respondents are ranked as "medium" if they were satisfied with three to five elements related to railway stations or travels by train.
- Respondents are ranked as having "low" satisfaction if they were satisfied with only two or less of the eleven elements related to railway stations or travels by train.

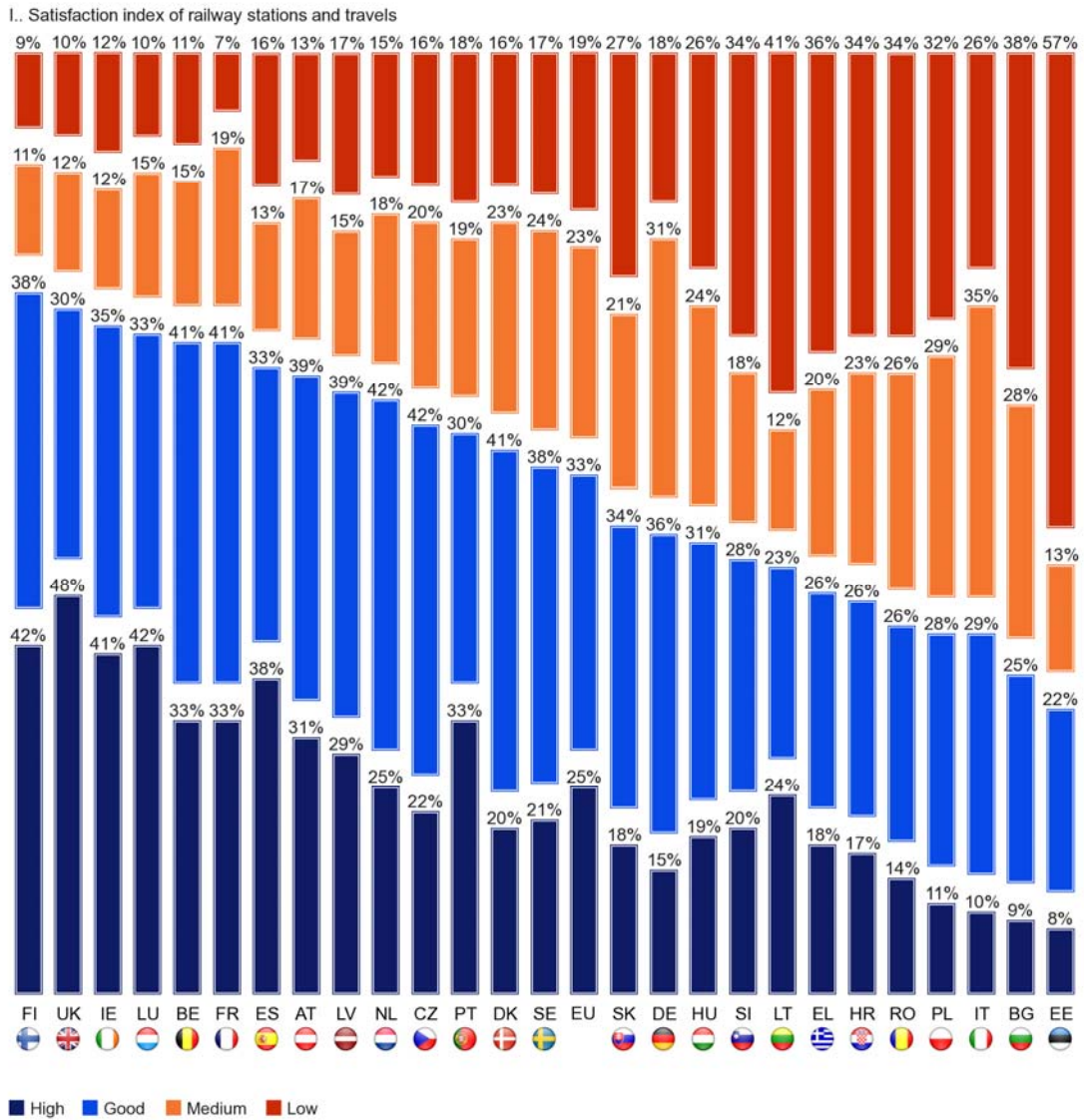
Overall, one quarter of respondents have a "high" satisfaction index (25%). One third of respondents rank as "good" (33%), Less than one quarter of respondents rank as medium (23%) or low (19%) on this scale.

I.. Satisfaction index of railway stations and travels



Base: all respondents except MT and CY (n= 26034)

This overall satisfaction index is higher in the following eight countries where at least seven in ten respondents rank as either “high” or “good”: Finland (80%), the United Kingdom (78%), Ireland (76%), Luxembourg (75%), Belgium (74%), France (74%), Spain (71%) and Austria (70%),. However, respondents in Estonia (30%), Bulgaria (34%), Poland and Italy (39% for both) ranked lowest on this satisfaction index. As mentioned before, it is important to keep in mind that a large proportion of respondents in Estonia did not know if they were satisfied or unsatisfied, which affects the satisfaction index.



Base: all respondents except MT and CY (n= 26034)

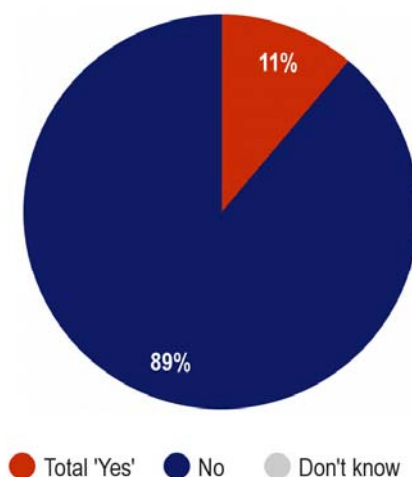
CHAPTER 2: ACCESSIBILITY OF RAILWAY STATIONS

This chapter provides additional information on the accessibility of railway stations in Europe. The objectives of the chapter are to analyse the accessibility issues Europeans face when travelling by train and to measure Europeans' satisfaction with the accessibility of services in railway stations. The results in this chapter are based on new questions, so it is not possible to compare the accessibility of railway stations across survey waves.

I. Overview of accessibility issues when using transport

The vast majority of Europeans (89%) do not have accessibility issues when using forms of transport. Only slightly more than one in ten Europeans (11%) face accessibility issues when using any form of transport.

D21. Do you or someone in your household have any accessibility issues when using transports?

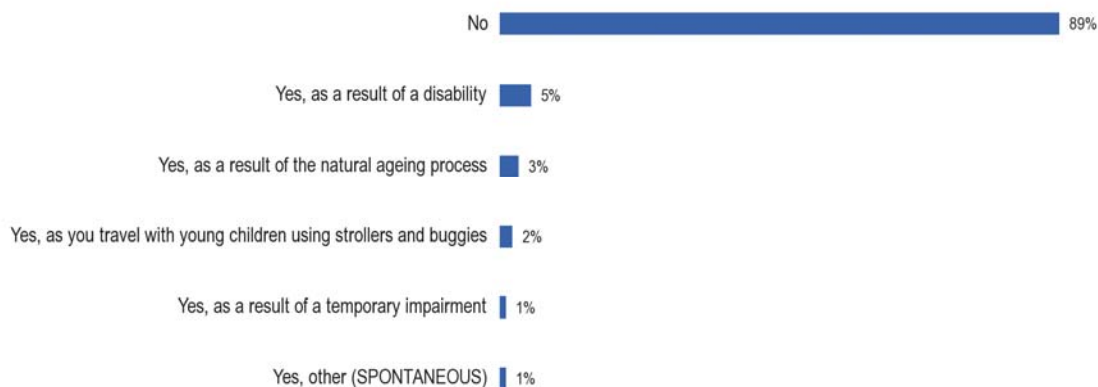


 EU28

Base: all respondents (n= 28036)

Respondents who face accessibility issues when using transport were asked to provide more information about the accessibility issues they face. One in twenty Europeans have issues accessing transport due to a disability (5%). Three percent of Europeans have accessibility issues when using transport due to the natural ageing process. Two percent of Europeans face accessibility issues because they travel with young children using strollers and buggies. Only one percent of respondents have accessibility issues due to a temporary impairment.

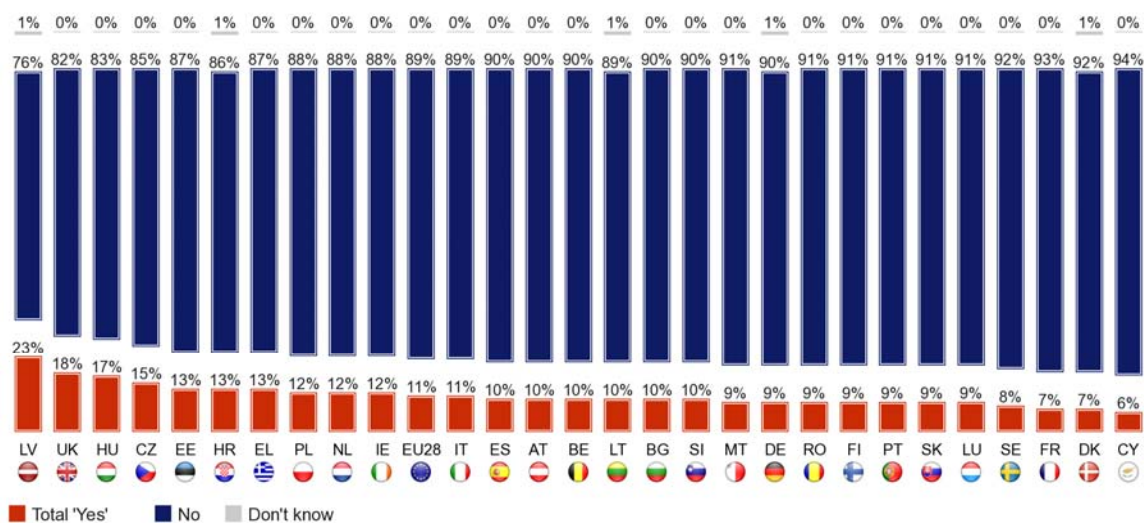
D21. Do you or someone in your household have any accessibility issues when using transports?



Base: all respondents (n= 28036)

With the exception of Latvia (23%), not more than one in five respondents face accessibility issues when using transport in all European countries is. After Latvia, respondents are most likely to have accessibility issues in Hungary (17%), the United Kingdom (18%) and the Czech Republic (15%).

D21. Do you or someone in your household have any accessibility issues when using transports?



Base: all respondents (n= 28036)

Respondents are least likely to have accessibility issues when using transport in Cyprus (94%), where over nine in ten respondents do not have accessibility issues. However, only approximately three quarters of respondents (76%) do not have these problems in Latvia (76%).






























In terms of the various reasons for accessibility issues when using transport, respondents are most likely to have accessibility issues due to a disability in Hungary (9%) and the United Kingdom (9%), and least likely to have an accessibility issue for this reason in Cyprus (2%), Malta (2%), Denmark (2%) and Finland (2%).

Four percent of respondents have an accessibility issue using transport in Latvia due to a temporary impairment, but almost no respondents in Bulgaria, Denmark, Estonia, Spain, Lithuania or Luxembourg have accessibility issues for this reason (all 0%).

Respondents are most likely to have transport accessibility issues due to the natural ageing process in Latvia (10%), where one in ten respondents have these problems. However, only one percent of respondents in Denmark (1%) and France (1%) have transport accessibility issues for this reason.

In Latvia, respondents are also most likely to face accessibility issues due to travelling with young children using strollers or buggies (6%). However, only one percent of respondents in Lithuania (1%), Cyprus (1%), Romania (1%), Slovenia (1%) or Denmark (1%) have accessibility problems on transport for this reason.

D21 Do you or someone in your household have any accessibility issues when using transports?

	No	Yes, as a result of a disability	Yes, as a result of a temporary impairment	Yes, as a result of the natural ageing process	Yes, as you travel with young children using strollers and buggies	Yes, other (SPONTANEOUS)	Don't know
 EU28	89%	5%	1%	3%	2%	1%	0%
 BE	90%	4%	1%	2%	2%	1%	0%
 BG	90%	6%	0%	2%	2%	1%	0%
 CZ	85%	6%	2%	4%	3%	1%	0%
 DK	92%	2%	0%	1%	1%	2%	1%
 DE	90%	4%	1%	3%	2%	1%	1%
 EE	87%	5%	0%	4%	3%	2%	0%
 IE	88%	4%	1%	2%	4%	1%	0%
 EL	87%	4%	3%	3%	3%	1%	0%
 ES	90%	4%	0%	3%	2%	1%	0%
 FR	93%	4%	1%	1%	2%	1%	0%
 IT	89%	5%	1%	2%	2%	1%	0%
 CY	94%	2%	2%	2%	1%	1%	0%
 LV	76%	7%	4%	10%	6%	1%	1%
 LT	89%	4%	0%	2%	1%	4%	1%
 LU	91%	3%	0%	2%	3%	1%	0%
 HU	83%	9%	3%	4%	3%	1%	0%
 MT	91%	2%	2%	3%	2%	1%	0%
 AT	90%	3%	1%	3%	3%	1%	0%
 NL	88%	5%	1%	2%	3%	2%	0%
 PL	88%	4%	1%	4%	3%	1%	0%
 PT	91%	3%	1%	3%	2%	1%	0%
 RO	91%	5%	1%	2%	1%	1%	0%
 SI	90%	3%	2%	2%	1%	2%	0%
 SK	91%	4%	1%	2%	2%	2%	0%
 FI	91%	2%	1%	2%	3%	1%	0%
 SE	92%	3%	1%	2%	2%	0%	0%
 UK	82%	9%	1%	4%	5%	1%	0%
 HR	86%	3%	1%	3%	2%	4%	1%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

(MULTIPLE ANSWERS POSSIBLE)

Base: all respondents (n= 28036)

Socio-demographic analysis

There is a slight difference between men and women regarding accessibility issues when using transport. Women are slightly more likely to report that they or someone in their household have accessibility issues when using transport (13% vs. 11%).

Not surprisingly, the age of the respondent creates more differences. The older the respondents, the more likely they are to say that they face accessibility issues when using transport: 15% of respondents aged 55+ say that they have accessibility issues when using transport, compared with 6% of respondents aged 15-24. A significant proportion of respondents aged 55+ say that they or someone in their household have accessibility issues when using transport as a result of disability (7%) or as the result of the natural ageing process (5%).

Finally, respondents with a lower level of education are more likely to say that they or someone in their household have accessibility issues when using transport than those with higher levels of education. 19% of the respondents who finished education before the age of 16 say that they or someone in their household have accessibility issues, compared with 11% of the respondents who studied until the age 20 or after.

D21 Do you or someone in your household have any accessibility issues when using transports? (MULTIPLE ANSWERS POSSIBLE)

	No	Yes, as a result of a disability	Yes, as a result of a temporary impairment	Yes, as a result of the natural ageing process	Yes, as you travel with young children using strollers and buggies	Yes, other (SPONTANEOUS)	Don't know	Total 'Yes'
EU28	89%	5%	1%	3%	2%	1%	0%	12%
Sex								
Male	91%	5%	1%	2%	2%	1%	0%	11%
Female	87%	5%	1%	3%	3%	1%	0%	13%
Age								
15-24	94%	2%	0%	1%	2%	1%	0%	6%
25-39	88%	3%	0%	1%	7%	1%	0%	12%
40-54	90%	5%	1%	2%	2%	1%	0%	11%
55 +	86%	7%	1%	5%	1%	1%	0%	15%
Education (End of)								
15-	83%	9%	2%	6%	1%	1%	0%	19%
16-19	88%	6%	1%	2%	3%	1%	0%	13%
20+	90%	4%	1%	2%	3%	1%	0%	11%
Still studying	93%	2%	1%	2%	1%	1%	0%	7%

Base: all respondents (n= 28036)

II. Accessibility reasons that prevent users from travelling by train

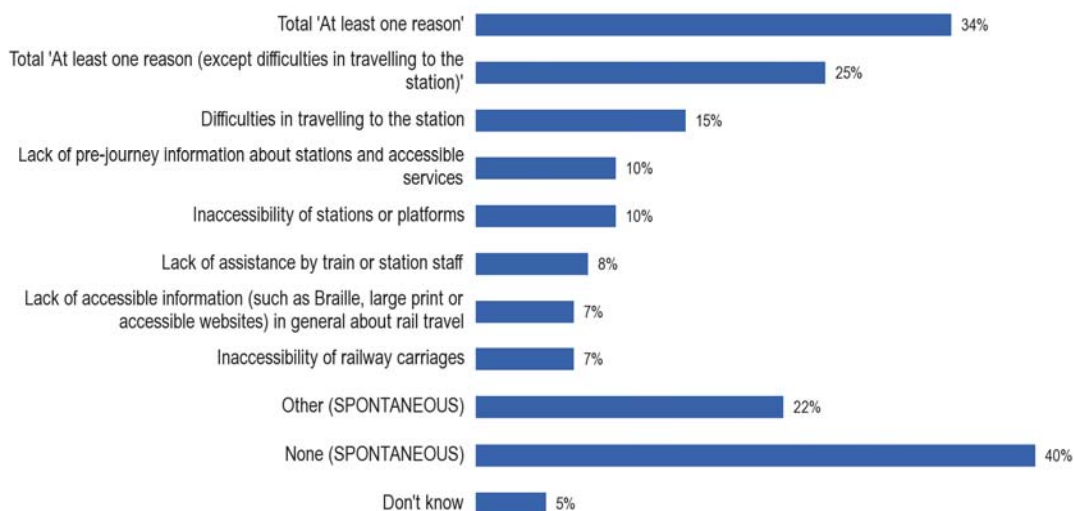
In order to determine whether accessibility issues are a reason why some Europeans use the train only once a year or less or do not use trains at all, respondents who never or almost never use trains were asked various questions about the accessibility of railway transportation in their country.

Overall, over one third of respondents who seldom or never use trains (34%) cited at least one accessibility issue as a reason why they do not use trains. Excluding respondents who only say that they have difficulties in travelling to the station, 25% of these respondents mention a least one accessibility issue.

In total, this represents 19% of all the respondents who mention at least one accessibility issue that prevents them from travelling by train. If we exclude those who only say that they had difficulties in travelling to the station, this represents 14% of all the respondents who faced at least one accessibility issue that prevents them from travelling by train.

Over one in ten Europeans who seldom or never use trains cited difficulties in travelling to the station (15%). One in ten respondents who do not use trains also cited the inaccessibility of stations or platforms (10%) or the lack of pre-journey information about stations and accessible services as an accessibility issue that dissuades them from using trains. Less than one in ten respondents listed the lack of assistance by station or train staff (8%), the inaccessibility of railway carriages (7%) or the lack of accessible information about rail travel (7%) as a reason why they do not travel by rail.

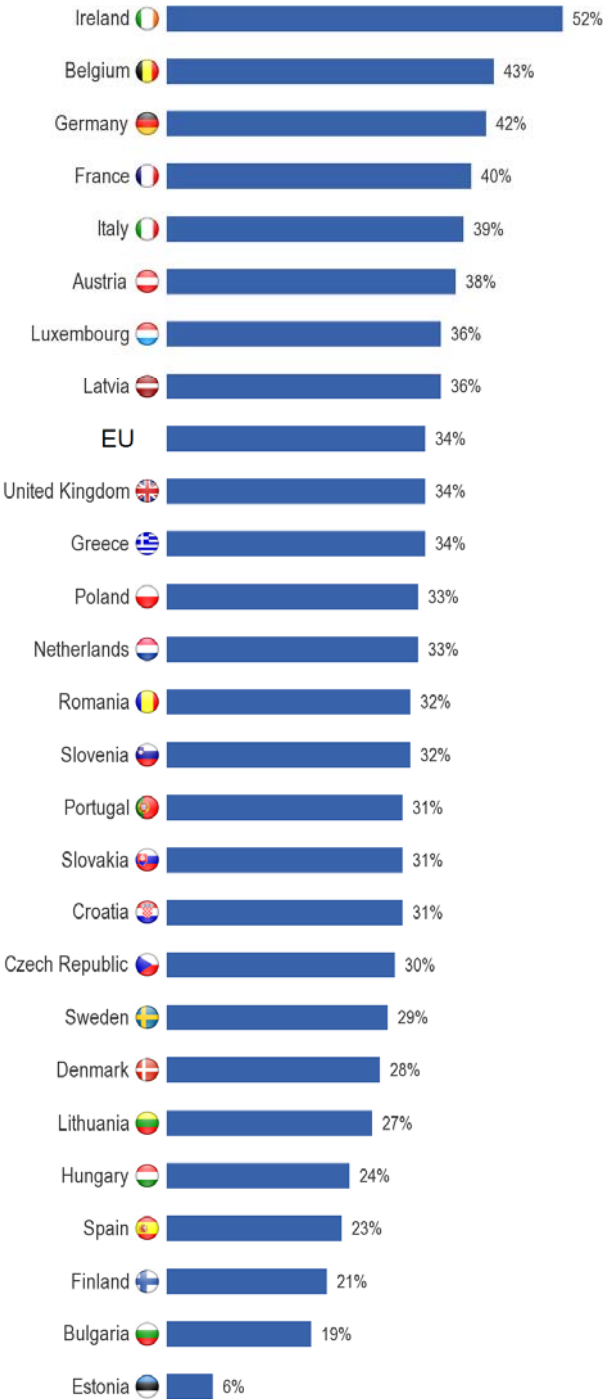
Q6. Which of the following reasons, if any, prevent you from travelling by train in (OUR COUNTRY)?



Base: those who take the train once a year or less or never (n=14167)

Throughout the EU, respondents who do not use rail transport are most likely to cite at least one accessibility reason for not using railway transportation in Ireland (52%), Belgium (43%) and Germany (42%). However, respondents are least likely to cite an accessibility reason for not using railway services in Estonia (6%), Bulgaria (19%) and Finland (21%).

Question: Q6. Which of the following reasons, if any, prevent you from travelling by train in (OUR COUNTRY)?
Answers: Total 'At least one reason'



Base: those who take the train once a year or less or never (n=14167)

Europeans who do not use rail transport report different accessibility problems that prevent them from travelling by train in different EU Member States. Respondents are most likely to report that difficulties in travelling to the station prevent them from using rail services in Ireland (29%). Respondents are least likely to provide this reason for not using rail services in Estonia (4%).

Roughly one in five respondents in Latvia (18%) reports that the inaccessibility of stations or platforms has prevented them from using rail services. Again, respondents in Estonia are least likely to give this response (1%).



























Respondents in Belgium are the Europeans most likely to cite the lack of pre-journey information about stations and accessible services as a reason why they have not used rail transport (16%). This response was least given in Estonia (1%).

Roughly one in five respondents in Germany (18%) have not used rail transport because of the lack of assistance by train or station staff (18%). Almost no respondents in Estonia (0%) are dissuaded by this problem.

Slightly over one in ten respondents in Belgium (12%) and Germany (12%) have not used rail transport because of the inaccessibility of railway carriages in their countries. Only one percent of respondents in Estonia have decided not to use rail transport for this reason.

In Belgium, over one in ten respondents (14%) who have not used rail transport is dissuaded by the lack of accessible information about rail travel. Again, only 1% of respondents in Estonia who do not use trains cite this as a reason for not using rail transportation.

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

	Difficulties in travelling to the station	Inaccessibility of stations or platforms	Lack of pre-journey information about stations and accessible services	Lack of assistance by train or station staff	Inaccessibility of railway carriages	Lack of accessible information (such as Braille, large print or accessible websites) in general about rail travel	Other (SPONTANEOUS)	None (SPONTANEOUS)	Don't know
EU	15%	10%	10%	8%	7%	7%	22%	40%	5%
 BE	20%	13%	16%	13%	12%	14%	21%	36%	3%
 BG	5%	4%	4%	4%	2%	4%	33%	43%	8%
 CZ	18%	10%	6%	7%	8%	5%	15%	52%	3%
 DK	16%	7%	5%	5%	5%	3%	44%	26%	4%
 DE	25%	11%	15%	18%	12%	10%	23%	33%	6%
 EE	4%	1%	1%	0%	1%	1%	26%	58%	10%
 IE	29%	15%	11%	8%	5%	6%	17%	29%	4%
 EL	16%	8%	13%	8%	7%	8%	18%	46%	4%
 ES	12%	5%	7%	3%	4%	5%	40%	38%	1%
 FR	17%	9%	12%	9%	6%	7%	22%	36%	5%
 IT	12%	12%	12%	9%	7%	8%	17%	39%	6%
 LV	18%	18%	4%	2%	7%	5%	25%	40%	2%
 LT	16%	7%	2%	2%	2%	2%	38%	30%	6%
 LU	20%	12%	6%	8%	6%	8%	28%	37%	3%
 HU	10%	6%	3%	3%	6%	4%	18%	55%	4%
 AT	28%	6%	6%	8%	6%	3%	30%	33%	3%
 NL	17%	6%	8%	6%	3%	7%	31%	35%	5%
 PL	9%	12%	9%	6%	7%	9%	11%	48%	9%
 PT	18%	10%	6%	4%	5%	8%	24%	46%	1%
 RO	7%	9%	10%	10%	7%	9%	31%	30%	9%
 SI	16%	11%	3%	1%	2%	4%	22%	41%	6%
 SK	8%	15%	4%	4%	6%	6%	24%	46%	3%
 FI	14%	2%	3%	4%	2%	3%	4%	71%	4%
 SE	12%	6%	5%	4%	4%	5%	19%	44%	9%
 UK	21%	13%	10%	8%	10%	6%	15%	49%	2%
 HR	8%	14%	5%	2%	4%	5%	23%	40%	8%

Highest percentage per country *Lowest percentage per country*
Highest percentage per item Lowest percentage per item

Base: those who take the train once a year or less or never (n=14167)

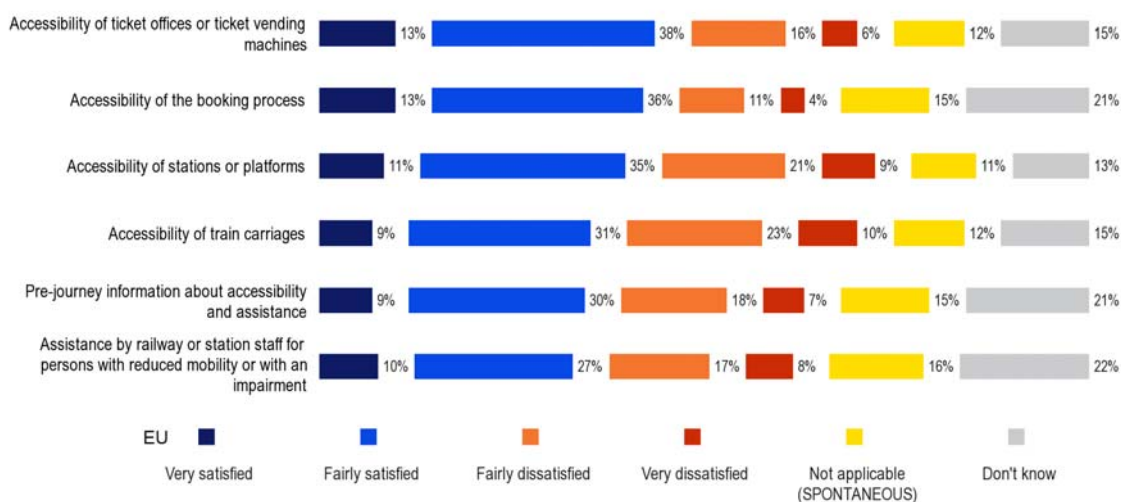
III. SATISFACTION WITH THE ACCESSIBILITY OF RAILWAY STATIONS

This section examines Europeans' overall satisfaction levels with the accessibility of railway stations. For each aspect of railway accessibility described in this chapter, analysis will be given for respondents who have accessibility issues.

Respondents were asked whether they are satisfied with various aspects of the accessibility of railway stations for persons with impairments. Overall, respondents are most satisfied with the accessibility of ticket offices or ticket vending machines (51%). Slightly under half of Europeans are satisfied with the accessibility of the booking process (49%) or the accessibility of stations or platforms (46%). Only four in ten respondents (40%) are satisfied with the accessibility of train carriages in their country. Fewer than four in ten respondents are satisfied with the pre-journey information about accessibility and assistance (39%) or the available assistance by railway or station staff for persons with reduced mobility (37%).

In total, a relative majority of Europeans are satisfied with the accessibility of each of the aspects of railway stations this survey asked about.

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 except MT and CY (n= 26034)

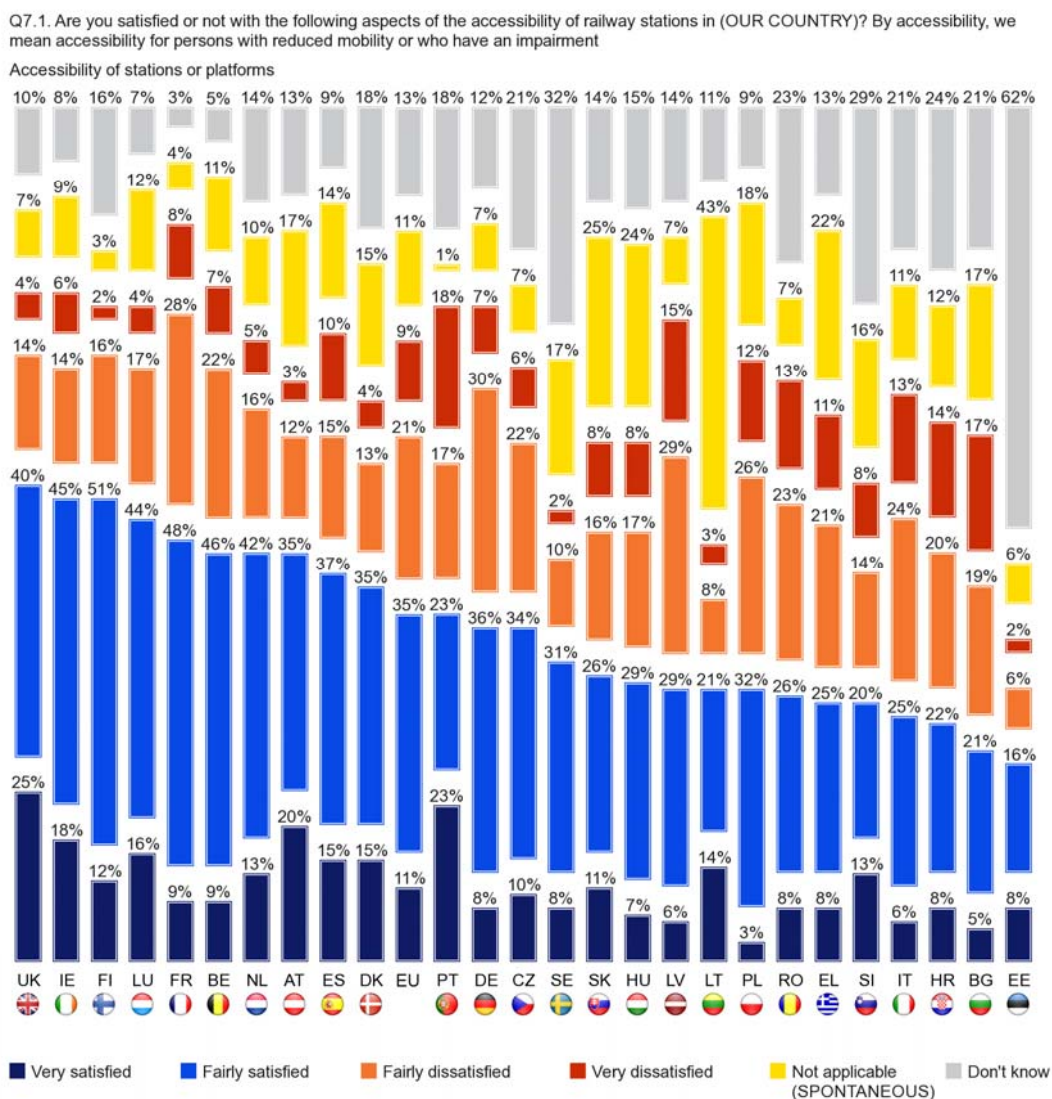
Respondents with accessibility issues are generally less positive about the accessibility of the different aspects of railway stations than those respondents without these issues. Large relative majorities of respondents with accessibility issues are satisfied with the accessibility of the booking process (51% vs. 18%; +33) and the accessibility of ticket offices or ticket vending machines (51% vs. 27%; +24). However, only a small relative majority of the respondents with accessibility issues are satisfied with the accessibility of stations or platforms (43% vs. 40%; +3), assistance by railway or station staff (29% vs. 34%; +5) and pre-journey information on accessibility (39% vs. 33%; +6). Most importantly, a relative majority of respondents with accessibility issues are dissatisfied with the accessibility of train carriages (37% vs. 42%; -5).

3.1. Accessibility of stations or platforms

In terms of absolute satisfaction, respondents are most likely to be satisfied with the accessibility of stations or platforms at railway stations in the United Kingdom (65%), Ireland (63%) and Finland (63%). Respondents are least likely to be satisfied by the current accessibility in Estonia (24%), Bulgaria (26%) and Croatia (30%). However, over six in ten respondents in Estonia did not know how to respond to this question (62%).

In relative terms, respondents are most satisfied in the United Kingdom (65% vs. 18%; +47), Finland (63% vs. 18%; +45) and Ireland (63% vs. 20%; +43).

In total, six Member States have relative majorities who are dissatisfied with the accessibility of stations or platforms: Bulgaria (26% vs. 36%; -10), Latvia (35% vs. 44%; -9), Italy (31% vs. 37%; -6), Croatia (30% vs. 34%; -4), Poland (35% vs. 38%; -3) and Romania (34% vs. 36%; -2).



Base: all respondents except MT and CY (n= 26034)

Socio-demographic analysis

As one might expect, older Europeans are more concerned about the accessibility of train stations in their country. Europeans aged 40-54 and 55 or older are the most likely to be dissatisfied with accessibility of stations or platforms (32% and 32%, respectively), followed by those aged 15-24 and 25-39 (27% and 27%, respectively).

Europeans with accessibility issues are more likely to say that they are dissatisfied with accessibility of stations or platforms than those without these issues (40% vs. 29%). It is worth noting that a relative majority of the respondents who say that they or a member of their family have accessibility issues when using transport because of a disability (44% dissatisfied vs. 40% satisfied) or because of a temporary impairment (41% dissatisfied vs. 35% satisfied) are dissatisfied with the accessibility of stations or platforms.

Q7.1 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

Accessibility of stations or platforms				
	Total 'Satisfied'	Total 'Dissatisfied'	Not applicable (SPONTANEOUS)	Don't know
EU	46%	30%	11%	13%
Age				
15-24	59%	27%	6%	8%
25-39	47%	32%	10%	11%
40-54	43%	32%	11%	14%
55 +	43%	28%	13%	16%
Accessibility issues using transports				
Total 'Yes'	43%	40%	7%	10%
Disability	40%	44%	7%	9%
Temp. Impairment	35%	41%	12%	12%
Ageing process	41%	36%	9%	14%
Travel with young children	52%	42%	3%	3%
No	47%	29%	11%	13%

Base: all respondents except MT and CY (n= 26034)

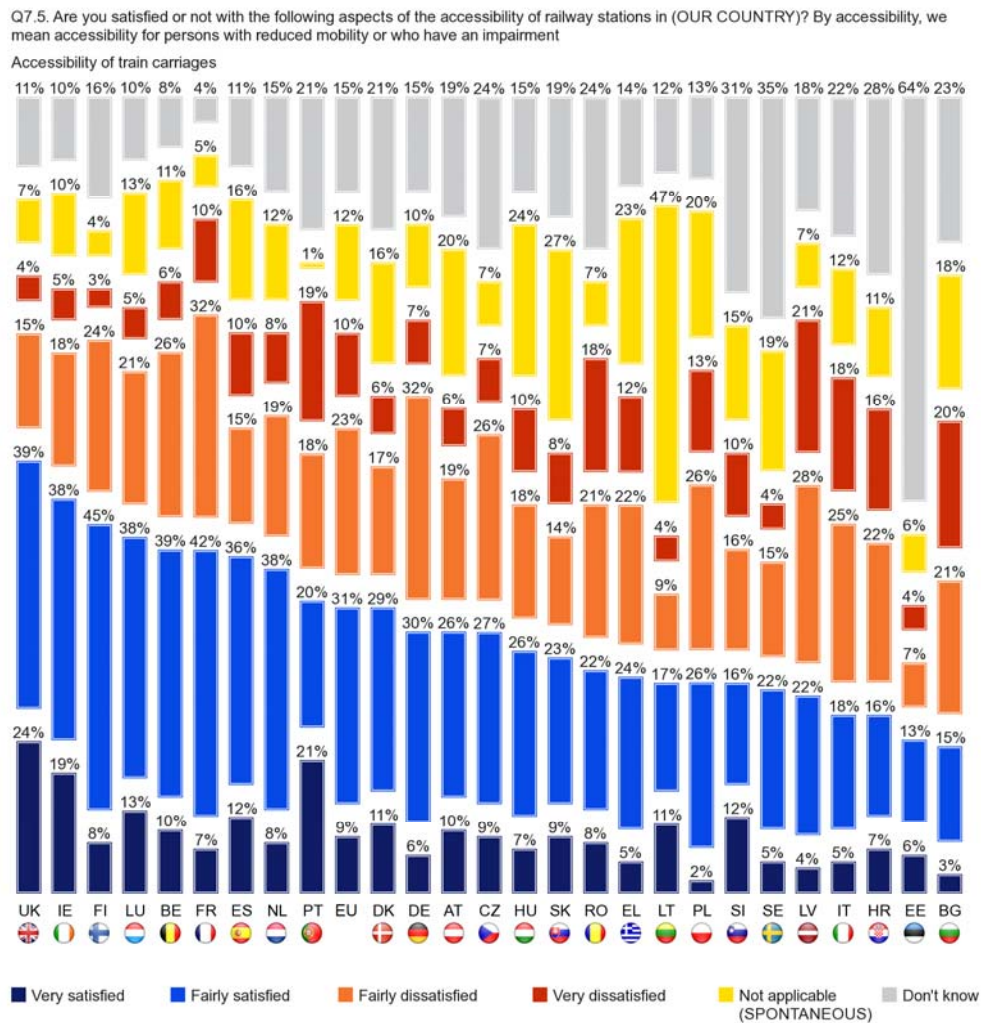
Experience of using trains

Respondents who say that they never use international, national or regional trains have similar levels of net satisfaction with accessibility of stations compared to those who do use these trains (+15 and +17, respectively). Net satisfaction does not vary strongly with the frequency of the use of international, national or regional trains do not vary strongly with net satisfaction. But respondents who use suburban trains at least once also have higher net satisfaction than those who never use these trains (+23 and +14, respectively).

3.2. Accessibility of train carriages

A similar pattern is evident for Europeans’ satisfaction with the accessibility of train carriages in different EU Member States. Respondents are most satisfied with the accessibility of rail carriages in the United Kingdom (63%), Ireland (57%) and Finland (53%). Respondents are least satisfied with the accessibility of rail carriages in Croatia (23%), Estonia (19%) and Bulgaria (18%). For Estonia, over six in ten respondents did not know how to answer this question (64%), but only around one quarter of respondents in Croatia (28%) and Bulgaria (23%) did not have an answer to this question.

Again, the high proportion of don't know responses mean that the relative figures are more useful for understanding the variation between countries. The most positive countries in relative terms are the United Kingdom (63% vs. 19%; +44), Ireland (57% vs. 23%; +34) and Finland (53% vs. 23%; +30). Eight Member States have relative majorities who are dissatisfied with the accessibility of train carriages. Respondents are most dissatisfied in Bulgaria (18% vs. 41%; -23), Latvia (26% vs. 49%; -23) and Italy (23% vs. 43%; -20).



Base: all respondents except MT and CY (n= 26034)

Socio-demographic analysis

There are no large differences in satisfaction with the accessibility of train carriages among respondents across different socio-demographic groups.

However, younger respondents (15-24) are much more satisfied than older respondents with the accessibility of train carriages (54% vs. 40% of respondents aged 25-39, 36% of respondents aged 40-54 and 38% of respondents aged 55+). It is worth noting that a relative majority of respondents aged 55+ are satisfied with the accessibility of train carriages (38% vs. 30%).

Europeans with accessibility issues are more likely to say that they are dissatisfied with the accessibility of train carriages than those without these issues (42% vs. 33%). Indeed, a relative majority of respondents who have accessibility issues in their household are dissatisfied with the accessibility of train carriages (42% vs. 37% who are satisfied). Dissatisfaction is higher where accessibility issues are caused by disability (46% dissatisfied vs. 36% satisfied) or temporary impairment (47% dissatisfied vs. 32% satisfied). Respondents with accessibility issues in their household due to natural ageing are divided on this issue (36% dissatisfied vs. 35% satisfied). Interestingly, nearly half of respondents with accessibility issues in their household because they travel with young children are satisfied with the accessibility of train carriages (49% satisfied vs. 40% dissatisfied)

Q7.5 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

Accessibility of train carriages				
	Total 'Satisfied'	Total 'Dissatisfied'	Not applicable (SPONTANEOUS)	Don't know
EU	40%	33%	12%	15%
Age				
15-24	54%	31%	7%	8%
25-39	40%	36%	11%	13%
40-54	36%	36%	12%	16%
55 +	38%	30%	14%	18%
Accessibility issues using transports				
Total 'Yes'	37%	42%	9%	12%
Disability	36%	46%	7%	11%
Temp. Impairment	32%	47%	8%	13%
Ageing process	35%	36%	13%	16%
Travel with young children	49%	40%	4%	7%
No	40%	33%	12%	15%

Base: all respondents except MT and CY (n= 26034)

Respondents who do not use international, national or regional trains show slightly higher net satisfaction with accessibility of trains carriages (+7 and +6, respectively). However, those who use suburban trains have slightly higher net satisfaction than those who have never used these trains (+9 and +4, respectively).

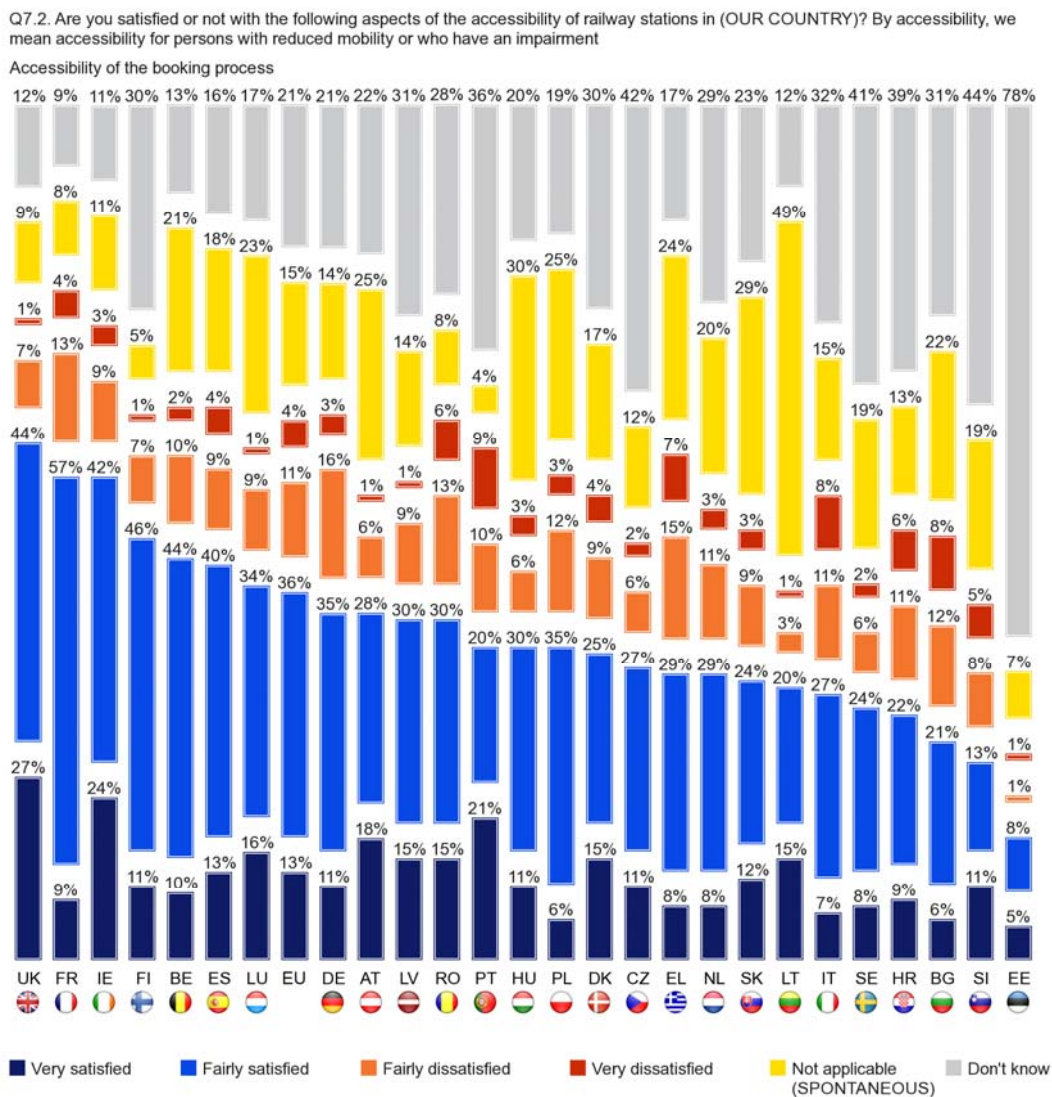
Relationship to other accessibility satisfaction variables

There is a notable relationship between respondents' views on the accessibility of railway stations and views on the accessibility of railway carriages. Respondents who are satisfied with the accessibility of train carriages are much more likely to be also satisfied with the accessibility of stations or platforms (68% vs. 22%).

3.3. Accessibility of the booking process

The same general pattern is also noticeable for views on the accessibility of the booking process at railway stations in various EU Member States. Respondents are most satisfied with the accessibility of these services in the United Kingdom (71%), France (66%) and Ireland (66%). Respondents are least satisfied with the provision of these services in Estonia (13%), Slovenia (24%) and Bulgaria (27%). However, in Estonia almost eight in ten respondents (78%) do not know about the accessibility of these services.

Overall, EU citizens are much more positive about the accessibility of the booking process compared with the accessibility of carriages and platforms. Every Member State has more citizens who are satisfied with the accessibility of the booking process than are dissatisfied with it. The most satisfied in relative terms are respondents in the United Kingdom (71% vs. 8%; +63), Ireland (66% vs. 12%; +54) and France (66% vs. 17%; +49) and the least satisfied are in Bulgaria (27% vs. 20%; +7), Estonia (13% vs. 2%; +11) and Slovenia (24% vs. 13%; +11).



Base: all respondents except MT and CY (n= 26034)

Socio-demographic analysis

The older the respondents are the less they are satisfied with the accessibility of the booking process. While 64% of respondents aged 15-24 say that they are satisfied with the accessibility of the booking process, only 42% of respondents aged 55+ agree. Nevertheless, a relative majority of respondents aged 55+ are satisfied with the accessibility of the booking process.

There are few differences between respondents who report accessibility issues in their household and those who do not on this question. Europeans with accessibility issues are only slightly less likely to say that they are satisfied with accessibility of the booking process than those without these issues (51% vs. 48%).

Q7.2 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

Accessibility of the booking process

	Total 'Satisfied'	Total 'Dissatisfied'	Not applicable (SPONTANEOUS)	Don't know
EU	49%	15%	15%	21%

Age

15-24	64%	13%	9%	14%
25-39	51%	15%	14%	20%
40-54	47%	16%	15%	22%
55 +	42%	14%	19%	25%

Accessibility issues using transports

Total 'Yes'	51%	18%	12%	19%
Disability	50%	20%	12%	18%
Temp. Impairment	50%	20%	12%	18%
Ageing process	46%	15%	14%	25%
Travel with young children	61%	17%	9%	13%
No	48%	15%	15%	22%

Base: all respondents except MT and CY (n= 26034)

Experience of using trains

Respondents who say that they never use international, national or regional trains have lower net satisfaction with accessibility of the booking process (+26 vs. +36). The same pattern holds for users and non-users of suburban trains (+39 and +29, respectively).

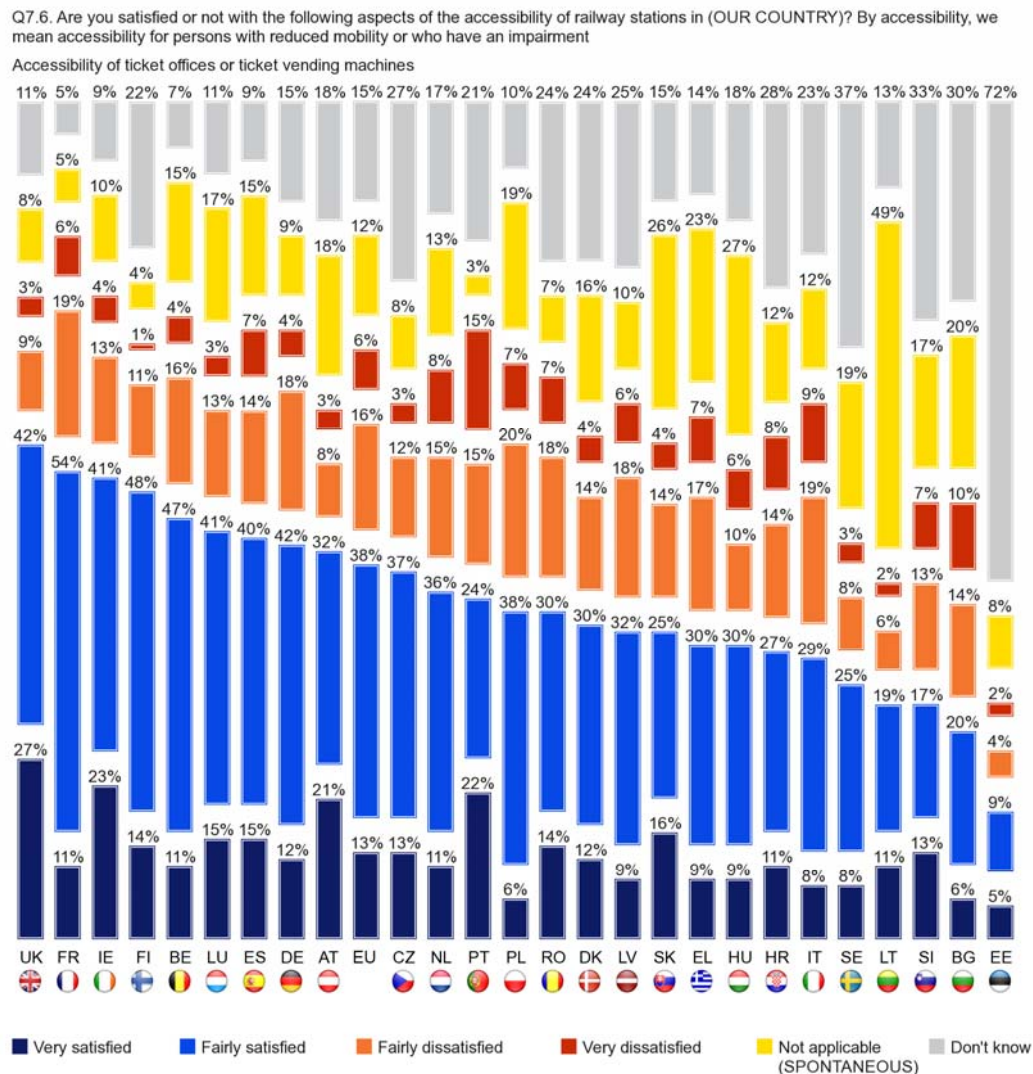
Relationship to satisfaction with other accessibility issues

As for all of the accessibility variables discussed, respondents who are satisfied with every other aspect of the accessibility of trains are also more likely to be satisfied with the accessibility of the booking process for trains. Respondents who are satisfied with the pre-journey information on accessibility or the accessibility of ticket offices are much more likely to also be satisfied with the accessibility of the booking process for trains.

3.4. Accessibility of ticket offices or ticket vending machines

Respondents’ views on the accessibility of ticket offices or ticket vending machines in railway stations also vary across the EU. Respondents are most satisfied with the accessibility of these services in the United Kingdom (69%), France (65%) and Ireland (64%). Respondents are least satisfied about the accessibility of these services in Estonia (14%), Bulgaria (26%) and Slovenia (30%), but again a large proportion of respondents in Estonia do not know about the accessibility of ticket vending machines (72%).

Once again, it is useful to also consider the relative differences. All Member States have a majority of respondents who are satisfied with the accessibility of ticket offices or ticket vending machines. Respondents in the United Kingdom (69% vs. 12%; +57), Finland (62% vs. 12%; +50) and Ireland (64% vs. 17%; +47) are the most satisfied with the accessibility of ticket offices or ticket vending machines. Respondents are the least satisfied in Bulgaria (26% vs. 24%; +2), Estonia (14% vs. 6%; +8) and Italy (37% vs. 28%; +9).



Base: all respondents except MT and CY (n= 26034)

Socio-demographic analysis

Again, the older the respondents, the less satisfied they are with the accessibility of ticket offices or ticket vending machines: 66% of respondents aged 15-24 are satisfied, only 45% of respondents aged 55+. Nevertheless, a relative majority of the respondents aged 55+ are satisfied with this aspect.

Respondents who have reduced mobility issues in their household are slightly more dissatisfied with this aspect than those who do not (27% vs. 21%). However, a majority of respondents with reduced mobility in their household are satisfied with the accessibility of ticket offices.

Q7.6 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

Accessibility of ticket offices or ticket vending machines

	Total 'Satisfied'	Total 'Dissatisfied'	Not applicable (SPONTANEOUS)	Don't know
EU	51%	22%	12%	15%

Age

15-24	66%	19%	7%	8%
25-39	53%	24%	10%	13%
40-54	50%	22%	12%	16%
55 +	45%	21%	15%	19%

Accessibility issues using transports

Total 'Yes'	51%	27%	9%	13%
Disability	50%	28%	9%	13%
Temp. Impairment	52%	26%	8%	14%
Ageing process	50%	24%	10%	16%
Travel with young children	63%	26%	4%	7%
No	51%	21%	12%	16%

Base: all respondents except MT and CY (n= 26034)

Experience of using trains

Once again, train users are more positive than non-train users. Those who have ever used international, national or regional trains have lower net satisfaction with the accessibility of ticket offices or ticket vending machines compared with those who have used these trains (+23 vs. +33). A similar pattern is seen between those who never use suburban trains and those who use them (+26 and +36, respectively).

There are only small differences in opinion among respondents who use international, national or regional trains at various frequencies (ranging from 22% to 25% dissatisfaction rates for different users).

Relationship to satisfaction with other accessibility issues

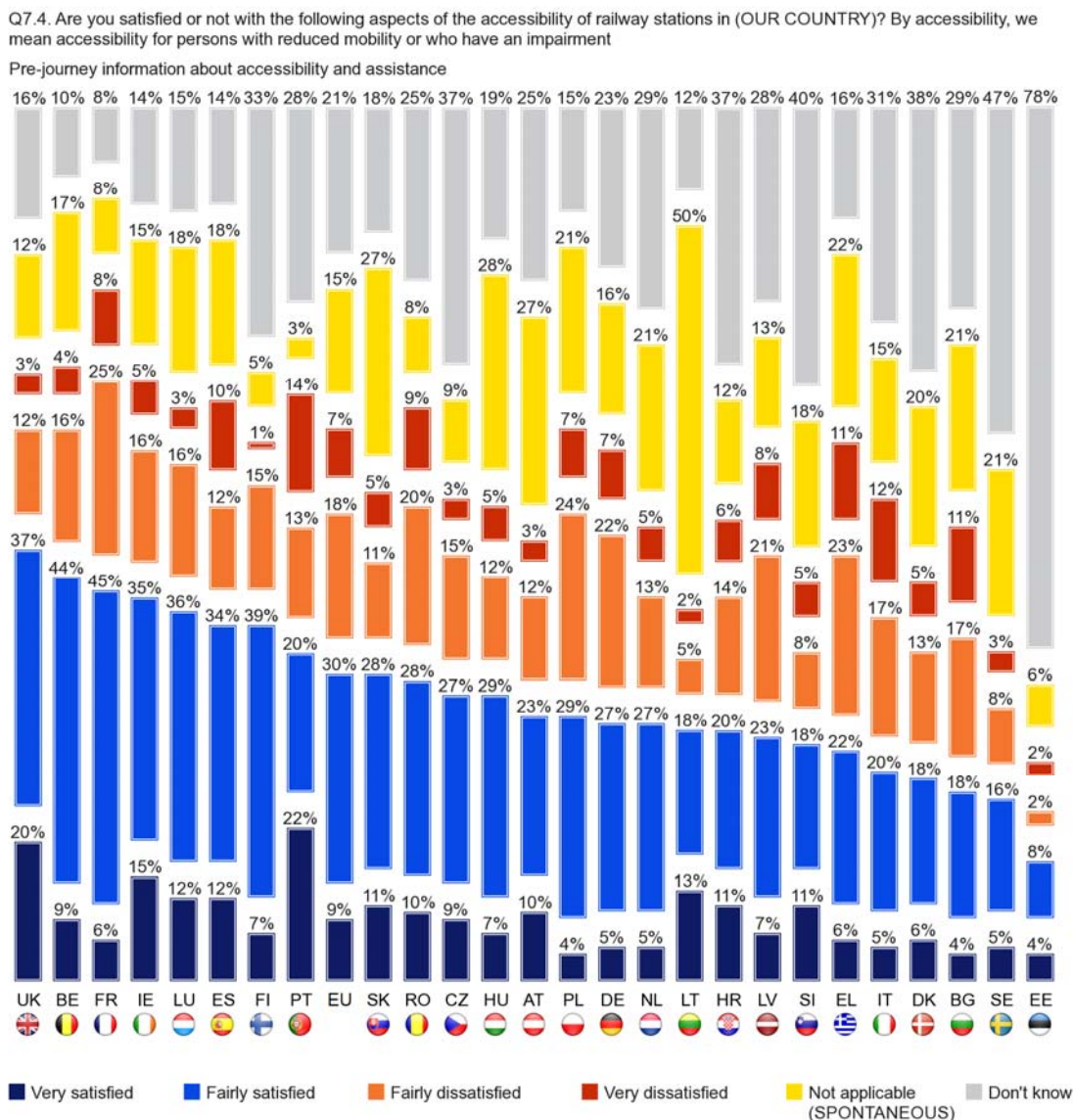
Respondents who are satisfied with all the other accessibility variables are also more likely to be satisfied with the accessibility of ticket offices in railway stations. Importantly, views on the accessibility of ticket offices and of the booking process are highly related. In addition, respondents who are satisfied with pre-journey accessibility information are also notably more likely to be satisfied with the accessibility of ticket offices.

3.5. Pre-journey information about accessibility

A smaller proportion of respondents are satisfied with the availability of pre-journey information about accessibility and assistance.

Respondents are most satisfied with the current provision of this information in the United Kingdom (57%), Belgium (53%) and France (51%). Respondents are least satisfied with this information in Estonia (12%), Sweden (21%) and Bulgaria (22%). As with most questions discussed in this chapter, a large proportion of respondents in Estonia did not know about the accessibility of this information (78%).

In total, three member States have relative majorities who are dissatisfied with pre-journey information about accessibility and assistance. These are Bulgaria (22% vs. 28%; -6), Greece (28% vs. 34%; -6) and Italy (25% vs. 29%; -4).



Base: all respondents except MT and CY (n= 26034)

Socio-demographic analysis

There is only limited variation among socio-demographic groups in terms of satisfaction with pre-journey information on accessibility and assistance on trains.



However, respondents aged 15-24 are much more satisfied with pre-journey information than respondents from other age categories (53% vs. 39% of the respondents aged 25-39, 36% of the respondents aged 40-54 and 35% of the respondents aged 55+). Nevertheless, a relative majority of respondents aged 55+ are satisfied with this aspect (35% satisfied vs. 22% dissatisfied).

However, respondents with more education are more likely to be dissatisfied with this aspect of train travel. Respondents who left education aged 20 or older are the most likely to be dissatisfied with pre-journey information about accessibility and assistance (28%), followed by those who left aged 16-19 (24%) and 15 or younger (18%). 26% of those who are still studying are dissatisfied with this aspect of train travel.

Also, Europeans with accessibility issues are more likely to say that they are dissatisfied with pre-journey information about accessibility and assistance than those without these issues (33% vs. 23%). Nevertheless, a relative majority of respondents with reduced mobility issues in their households are satisfied (39% satisfied vs. 33% dissatisfied).

Q7.4 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

Pre-journey information about accessibility and assistance

	Total 'Satisfied'	Total 'Dissatisfied'	Not applicable (SPONTANEOUS)	Don't know
EU	39%	25%	15%	21%
 Age				
15-24	53%	25%	10%	12%
25-39	39%	27%	14%	20%
40-54	36%	26%	16%	22%
55 +	35%	22%	18%	25%
 Education (End of)				
15-	41%	18%	17%	24%
16-19	39%	24%	16%	21%
20+	34%	28%	15%	23%
Still studying	50%	26%	10%	14%
Accessibility issues using transports				
Total 'Yes'	39%	33%	10%	18%
Disability	40%	36%	8%	16%
Temp. Impairment	40%	33%	7%	20%
Ageing process	36%	29%	12%	23%
Travel with young children	43%	37%	8%	12%
No	39%	23%	16%	22%

Base: all respondents except MT and CY (n= 26034)

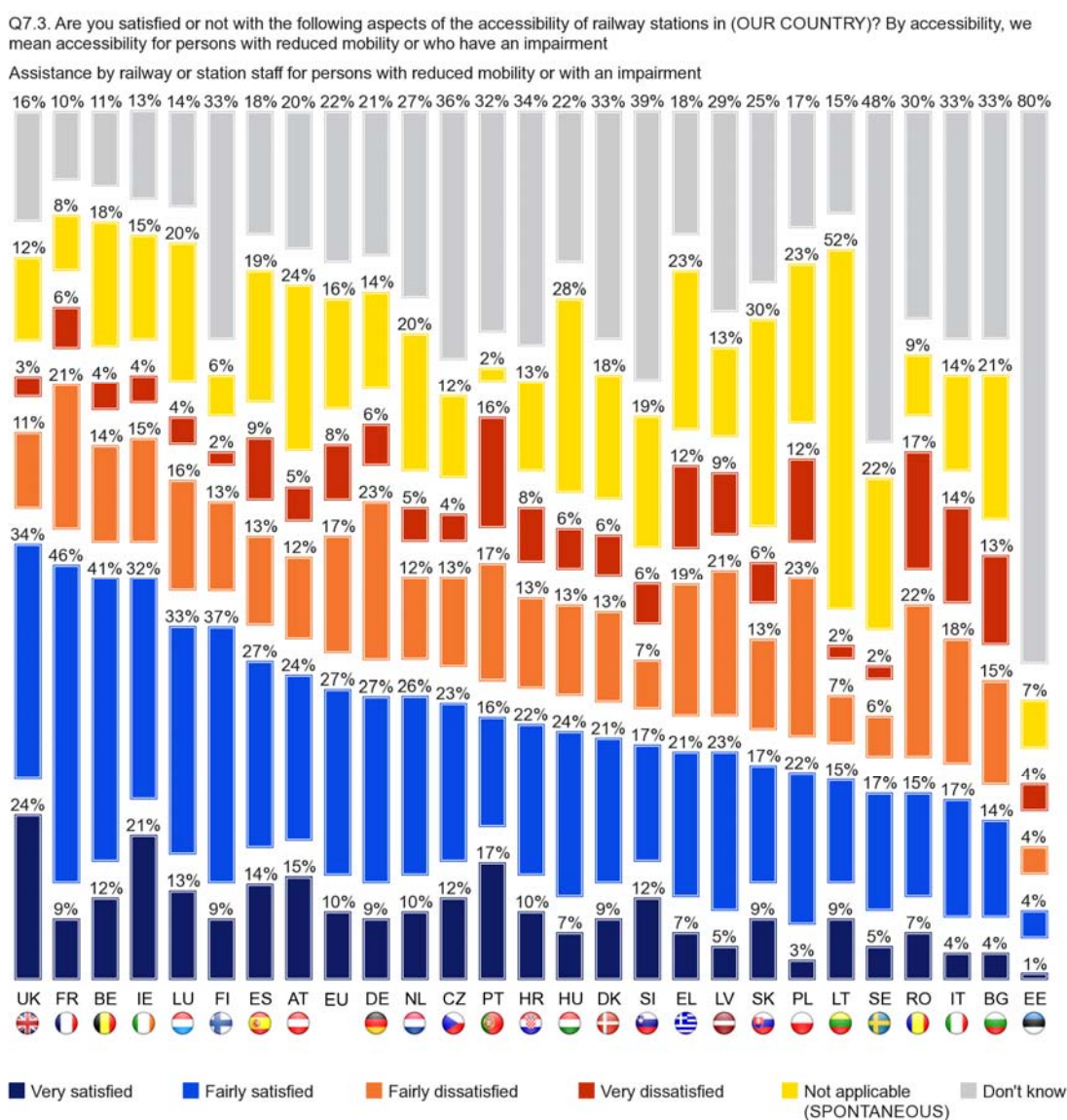
Experience of using trains

There are no substantial differences in satisfaction with the accessibility of pre-journey information between those who use international, national or regional trains at least once a week, several times a month or once a year or less (46%, 40% and 41% respectively). Similarly there is only a small difference in satisfaction between those who use suburban trains with these frequencies (46%, 40% and 45%, respectively). However, those who say they never use international, national or regional trains and those who never use suburban trains are considerably less likely to be satisfied with the accessibility of pre-journey information (33% and 35%, respectively).

3.6. Assistance by staff

Again, there is variation across EU Member States in terms of satisfaction with the accessibility of railway or station staff for persons with reduced mobility. Respondents are most satisfied with this service in the United Kingdom (58%), France (55%) and Belgium (53%). Respondents are least satisfied with these services in Italy (21%), Bulgaria (18%) and Estonia (5%), with eight in ten respondents in Estonia (80%) reporting that they do not know about the accessibility of these services.

In total, seven Member States have more respondents who are dissatisfied with assistance by railway or station staff for persons with reduced mobility or with impairment. The ratings are particularly poor in Romania (22% vs. 39%; -17), Italy (21% vs. 32%; -11) and Bulgaria (18% vs. 28%; -10).



Base: all respondents except MT and CY (n= 26034)

Socio-demographic analysis

There is no large variation in opinion among different socio-demographic groups on the question of whether the assistance of staff for persons with reduced mobility or impairments is satisfactory.

However, those aged 55 or older are significantly less satisfied with the assistance of staff for persons with reduced mobility or impairments than respondents of the other age groups (33% vs. 34%, 38% and 53% respectively).

Not surprisingly, Europeans with accessibility issues are more likely to say that they are dissatisfied with assistance by railway or station staff for persons with reduced mobility or with impairment than those without these issues (34% vs. 25%). Interestingly, a relative majority of respondents with temporary impairment issues in their households are dissatisfied with the assistance by railway or station staff for persons with reduced mobility or with an impairment (42% dissatisfied vs. 30% satisfied).

Q7.3 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

Assistance by railway or station staff for persons with reduced mobility or with an impairment

	Total 'Satisfied'	Total 'Dissatisfied'	Not applicable (SPONTANEOUS)	Don't know
EU	37%	25%	16%	22%
Age				
15-24	53%	25%	9%	13%
25-39	38%	29%	14%	19%
40-54	34%	27%	16%	23%
55 +	33%	22%	19%	26%
Accessibility issues using transports				
Total 'Yes'	39%	34%	10%	17%
Disability	40%	36%	8%	16%
Temp. Impairment	30%	42%	11%	17%
Ageing process	36%	30%	13%	21%
Travel with young children	45%	37%	7%	11%
No	37%	25%	16%	22%

Base: all respondents except MT and CY (n= 26034)

Experience of using trains

Net satisfaction with regards to the availability of staff to assist with accessibility issues at railways stations is much higher among those who use international, national or regional trains than those who don't (+14 vs. +7). There is a smaller difference for suburban trains with users slightly more positive than non-users (+15 and +11, respectively).

Relationship to satisfaction with other accessibility issues

Again, respondents who are satisfied with the other aspects of the accessibility of train stations are also satisfied with the availability of staff assistance on trains. Respondents who are satisfied rather than dissatisfied with the pre-journey information on train accessibility (67% vs. 27%; +40) are most likely to be satisfied with the assistance of staff. Respondents who are satisfied with the accessibility of ticket offices are less likely to also be satisfied with the accessibility of staff assistance (56% vs. 29% +27), though the relationship between satisfaction variables is still very strong.

3.7. Satisfaction index of accessibility of railway stations

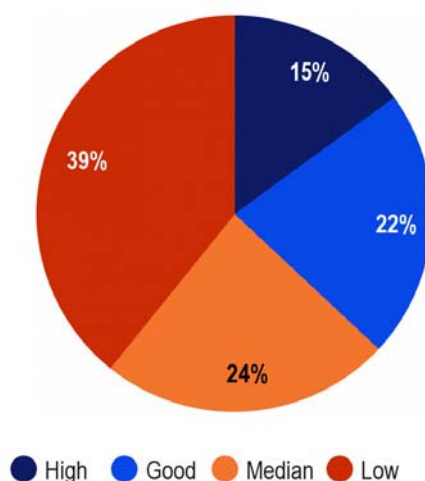
Similar to the other themes discussed in this report, a satisfaction index was created in order to rank Europeans on their overall satisfaction with the accessibility of various services in rail stations.

The index ranks Europeans' according to four satisfaction levels:

- Respondents who are ranked as having "high" satisfaction answered that they are satisfied with six to seven elements of accessibility of railway stations.
- Respondents who are ranked as having "good" satisfaction with railway stations answered that they were satisfied with four to five elements of accessibility of railway stations.
- Respondents are ranked as "medium" if they were satisfied with two to three elements of railway stations.
- Respondents are ranked as having "low" satisfaction if they were satisfied with only one or zero elements of railway stations.

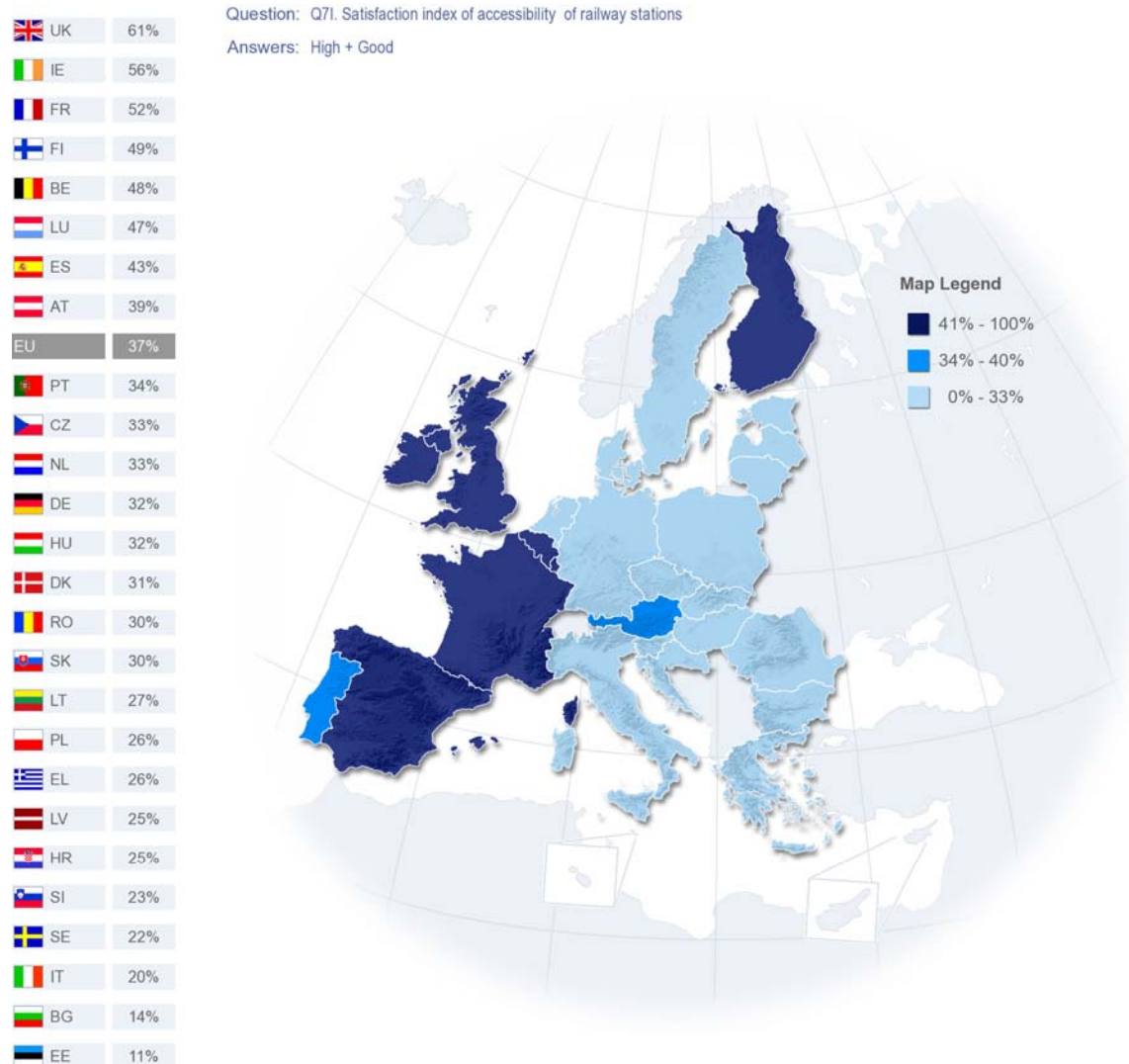
Less than one in five respondents (15%) report high levels of satisfaction. Slightly over one in five Europeans (22%) also reports good satisfaction with the accessibility of rail services. Roughly one quarter of respondents has medium satisfaction levels on this issue. Almost four in five respondents report low satisfaction levels with the accessibility services examined in this chapter.

Q7I. Satisfaction index of accessibility of railway stations



Base: all respondents except MT and CY (n= 26034)

Taking all the results together, the United Kingdom (52%), Ireland (56%) and France (52%) have the highest level of respondents who score high or good on the satisfaction index of accessibility of railway stations. At the other end of the spectrum, respondents have the lowest scores in Estonia (11%), Bulgaria (14%) and Italy (20%).



Base: all respondents except MT and CY (n= 26034)

Socio-demographic analysis

The older the respondents, the lower they score on the satisfaction index of accessibility of railway stations. Indeed, only 32% of respondents aged 55+ score "high" or "good" on the satisfaction index, compared with 55% of respondents aged 15-24.

Respondents who have reduced mobility issues in their households score slightly lower than respondents who do not: 35% score "high" or "good", compared with 37% of those who do not face accessibility issues.

Q7T2I - Satisfaction index of accessibility of railway stations

	High	Good	Median	Low
EU	15%	22%	24%	39%
Age				
15-24	24%	31%	21%	24%
25-39	16%	21%	26%	37%
40-54	14%	20%	24%	42%
55 +	12%	20%	25%	43%
Accessibility issues using transports				
Total 'Yes'	14%	21%	27%	38%
Disability	14%	20%	26%	40%
Temp. Impairment	9%	17%	38%	36%
Ageing process	14%	19%	24%	43%
Travel with young children	18%	27%	29%	26%
No	15%	22%	24%	39%

Base: all respondents except MT and CY (n= 26034)

ANNEXES

TECHNICAL SPECIFICATIONS

FLASH EUROBAROMETER 382a
"Europeans' satisfaction with rail services"
TECHNICAL SPECIFICATIONS

Between the 9th and the 11th of September 2013, TNS Political & Social, a consortium created between TNS political & social, TNS UK and TNS opinion, carried out the survey FLASH EUROBAROMETER 382a about "Europeans' satisfaction with rail services".

This survey has been requested by the EUROPEAN COMMISSION, Directorate-General for Mobility and Transport. It is a general public survey co-ordinated by the Directorate-General for Communication ("Strategy, Corporate Communication Actions and Eurobarometer" Unit). The FLASH EUROBAROMETER 382a covers the population of the respective nationalities of the European Union Member States, resident in each of the 28 Member States and aged 15 years and over. The survey covers the national population of citizens as well as the population of citizens of all the European Union Member States that are residents in these countries and have a sufficient command of the national languages to answer the questionnaire. All interviews were carried using the TNS e-Call center (our centralized CATI system). In every country respondents were called both on fixed lines and mobile phones. The basic sample design applied in all states is multi-stage random (probability). In each household, the respondent was drawn at random following the "last birthday rule".

TNS has developed its own RDD sample generation capabilities based on using contact telephone numbers from responders to random probability or random location face to face surveys, such as Eurobarometer, as seed numbers. The approach works because the seed number identifies a working block of telephone numbers and reduces the volume of numbers generated that will be ineffective. The seed numbers are stratified by NUTS2 region and urbanisation to approximate a geographically representative sample. From each seed number the required sample of numbers are generated by randomly replacing the last two digits. The sample is then screened against business databases in order to exclude as many of these numbers as possible before going into field. This approach is consistent across all countries.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

Statistical Margins due to the sampling process (at the 95% level of confidence)											
<i>various sample sizes are in rows</i>						<i>various observed results are in columns</i>					
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9	N=50
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4	N=500
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1	N=1000
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5	N=1500
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2	N=2000
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8	N=3000
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5	N=4000
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4	N=5000
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3	N=6000
N=7000	0,5	0,7	0,8	0,9	1,0	1,1	1,1	1,1	1,2	1,2	N=7000
N=7500	0,5	0,7	0,8	0,9	1,0	1,0	1,1	1,1	1,1	1,1	N=7500
N=8000	0,5	0,7	0,8	0,9	0,9	1,0	1,0	1,1	1,1	1,1	N=8000
N=9000	0,5	0,6	0,7	0,8	0,9	0,9	1,0	1,0	1,0	1,0	N=9000
N=10000	0,4	0,6	0,7	0,8	0,8	0,9	0,9	1,0	1,0	1,0	N=10000
N=11000	0,4	0,6	0,7	0,7	0,8	0,9	0,9	0,9	0,9	0,9	N=11000
N=12000	0,4	0,5	0,6	0,7	0,8	0,8	0,9	0,9	0,9	0,9	N=12000
N=13000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,9	0,9	N=13000
N=14000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,8	0,8	N=14000
N=15000	0,3	0,5	0,6	0,6	0,7	0,7	0,8	0,8	0,8	0,8	N=15000
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

ABBR.	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+
BE	Belgium	TNS Dimarso	1.004	09/09/2013	11/09/2013	8.939.546
BG	Bulgaria	TNS BBSS	1.002	09/09/2013	11/09/2013	6.537.510
CZ	Czech Rep.	TNS Aisa s.r.o	1.007	09/09/2013	11/09/2013	9.012.443
DK	Denmark	TNS Gallup A/S	1.000	09/09/2013	11/09/2013	4.561.264
DE	Germany	TNS Infratest	1.000	09/09/2013	11/09/2013	64.336.389
EE	Estonia	TNS Emor	1.000	09/09/2013	11/09/2013	945.733
EL	Greece	TNS ICAP	1.002	09/09/2013	11/09/2013	8.693.566
ES	Spain	TNS Demoscopia S.A	1.000	09/09/2013	11/09/2013	39.127.930
FR	France	TNS Sofres	1.008	09/09/2013	11/09/2013	47.756.439
IE	Ireland	IMS Millward Brown	980	09/09/2013	11/09/2013	3.522.000
IT	Italy	TNS ITALIA	1.000	09/09/2013	11/09/2013	51.862.391
CY	Rep. of Cyprus	CYMAR	1.001	09/09/2013	11/09/2013	660.400
LV	Latvia	TNS Latvia	1.006	09/09/2013	11/09/2013	1.447.866
LT	Lithuania	TNS LT	1.000	09/09/2013	11/09/2013	2.829.740
LU	Luxembourg	TNS Dimarso	1.001	09/09/2013	11/09/2013	434.878
HU	Hungary	TNS Hoffmann Kft	1.004	09/09/2013	11/09/2013	8.320.614
MT	Malta	MISCO International Ltd	1.001	09/09/2013	11/09/2013	335.476
NL	Netherlands	TNS NIPO	1.000	09/09/2013	11/09/2013	13.371.980
AT	Austria	TNS Austria	1.002	09/09/2013	11/09/2013	7.009.827
PL	Poland	TNS OBOP	1.000	09/09/2013	11/09/2013	32.413.735
PT	Portugal	TNS EUROTESTE	1.001	09/09/2013	11/09/2013	8.080.915
RO	Romania	TNS CSOP	1.013	09/09/2013	11/09/2013	18.246.731
SI	Slovenia	RM PLUS	1.001	09/09/2013	11/09/2013	1.759.701
SK	Slovakia	TNS AISA Slovakia	1.000	09/09/2013	11/09/2013	4.549.956
FI	Finland	TNS Gallup Oy	1.002	09/09/2013	11/09/2013	4.440.004
SE	Sweden	TNS SIFO	1.000	09/09/2013	11/09/2013	7.791.240
UK	United Kingdom	TNS UK	1.000	09/09/2013	11/09/2013	51.848.010
HR	Croatia	Puls	1.001	09/09/2013	11/09/2013	3.749.400
TOTAL EU28			28.036	09/09/2013	11/09/2013	412.555.713

QUESTIONNAIRE

ASK Q1.1 AND Q1.2 TO ALL COUNTRIES EXCEPT MT AND CY.

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

(READ OUT – ONE ANSWER ONLY)

		Daily \ Alm ost daily	Sev eral time s per wee k	Onc e a wee k	Sev eral time s per mont h	Sev eral time s per year	Onc e a year or less	Neve r	DK/ NA (M)
1	International, national or regional trains (this excludes suburban trains) (M)	1	2	3	4	5	6	7	8
2	Suburban trains	1	2	3	4	5	6	7	8

EB77.2 QC1 modified

ASK Q2a IF "TRAVELS BY INTERNATIONAL, NATIONAL OR REGIONAL TRAIN", code 1 to 6 in Q1.1 OR "TRAVELS BY SUBURBAN TRAINS", code 1 to 6 in Q1.2

Q2a What is the most frequent purpose of your trips by train in (OUR COUNTRY)?

(READ OUT - ONE ANSWER ONLY)

Travelling to work/ school/ university	1
Business trips	2
To go on holidays (N)	3
For other leisure activities (M)	4
Other	5
DK/NA	6

FL326 Q2 Modified

ASK Q3a IN ALL COUNTRIES EXCEPT MT and CY

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

(READ OUT - ONE ANSWER ONLY)

Less than 10 minutes	1
From 10 to 30 minutes	2
From more than 30 minutes to an hour	3
More than an hour	4
DK/NA	5

NEW

ASK Q4a IN ALL COUNTRIES EXCEPT MT and CY

Q4a: ROTATE STATEMENTS 1 TO 4

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

(READ OUT - ONE ANSWER ONLY)

		Very satis- fied	Rath- er satis- fied	Rath- er diss- atisfi- ed	Very diss- atisfi- ed	Not appli- cable (DO NOT REA- D OUT)	DK/ NA
--	--	------------------------	-------------------------------	---------------------------------------	--------------------------------	---	-----------

1	Provision of information about train timetables (M)	1	2	3	4	5	6
2	Ease of buying tickets	1	2	3	4	5	6
3	Easy and accessible complaint- handling mechanisms (M)	1	2	3	4	5	6
4	Cleanliness and good maintenance of stations (M)	1	2	3	4	5	6

FL326 Q3 MODIFIED

ASK Q5a TO ALL EXCEPT MT and CY

Q5a: ROTATE STATEMENTS 1 TO 7

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

(READ OUT - ONE ANSWER ONLY)

		Very satis fied	Rath er satis fied	Rath er diss atisfi ed	Very diss atisfi ed	Not appli cabl e (DO NOT REA D OUT)	DK/ NA
--	--	-----------------------	-----------------------------	------------------------------------	------------------------------	---	-----------

1	Frequency of the trains	1	2	3	4	5	6
2	Punctuality and reliability (M)	1	2	3	4	5	6
3	The provision of information during the journey, in particular in case of delay	1	2	3	4	5	6
4	Availability of staff on trains	1	2	3	4	5	6
5	Availability of through-tickets (i.e. one ticket for several segments of one whole journey) (N)	1	2	3	4	5	6
6	Cleanliness and good maintenance of rail carriages, including the train toilets	1	2	3	4	5	6
7	Bicycle access to the trains (N)	1	2	3	4	5	6

FL326 Q4 MODIFIED

ASK Q6 TO THE RESPONDENTS WHO TAKE THE TRAIN ONCE A YEAR OR LESS OR NEVER, (code 6 or 7 or 8 in Q1.1) and (code 6 or 7 or 8 in Q1.2)

Q6: ROTATE ITEMS 1 TO 6

Q6: 'None' code 8 and 'DK' code 9 - single codes

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

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Inaccessibility of stations or platforms	1,
Inaccessibility of railway carriages	2,
Lack of assistance by train or station staff	3,
Lack of pre-journey information about stations and accessible services	4,
Lack of accessible information (such as Braille, large print or accessible websites) in general about rail travel	5,
Difficulties in travelling to the station	6,
Other (DO NOT READ OUT)	7,
None (DO NOT READ OUT)	8,
DK/NA	9,

NEW

ASK Q7 TO ALL EXCEPT MT and CY

Q7: ROTATE STATEMENTS 1 TO 6

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
----	--

(READ OUT - ONE ANSWER ONLY)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (DO NOT READ)	DK/NA

1	Accessibility of stations or platforms	1	2	3	4	5	6
2	Accessibility of the booking process	1	2	3	4	5	6
3	Assistance by railway or station staff for persons with reduced mobility or with an impairment	1	2	3	4	5	6
4	Pre-journey information about accessibility and assistance	1	2	3	4	5	6
5	Accessibility of train carriages	1	2	3	4	5	6
6	Accessibility of ticket offices or ticket vending machines	1	2	3	4	5	6






























NEW

TABLES

D21 Avez-vous, ou un membre de votre ménage a-t-il, des problèmes d'accessibilité en utilisant des transports ?
(PLUSIEURS REPONSES POSSIBLES)

D21 Do you or someone in your household have any accessibility issues when using transports?
(MULTIPLE ANSWERS POSSIBLE)






























D21 Haben Sie oder hat jemand in Ihrem Haushalt bei der Nutzung von Verkehrsmitteln Probleme mit der Barrierefreiheit bzw. mit der Zugänglichkeit von Verkehrsmitteln? (MEHRFACHNENNUNGEN MÖGLICH)

		Non	Oui, résultant d'un handicap	Oui, résultant d'une déficience temporaire	Oui, résultant du processus de vieillissement naturel
		No	Yes, as a result of a disability	Yes, as a result of a temporary impairment	Yes, as a result of the natural ageing process
		Nein	Ja, aufgrund einer Behinderung	Ja, aufgrund einer vorübergehenden Beeinträchtigung	Ja, aufgrund des natürlichen Alterungsprozesses
%		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU 28	89	5	1	3
	BE	90	4	1	2
	BG	90	6	0	2
	CZ	85	6	2	4
	DK	92	2	0	1
	DE	90	4	1	3
	EE	87	5	0	4
	IE	88	4	1	2
	EL	87	4	3	3
	ES	90	4	0	3
	FR	93	4	1	1
	IT	89	5	1	2
	CY	94	2	2	2
	LV	76	7	4	10
	LT	89	4	0	2
	LU	91	3	0	2
	HU	83	9	3	4
	MT	91	2	2	3
	NL	88	5	1	2
	AT	90	3	1	3
	PL	88	4	1	4
	PT	91	3	1	3
	RO	91	5	1	2
	SI	90	3	2	2
	SK	91	4	1	2
	FI	91	2	1	2
	SE	92	3	1	2
	UK	82	9	1	4
	HR	86	3	1	3

D21 Avez-vous, ou un membre de votre ménage a-t-il, des problèmes d'accessibilité en utilisant des transports ? (PLUSIEURS REPONSES POSSIBLES)

D21 Do you or someone in your household have any accessibility issues when using transports?
(MULTIPLE ANSWERS POSSIBLE)




























D21 Haben Sie oder hat jemand in Ihrem Haushalt bei der Nutzung von Verkehrsmitteln Probleme mit der Barrierefreiheit bzw. mit der Zugänglichkeit von Verkehrsmitteln? (MEHRFACHNENNUNGEN MÖGLICH)

		Oui, car vous voyagez avec de jeunes enfants en utilisant poussettes et landaux Yes, as you travel with young children using strollers and buggies Ja, bei Reisen mit kleinen Kindern mit Kinderwagen und Buggys	Oui, autre (SPONTANE) Yes, other (SPONTANEOUS) Ja, andere (SPONTAN)	NSP/SR DK/NA WN/KA	EU 'Oui' EU 'Yes' Gesamt 'Ja'
%		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU 28	2	1	0	11
	BE	2	1	0	10
	BG	2	1	0	10
	CZ	3	1	0	15
	DK	1	2	1	7
	DE	2	1	1	9
	EE	3	2	0	13
	IE	4	1	0	12
	EL	3	1	0	13
	ES	2	1	0	10
	FR	2	1	0	7
	IT	2	1	0	11
	CY	1	1	0	6
	LV	6	1	1	23
	LT	1	4	1	10
	LU	3	1	0	8
	HU	3	1	0	17
	MT	2	1	0	8
	NL	3	2	0	11
	AT	3	1	0	10
	PL	3	1	0	12
	PT	2	1	0	9
	RO	1	1	0	9
	SI	1	2	0	9
	SK	2	2	0	9
	FI	3	1	0	9
	SE	2	0	0	8
	UK	5	1	0	18
	HR	2	4	1	13

Q1.1 A quelle fréquence vous déplacez-vous en ... en (NOTRE PAYS) ?
Trains internationaux, nationaux ou régionaux (trains suburbains exclus)

Q1.1 How often do you travel by ... in (OUR COUNTRY)?
International, national or regional trains (this excludes suburban trains)




























Q1.1 Wie oft nutzen Sie in (UNSER LAND)...?
Internationale, nationale oder regionale Züge (ausgenommen Vorortzüge / S-Bahnen)

%		Tous les jours\ presque tous les jours	Plusieurs fois par semaine	Une fois par semaine	Plusieurs fois par mois	Plusieurs fois par an
		Daily\ Almost daily	Several times per week	Once a week	Several times per month	Several times per year
		Täglich / Fast täglich	Mehrmals pro Woche	Einmal pro Woche	Mehrmals pro Monat	Mehrmals pro Jahr
		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU	3	2	2	6	23
	BE	5	3	2	8	25
	BG	0	1	1	6	21
	CZ	3	5	4	9	26
	DK	4	1	2	7	28
	DE	5	3	2	6	28
	EE	0	0	1	5	12
	IE	1	2	1	6	29
	EL	0	0	1	3	10
	ES	0	1	1	5	16
	FR	4	2	1	5	23
	IT	3	2	1	6	20
	LV	1	0	1	4	14
	LT	0	1	0	3	9
	LU	8	6	3	9	27
	HU	3	3	2	11	23
	NL	3	5	3	7	30
	AT	5	4	4	7	32
	PL	1	1	2	4	22
	PT	1	1	1	5	16
	RO	1	1	1	5	21
	SI	3	4	4	4	16
	SK	3	5	1	9	18
	FI	1	1	1	4	26
	SE	3	1	1	6	28
	UK	3	2	2	11	28
	HR	1	1	0	5	15

Q1.1 A quelle fréquence vous déplacez-vous en ... en (NOTRE PAYS) ?
Trains internationaux, nationaux ou régionaux (trains suburbains exclus)

Q1.1 How often do you travel by ... in (OUR COUNTRY)?
International, national or regional trains (this excludes suburban trains)

Q1.1 Wie oft nutzen Sie in (UNSER LAND)...?
Internationale, nationale oder regionale Züge (ausgenommen Vorortzüge / S-Bahnen)

		Une fois par an ou moins	Jamais	NSP/SR	EU 'Au moins une fois par semaine'	EU 'Au moins une fois'
		Once a year or less	Never	DK/NA	EU 'At least once a week'	EU 'At least once'
		Einmal pro Jahr oder seltener	Niemals	WN/KA	Gesamt 'Mindestens einmal pro Woche'	Gesamt 'Mindestens einmal'
%		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU	31	32	0	6	67
	BE	28	30	0	9	70
	BG	32	38	0	3	62
	CZ	23	30	0	12	70
	DK	30	27	0	7	73
	DE	36	20	0	10	80
	EE	20	61	1	1	39
	IE	33	27	0	5	73
	EL	29	56	0	2	44
	ES	32	45	0	2	55
	FR	28	37	0	7	63
	IT	37	31	0	5	69
	LV	33	48	0	2	52
	LT	19	66	1	2	33
	LU	15	33	0	16	67
	HU	25	33	0	8	67
	NL	19	32	0	11	68
	AT	27	22	0	12	78
	PL	35	35	1	3	64
	PT	33	42	1	3	58
	RO	33	37	0	4	62
	SI	22	46	0	11	54
	SK	25	38	0	9	62
	FI	44	23	0	3	77
	SE	38	23	0	4	77
	UK	27	27	0	7	73
	HR	19	57	1	2	42

Q1.2 A quelle fréquence vous déplacez-vous en ... en (NOTRE PAYS) ?




























Trains suburbains

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

Suburban trains

Q1.2 Wie oft nutzen Sie in (UNSER LAND)...?

Vorortszüge / S-Bahn

		Tous les jours\ presque tous les jours		Plusieurs fois par semaine		Une fois par semaine		Plusieurs fois par mois		Plusieurs fois par an	
		Daily\ Almost daily		Several times per week		Once a week		Several times per month		Several times per year	
		Täglich / Fast täglich		Mehrmals pro Woche		Einmal pro Woche		Mehrmals pro Monat		Mehrmals pro Jahr	
%		Flash EB 382a	Diff. EB 77.2	Flash EB 382a	Diff. EB 77.2	Flash EB 382a	Diff. EB 77.2	Flash EB 382a	Diff. EB 77.2	Flash EB 382a	Diff. EB 77.2
	EU	3	0	3	0	2	0	6	1	15	2
	BE	4	2	4	2	2	0	3	0	15	5
	BG	0	-1	1	1	0	0	2	1	6	3
	CZ	2	0	3	2	2	1	9	6	15	1
	DK	6	1	3	-2	3	0	13	3	21	0
	DE	7	2	4	-1	3	1	8	0	19	-1
	EE	0	0	1	0	1	0	2	-2	6	-1
	IE	2	1	3	1	2	0	6	1	23	9
	EL	1	1	1	0	1	0	4	2	12	4
	ES	3	0	4	-1	2	-2	9	2	16	6
	FR	4	2	2	0	1	0	5	2	11	1
	IT	1	-1	2	-1	1	-2	5	2	11	2
	LV	3	1	2	1	1	0	11	6	17	2
	LT	0	0	1	1	1	1	3	2	6	1
	LU	4	3	3	2	2	1	6	5	14	10
	HU	2	1	1	0	1	0	2	0	8	1
	NL	3	-1	4	2	3	1	7	-1	32	-6
	AT	6	3	5	1	3	1	9	3	18	1
	PL	1	0	1	-1	1	0	4	3	13	5
	PT	3	2	2	1	1	-1	6	4	11	3
	RO	0	-1	0	-1	1	0	2	0	5	-2
	SI	4	3	5	4	3	3	3	1	12	4
	SK	3	2	3	1	2	1	6	1	13	2
	FI	3	0	2	-1	1	-1	6	1	16	1
	SE	5	0	2	0	2	1	7	1	15	-8
	UK	4	1	3	0	2	0	10	5	22	4
	HR	1	NA	1	NA	1	NA	4	NA	9	NA

Q1.2 A quelle fréquence vous déplacez-vous en ... en (NOTRE PAYS) ?




























Trains suburbains

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

Suburban trains

Q1.2 Wie oft nutzen Sie in (UNSER LAND)...?




























Vorortszüge / S-Bahn

%		Une fois par an ou moins		Jamais		NSP/SR		EU 'Au moins une fois par semaine'		EU 'Au moins une fois'	
		Once a year or less		Never		DK/NA		EU 'At least once a week'		EU 'At least once'	
		Einmal pro Jahr oder seltener		Niemals		WN/KA		Gesamt 'Mindestens einmal pro Woche'		Gesamt 'Mindestens einmal'	
		Flash EB 382a	Diff. EB 77.2	Flash EB 382a	Diff. EB 77.2	Flash EB 382a	Diff. EB 77.2	Flash EB 382a	Diff. EB 77.2	Flash EB 382a	Diff. EB 77.2
	EU	17	2	53	-6	1	0	8	1	46	6
	BE	12	3	59	-13	1	1	10	4	40	12
	BG	11	6	79	-7	1	-3	1	0	20	10
	CZ	11	-3	57	-7	0	-1	8	3	43	7
	DK	17	-5	37	3	0	0	12	-1	63	-3
	DE	21	2	38	-3	0	0	14	2	61	2
	EE	8	-8	80	10	1	0	3	1	19	-10
	IE	20	3	44	-14	0	-1	7	2	56	15
	EL	16	-1	64	-8	0	0	3	1	36	8
	ES	17	4	49	-9	0	0	8	-4	50	8
	FR	13	3	64	-7	0	-1	7	2	36	8
	IT	16	5	63	-5	1	0	4	-4	36	5
	LV	19	0	47	-8	0	-1	6	2	53	10
	LT	14	2	75	-6	1	1	2	1	24	6
	LU	7	3	63	-25	1	0	9	7	37	26
	HU	10	1	75	-3	1	1	4	1	25	3
	NL	17	0	33	5	1	1	10	1	66	-6
	AT	15	3	43	-12	0	-1	15	5	57	13
	PL	16	2	63	-10	1	0	3	0	35	9
	PT	23	10	53	-18	0	0	7	3	47	19
	RO	10	-13	67	4	14	11	1	-1	19	-16
	SI	12	-1	61	-15	2	2	12	10	38	14
	SK	11	-1	62	-7	1	0	8	5	37	7
	FI	26	2	46	-1	0	0	7	-1	54	2
	SE	22	0	47	6	0	0	9	0	53	-6
	UK	19	1	39	-11	1	0	9	1	60	11
	HR	11	NA	72	NA	1	NA	3	NA	27	NA

Q2a Quelle est la raison la plus fréquente pour laquelle vous voyagez en train en (NOTRE PAYS) ?

Q2a What is the most frequent purpose of your trips by train in (OUR COUNTRY)?




























Q2a Was ist der häufigste Grund für Ihre Bahnreise in (UNSER LAND)?

	%	Déplacements vers le travail/ l'école/ l'université	Pour des déplacements professionnels	Pour aller en vacances	Pour d'autres activités de loisir	Pour une autre raison	NSP/SR
		Travelling to work/ school/ university	Business trips	To go on holidays	For other leisure activities	Other	DK/NA
		Zur Arbeit/Schule/ Universität fahren	Geschäftsreisen	Um in den Urlaub zu fahren	Für andere Freizeitaktivitäten	Sonstiges	WN/KA
		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
 EU		16	8	22	33	19	2
 BE		29	2	13	45	10	1
 BG		12	8	28	27	21	4
 CZ		15	6	6	51	20	2
 DK		19	6	17	36	21	1
 DE		15	9	20	36	17	3
 EE		11	4	13	54	13	5
 IE		12	7	13	55	10	3
 EL		14	13	20	29	18	6
 ES		20	4	27	27	21	1
 FR		17	5	30	24	23	1
 IT		10	13	30	28	16	3
 LV		11	10	37	7	32	3
 LT		9	5	13	41	26	6
 LU		24	4	11	39	21	1
 HU		20	2	11	30	32	5
 NL		24	6	5	56	9	0
 AT		16	8	20	38	14	4
 PL		10	12	31	22	22	3
 PT		23	4	12	41	20	0
 RO		10	9	32	19	28	2
 SI		21	8	22	35	10	4
 SK		19	5	13	44	16	3
 FI		14	6	28	40	9	3
 SE		17	15	21	30	13	4
 UK		16	9	11	44	19	1
 HR		16	9	11	40	20	4

Q2aT Quelle est la raison la plus fréquente pour laquelle vous voyagez en train en (NOTRE PAYS) ?

Q2aT What is the most frequent purpose of your trips by train in (OUR COUNTRY)?




























Q2aT Was ist der häufigste Grund für Ihre Bahnreise in (UNSER LAND)?

	%	Déplacements vers le travail/ l'école/ l'université		Pour des déplacements professionnels		Pour aller en vacances, pour d'autres activités de loisirs		Pour une autre raison		NSP/SR	
		Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326
 EU		16	5	8	-4	56	0	18	-3	2	2
 BE		30	12	2	-2	57	-7	10	-4	1	1
 BG		12	0	8	0	56	15	21	-17	3	2
 CZ		15	-2	6	-4	58	1	19	3	2	2
 DK		19	-1	7	-1	52	-9	21	10	1	1
 DE		16	9	9	-3	57	-5	17	-1	1	0
 EE		12	-4	3	-1	67	9	13	-9	5	5
 IE		11	2	7	-7	69	4	11	-1	2	2
 EL		14	2	13	-5	55	11	17	-9	1	1
 ES		19	10	5	-6	56	-6	20	2	0	0
 FR		17	2	5	-4	54	5	23	-4	1	1
 IT		10	7	12	-9	60	-5	16	5	2	2
 LV		11	-4	11	6	43	-2	31	-2	4	2
 LT		8	-2	4	-4	55	2	26	-3	7	7
 LU		24	8	4	-4	50	-3	21	-2	1	1
 HU		21	5	2	-1	42	7	33	-13	2	2
 NL		26	8	6	-4	59	-3	9	-1	0	0
 AT		17	3	9	-4	59	-4	14	4	1	1
 PL		11	4	13	0	54	15	20	-21	2	2
 PT		22	-1	5	0	53	5	20	-4	0	0
 RO		10	-2	8	2	51	12	29	-14	2	2
 SI		21	3	8	1	58	3	10	-10	3	3
 SK		20	6	5	-7	56	-4	16	2	3	3
 FI		14	5	6	-5	68	-8	9	5	3	3
 SE		17	8	16	-8	52	8	13	-10	2	2
 UK		16	4	9	-3	56	-8	18	6	1	1
 HR		16	NA	9	NA	54	NA	18	NA	3	NA

Q3a Depuis votre maison, combien de temps vous faut-il ou vous faudrait-il pour vous rendre à la gare ou à l'arrêt de train le plus proche ?

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




























Q3a Wie lange brauchen Sie oder würden Sie brauchen, um von Ihrem Zuhause zum nächstgelegenen Bahnhof (für den internationalen-, nationalen-, Regionalverkehr) oder zur nächstgelegenen Bahnhaltestelle zu gelangen?

%		Moins de 10 minutes	De 10 à 30 minutes	De plus de 30 minutes à une heure	Plus d'une heure	NSP/SR
		Less than 10 minutes	From 10 to 30 minutes	From more than 30 minutes to an hour	More than an hour	DK/NA
		Weniger als 10 Minuten	Zwischen 10 und 30 Minuten	Zwischen mehr als 30 Minuten und einer Stunde	Länger als eine Stunde	WN/KA
		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU	31	52	12	4	1
	BE	38	51	9	1	1
	BG	23	51	17	6	3
	CZ	29	60	9	2	0
	DK	41	48	8	2	1
	DE	31	54	12	3	0
	EE	16	50	17	10	7
	IE	25	45	20	10	0
	EL	29	36	15	12	8
	ES	35	46	10	6	3
	FR	31	56	11	2	0
	IT	36	49	12	2	1
	LV	18	43	22	14	3
	LT	15	46	23	10	6
	LU	43	46	8	2	1
	HU	24	54	16	5	1
	NL	40	50	8	2	0
	AT	38	49	11	1	1
	PL	21	57	15	6	1
	PT	27	51	14	6	2
	RO	19	55	18	8	0
	SI	27	46	13	13	1
	SK	32	51	11	4	2
	FI	22	53	17	7	1
	SE	35	53	9	2	1
	UK	37	50	11	2	0
	HR	27	49	13	9	2

Q4a.T2I - Indice de satisfaction des gares ferroviaires

Q4a.T2I - Satisfaction index of railway stations

Q4a.T2I - Indice de satisfaction des gares ferroviaires

		Elevé	Bon	Moyen	Faible
		High	Good	Median	Low
		Hoch	Bon	Moyen	Niedrig
%		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU	22	29	21	28
	BE	30	34	20	16
	BG	10	20	29	41
	CZ	11	37	31	21
	DK	11	32	28	29
	DE	14	26	26	34
	EE	5	23	13	59
	IE	38	33	13	16
	EL	21	22	15	42
	ES	36	28	15	21
	FR	36	32	18	14
	IT	9	25	28	38
	LV	26	35	17	22
	LT	15	29	13	43
	LU	36	34	15	15
	HU	15	25	22	38
	NL	15	39	23	23
	AT	22	36	22	20
	PL	9	24	23	44
	PT	28	28	18	26
	RO	15	20	23	42
	SI	15	26	18	41
	SK	12	27	26	35
	FI	28	39	17	16
	SE	16	37	22	25
	UK	41	32	12	15
	HR	19	23	19	39

Q4a.1 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant les gares ferroviaires en (NOTRE PAYS) ?




























Mise à disposition d'informations concernant les horaires des trains

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

Provision of information about train timetables

Q4a.1 Sind Sie mit den folgenden Eigenschaften der Bahnhöfe (für den internationalen-, nationalen-, Regionalverkehr) in (UNSER LAND) zufrieden oder nicht zufrieden?

Bereitstellung von Informationen zu Fahrplänen

		Très satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Très mécontent	Ne s'applique pas (SPONTANE)	NSP/SR	EU 'Satisfait'	EU 'Insatisfait'
		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	DK/NA	EU 'Satisfied'	EU 'Dissatisfied'
		Sehr zufrieden	Eher zufrieden	Eher unzufrieden	Sehr unzufrieden	Nicht zutreffend (SPONTAN)	WN/KA	Gesamt 'Zufrieden'	Gesamt 'Unzufrieden'
%		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU	21	47	12	4	8	8	68	16
	BE	21	53	12	2	8	4	74	14
	BG	20	38	9	4	17	12	58	13
	CZ	29	48	5	1	6	11	77	6
	DK	28	42	10	3	7	10	70	13
	DE	18	48	18	5	4	7	66	23
	EE	17	21	3	1	5	53	38	4
	IE	32	42	9	4	8	5	74	13
	EL	20	32	11	5	24	8	52	16
	ES	23	49	6	3	14	5	72	9
	FR	17	61	12	4	4	2	78	16
	IT	15	48	14	8	5	10	63	22
	LV	25	47	5	2	9	12	72	7
	LT	25	27	2	1	37	8	52	3
	LU	38	43	6	2	7	4	81	8
	HU	20	43	10	4	16	7	63	14
	NL	23	46	12	3	7	9	69	15
	AT	31	43	10	3	7	6	74	13
	PL	6	43	19	8	16	8	49	27
	PT	35	33	6	5	4	17	68	11
	RO	18	39	11	6	9	17	57	17
	SI	27	30	7	3	13	20	57	10
	SK	25	39	7	2	18	9	64	9
	FI	24	56	8	1	2	9	80	9
	SE	24	47	11	3	6	9	71	14
	UK	35	45	6	1	6	7	80	7
	HR	23	32	9	4	11	21	55	13

Q4a.2 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant les gares ferroviaires en (NOTRE PAYS) ?




























Facilité à acheter des billets

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

Ease of buying tickets

Q4a.2 Sind Sie mit den folgenden Eigenschaften der Bahnhöfe (für den internationalen-, nationalen-, Regionalverkehr) in (UNSER LAND) zufrieden oder nicht zufrieden?

Einfachheit, Fahrkarten zu kaufen

		Très satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Très mécontent	Ne s'applique pas (SPONTANE)	NSP/SR	EU 'Satisfait'	EU 'Insatisfait'
		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	DK/NA	EU 'Satisfied'	EU 'Dissatisfied'
		Sehr zufrieden	Eher zufrieden	Eher unzufrieden	Sehr unzufrieden	Nicht zutreffend (SPONTAN)	WN/KA	Gesamt 'Zufrieden'	Gesamt 'Unzufrieden'
%		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU	25	42	11	6	9	7	67	17
	BE	26	49	9	2	10	4	75	11
	BG	21	39	8	2	18	12	60	10
	CZ	29	48	5	1	7	10	77	6
	DK	25	34	14	7	10	10	59	21
	DE	17	35	23	14	5	6	52	37
	EE	25	16	2	0	5	52	41	2
	IE	39	39	7	3	8	4	78	10
	EL	27	32	7	4	23	7	59	11
	ES	25	48	7	4	12	4	73	11
	FR	26	54	11	3	4	2	80	14
	IT	23	42	12	9	6	8	65	21
	LV	26	47	4	1	9	13	73	5
	LT	27	26	1	0	37	9	53	1
	LU	32	39	10	3	12	4	71	13
	HU	20	42	7	3	19	9	62	10
	NL	26	38	10	8	10	8	64	18
	AT	29	35	16	8	7	5	64	24
	PL	13	50	10	4	16	7	63	14
	PT	36	36	5	5	4	14	72	10
	RO	21	41	11	3	10	14	62	14
	SI	28	30	7	3	13	19	58	10
	SK	31	37	5	1	18	8	68	6
	FI	32	43	10	3	3	9	75	13
	SE	23	40	13	8	6	10	63	21
	UK	38	39	6	3	7	7	77	9
	HR	25	36	5	3	11	20	61	8

Q4a.3 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant les gares ferroviaires en (NOTRE PAYS) ?




























Mécanisme de traitement des plaintes facile et accessible

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

Easy and accessible complaint- handling mechanisms

Q4a.3 Sind Sie mit den folgenden Eigenschaften der Bahnhöfe (für den internationalen-, nationalen-, Regionalverkehr) in (UNSER LAND) zufrieden oder nicht zufrieden?

Einfache und zugängliche Beschwerdebearbeitungsmechanismen

	%	Très satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Très mécontent	Ne s'applique pas (SPONTANE)	NSP/SR	EU 'Satisfait'	EU 'Insatisfait'
		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	DK/NA	EU 'Satisfied'	EU 'Dissatisfied'
		Sehr zufrieden	Eher zufrieden	Eher unzufrieden	Sehr unzufrieden	Nicht zutreffend (SPONTAN)	WN/KA	Gesamt 'Zufrieden'	Gesamt 'Unzufrieden'
		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
 EU		8	29	12	6	22	23	37	18
 BE		11	38	8	2	31	10	49	10
 BG		4	17	12	9	30	28	21	21
 CZ		4	18	6	1	23	48	22	7
 DK		7	16	7	5	25	40	23	12
 DE		4	28	17	7	23	21	32	24
 EE		1	5	2	0	8	84	6	2
 IE		18	36	9	4	19	14	54	13
 EL		8	29	15	6	28	14	37	21
 ES		14	36	10	6	21	13	50	16
 FR		6	49	14	5	14	12	55	19
 IT		5	18	18	13	19	27	23	31
 LV		5	31	4	2	24	34	36	6
 LT		7	12	2	1	61	17	19	3
 LU		16	36	5	3	25	15	52	8
 HU		6	25	8	5	34	22	31	13
 NL		4	22	9	6	28	31	26	15
 AT		8	23	11	5	31	22	31	16
 PL		1	20	10	5	42	22	21	15
 PT		21	20	9	7	12	31	41	16
 RO		8	26	18	8	14	26	34	26
 SI		9	16	6	4	25	40	25	10
 SK		8	20	9	4	31	28	28	13
 FI		5	33	7	3	8	44	38	10
 SE		4	22	11	5	17	41	26	16
 UK		18	37	6	2	16	21	55	8
 HR		7	24	8	7	16	38	31	15

Q4a.4 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant les gares ferroviaires en (NOTRE PAYS) ?




























Propreté et bon entretien des gares

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

Cleanliness and good maintenance of stations

Q4a.4 Sind Sie mit den folgenden Eigenschaften der Bahnhöfe (für den internationalen-, nationalen-, Regionalverkehr) in (UNSER LAND) zufrieden oder nicht zufrieden?

Sauberkeit und Instandhaltung von Bahnhöfen

	%	Très satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Très mécontent	Ne s'applique pas (SPONTANE)	NSP/SR	EU 'Satisfait'	EU 'Insatisfait'
		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	DK/NA	EU 'Satisfied'	EU 'Dissatisfied'
		Sehr zufrieden	Eher zufrieden	Eher unzufrieden	Sehr unzufrieden	Nicht zutreffend (SPONTAN)	WN/KA	Gesamt 'Zufrieden'	Gesamt 'Unzufrieden'
		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
 EU		12	45	21	8	7	7	57	29
 BE		13	58	16	4	6	3	71	20
 BG		6	26	26	18	14	10	32	44
 CZ		7	44	28	8	5	8	51	36
 DK		10	50	19	5	6	10	60	24
 DE		9	43	29	9	3	7	52	38
 EE		10	27	6	2	5	50	37	8
 IE		31	46	9	3	6	5	77	12
 EL		13	31	19	8	22	7	44	27
 ES		18	52	9	4	13	4	70	13
 FR		9	63	18	5	3	2	72	23
 IT		4	31	36	18	5	6	35	54
 LV		14	55	13	2	6	10	69	15
 LT		24	34	3	1	32	6	58	4
 LU		25	55	9	2	6	3	80	11
 HU		6	33	26	15	13	7	39	41
 NL		14	62	9	1	6	8	76	10
 AT		26	54	8	1	6	5	80	9
 PL		4	35	28	11	15	7	39	39
 PT		33	31	10	8	4	14	64	18
 RO		6	23	28	22	8	13	29	50
 SI		13	32	16	7	13	19	45	23
 SK		7	28	26	16	15	8	35	42
 FI		15	62	12	2	1	8	77	14
 SE		17	53	9	2	6	13	70	11
 UK		26	53	9	2	4	6	79	11
 HR		11	37	18	8	9	17	48	26

Q4aT2.1 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant les gares ferroviaires en (NOTRE PAYS) ?




























Mise à disposition d'informations concernant les horaires des trains

Q4aT2.1 Are you satisfied or not with the following features of railway stations in (OUR COUNTRY)?

Provision of information about train timetables

Q4aT2.1 Sind Sie mit den folgenden Eigenschaften der Bahnhöfe (für den internationalen-, nationalen-, Regionalverkehr) in (UNSER LAND) zufrieden oder nicht zufrieden?

Bereitstellung von Informationen zu Fahrplänen

	%	Très satisfait(e)		Plutôt satisfait(e)		Plutôt pas satisfait(e)		Très mécontent		Ne s'applique pas (SPONTANE)		NSP/SR		EU 'Satisfait'		EU 'Insatisfait'	
		Very satisfied		Fairly satisfied		Fairly dissatisfied		Very dissatisfied		Not applicable (SPONTANEOUS)		DK/NA		EU 'Satisfied'		EU 'Dissatisfied'	
		Sehr zufrieden		Eher zufrieden		Eher unzufrieden		Sehr unzufrieden		Nicht zutreffend (SPONTAN)		WN/KA		Gesamt 'Zufrieden'		Gesamt 'Unzufrieden'	
		Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326
 EU		25	1	55	2	13	-1	4	-2	0	0	3	0	80	3	17	-3
 BE		25	-1	59	6	12	-3	2	-2	0	0	2	0	84	5	14	-5
 BG		26	-9	52	5	11	0	5	1	0	0	6	3	78	-4	16	1
 CZ		33	2	56	7	6	-11	1	-2	0	0	4	4	89	9	7	-13
 DK		31	-11	49	7	11	4	3	-1	0	0	6	1	80	-4	14	3
 DE		20	2	54	4	19	-1	5	-2	0	0	2	-3	74	6	24	-3
 EE		33	2	41	-4	5	-6	1	-4	0	0	20	12	74	-2	6	-10
 IE		37	-12	48	13	10	0	4	-1	0	0	1	0	85	1	14	-1
 EL		30	-6	47	8	15	3	5	-6	0	0	3	1	77	2	20	-3
 ES		26	-1	59	-4	7	0	4	2	0	0	4	3	85	-5	11	2
 FR		20	2	64	2	12	-1	4	-2	0	0	0	-1	84	4	16	-3
 IT		17	9	55	-17	16	2	7	2	0	0	5	4	72	-8	23	4
 LV		29	-10	59	9	6	-2	3	2	0	0	3	1	88	-1	9	0
 LT		46	2	45	-2	4	0	1	0	0	0	4	0	91	0	5	0
 LU		42	6	48	-4	7	-1	1	-1	0	0	2	0	90	2	8	-2
 HU		26	-6	55	5	13	1	5	1	0	0	1	-1	81	-1	18	2
 NL		27	6	53	6	14	-6	3	-2	0	0	3	-4	80	12	17	-8
 AT		37	9	48	0	11	-5	2	-2	0	0	2	-2	85	9	13	-7
 PL		10	3	55	13	21	-8	9	-8	0	0	5	0	65	16	30	-16
 PT		40	19	42	-23	7	0	5	2	0	0	6	2	82	-4	12	2
 RO		23	-8	49	3	14	1	7	0	0	0	7	4	72	-5	21	1
 SI		37	-4	43	-1	11	0	4	1	0	0	5	4	80	-5	15	1
 SK		35	4	48	-9	8	2	4	2	0	0	5	1	83	-5	12	4
 FI		26	-7	59	9	9	-1	1	-2	0	0	5	1	85	2	10	-3
 SE		29	-4	54	4	11	-2	2	0	0	0	4	2	83	0	13	-2
 UK		40	-1	50	6	6	-2	1	-3	0	0	3	0	90	5	7	-5
 HR		33	NA	44	NA	14	NA	5	NA	0	NA	4	NA	77	NA	19	NA

Q4aT2.2 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant les gares ferroviaires en (NOTRE PAYS) ?




























Facilité à acheter des billets

Q4aT2.2 Are you satisfied or not with the following features of railway stations in (OUR COUNTRY)?

Ease of buying tickets

Q4aT2.2 Sind Sie mit den folgenden Eigenschaften der Bahnhöfe (für den internationalen-, nationalen-, Regionalverkehr) in (UNSER LAND) zufrieden oder nicht zufrieden?

Einfachheit, Fahrkarten zu kaufen

	%	Très satisfait(e)		Plutôt satisfait(e)		Plutôt pas satisfait(e)		Très mécontent		Ne s'applique pas (SPONTANE)		NSP/SR		EU 'Satisfait'		EU 'Insatisfait'	
		Very satisfied		Fairly satisfied		Fairly dissatisfied		Very dissatisfied		Not applicable (SPONTANEOUS)		DK/NA		EU 'Satisfied'		EU 'Dissatisfied'	
		Sehr zufrieden		Eher zufrieden		Eher unzufrieden		Sehr unzufrieden		Nicht zutreffend (SPONTAN)		WN/KA		Gesamt 'Zufrieden'		Gesamt 'Unzufrieden'	
		Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326
 EU		29	-3	49	2	13	1	6	0	0	0	3	0	78	-1	19	1
 BE		32	0	54	2	11	3	2	-1	0	0	1	-4	86	2	13	2
 BG		29	-12	53	11	10	1	2	-1	0	0	6	1	82	-1	12	0
 CZ		35	-7	56	12	6	-3	0	-3	0	0	3	1	91	5	6	-6
 DK		30	-13	41	2	16	6	8	3	0	0	5	2	71	-11	24	9
 DE		19	-3	41	9	25	1	13	-5	0	0	2	-2	60	6	38	-4
 EE		52	-7	31	-1	4	1	0	-1	0	0	13	8	83	-8	4	0
 IE		45	-15	42	14	9	5	3	-3	0	0	1	-1	87	-1	12	2
 EL		34	-8	49	18	10	-6	4	-4	0	0	3	0	83	10	14	-10
 ES		31	-1	56	-1	7	0	3	2	0	0	3	0	87	-2	10	2
 FR		31	-4	55	6	12	3	2	-3	0	0	0	-2	86	2	14	0
 IT		27	9	48	-19	13	3	8	4	0	0	4	3	75	-10	21	7
 LV		30	-20	60	17	6	2	1	-1	0	0	3	2	90	-3	7	1
 LT		47	-5	45	2	2	-1	1	0	0	0	5	4	92	-3	3	-1
 LU		37	-2	45	0	13	3	3	1	0	0	2	-2	82	-2	16	4
 HU		28	-11	55	8	10	2	4	3	0	0	3	-2	83	-3	14	5
 NL		34	3	45	4	11	-2	7	3	0	0	3	-8	79	7	18	1
 AT		33	7	41	7	18	-3	7	-5	0	0	1	-6	74	14	25	-8
 PL		18	2	62	2	13	-2	4	-2	0	0	3	0	80	4	17	-4
 PT		40	15	44	-21	5	-2	7	6	0	0	4	2	84	-6	12	4
 RO		28	-12	52	4	13	6	4	0	0	0	3	2	80	-8	17	6
 SI		39	-5	40	-8	11	6	4	3	0	0	6	4	79	-13	15	9
 SK		40	-6	48	4	6	0	2	1	0	0	4	1	88	-2	8	1
 FI		35	-25	47	16	11	6	3	1	0	0	4	2	82	-9	14	7
 SE		28	-13	45	7	15	4	7	4	0	0	5	-2	73	-6	22	8
 UK		44	-8	44	9	7	2	3	-1	0	0	2	-2	88	1	10	1
 HR		34	NA	50	NA	8	NA	4	NA	0	NA	4	NA	84	NA	12	NA

Q4aT.3 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant les gares ferroviaires en (NOTRE PAYS) ?




























Mécanisme de traitement des plaintes facile et accessible

Q4aT.3 Are you satisfied or not with the following features of railway stations in (OUR COUNTRY)?

Easy and accessible complaint- handling mechanisms

Q4aT.3 Sind Sie mit den folgenden Eigenschaften der Bahnhöfe (für den internationalen-, nationalen-, Regionalverkehr) in (UNSER LAND) zufrieden oder nicht zufrieden?

Einfache und zugängliche Beschwerdebearbeitungsmechanismen

	%	Très satisfait(e)		Plutôt satisfait(e)		Plutôt pas satisfait(e)		Très mécontent		Ne s'applique pas (SPONTANE)		NSP/SR		EU 'Satisfait'		EU 'Insatisfait'	
		Very satisfied		Fairly satisfied		Fairly dissatisfied		Very dissatisfied		Not applicable (SPONTANEOUS)		DK/NA		EU 'Satisfied'		EU 'Dissatisfied'	
		Sehr zufrieden		Eher zufrieden		Eher unzufrieden		Sehr unzufrieden		Nicht zutreffend (SPONTAN)		WN/KA		Gesamt 'Zufrieden'		Gesamt 'Unzufrieden'	
		Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326
 EU		8	1	33	10	14	2	7	-2	18	-13	20	2	41	11	21	0
 BE		11	0	42	18	8	1	3	-1	28	-14	8	-4	53	18	11	0
 BG		4	-1	23	6	17	1	9	-4	20	-3	27	1	27	5	26	-3
 CZ		5	-3	21	-2	6	-2	1	-8	21	-11	46	26	26	-5	7	-10
 DK		7	-2	18	1	8	-3	6	1	22	-15	39	18	25	-1	14	-2
 DE		5	1	30	5	18	0	7	-4	22	-4	18	2	35	6	25	-4
 EE		2	-5	10	-10	3	-1	1	-3	9	-8	75	27	12	-15	4	-4
 IE		21	-6	38	2	11	3	4	-3	15	5	11	-1	59	-4	15	0
 EL		12	1	35	17	21	6	7	-8	13	-20	12	4	47	18	28	-2
 ES		16	8	41	13	11	1	7	4	10	-27	15	1	57	21	18	5
 FR		6	1	51	28	14	4	6	-4	12	-30	11	1	57	29	20	0
 IT		4	2	21	-11	20	6	12	0	17	-3	26	6	25	-9	32	6
 LV		5	0	39	27	6	0	3	1	21	-25	26	-3	44	27	9	1
 LT		12	3	20	7	3	0	1	0	48	3	16	-13	32	10	4	0
 LU		17	2	38	5	6	-4	3	0	23	-6	13	3	55	7	9	-4
 HU		7	2	31	15	11	2	7	1	25	-23	19	3	38	17	18	3
 NL		5	-3	25	7	10	1	7	2	26	-19	27	12	30	4	17	3
 AT		9	1	26	-3	11	-5	5	-4	29	15	20	-4	35	-2	16	-9
 PL		1	-2	25	15	11	-2	6	-6	35	-5	22	0	26	13	17	-8
 PT		25	18	24	-9	10	3	7	4	10	-22	24	6	49	9	17	7
 RO		11	4	29	12	22	10	9	-2	10	-22	19	-2	40	16	31	8
 SI		12	-1	24	-3	10	2	6	1	17	7	31	-6	36	-4	16	3
 SK		10	3	23	3	12	4	6	1	21	-21	28	10	33	6	18	5
 FI		5	2	35	20	8	-1	3	1	7	-36	42	14	40	22	11	0
 SE		6	-2	24	6	12	-4	5	-2	14	-11	39	13	30	4	17	-6
 UK		18	4	40	13	8	1	2	-6	15	-9	17	-3	58	17	10	-5
 HR		10	NA	32	NA	9	NA	9	NA	11	NA	29		42		18	

Q4aT2.4 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant les gares ferroviaires en (NOTRE PAYS) ?




























Propreté et bon entretien des gares

Q4aT2.4 Are you satisfied or not with the following features of railway stations in (OUR COUNTRY)?

Cleanliness and good maintenance of stations

Q4aT2.4 Sind Sie mit den folgenden Eigenschaften der Bahnhöfe (für den internationalen-, nationalen-, Regionalverkehr) in (UNSER LAND) zufrieden oder nicht zufrieden?




























Sauberkeit und Instandhaltung von Bahnhöfen

	%	Très satisfait(e)		Plutôt satisfait(e)		Plutôt pas satisfait(e)		Très mécontent		Ne s'applique pas (SPONTANE)		NSP/SR		EU 'Satisfait'		EU 'Insatisfait'	
		Very satisfied		Fairly satisfied		Fairly dissatisfied		Very dissatisfied		Not applicable (SPONTANEOUS)		DK/NA		EU 'Satisfied'		EU 'Dissatisfied'	
		Sehr zufrieden		Eher zufrieden		Eher unzufrieden		Sehr unzufrieden		Nicht zutreffend (SPONTAN)		WN/KA		Gesamt 'Zufrieden'		Gesamt 'Unzufrieden'	
		Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326
 EU		13	-1	51	4	24	-1	9	-2	0	0	3	0	64	3	33	-3
 BE		14	-4	62	5	19	1	3	-2	0	0	2	0	76	1	22	-1
 BG		8	-4	33	4	35	4	20	-6	0	0	4	2	41	0	55	-2
 CZ		7	-3	48	13	33	-5	9	-7	0	0	3	2	55	10	42	-12
 DK		12	-2	57	15	21	-10	4	-2	0	0	6	-1	69	13	25	-12
 DE		9	0	49	5	31	1	8	-4	0	0	3	-2	58	5	39	-3
 EE		17	2	52	14	10	-8	4	-4	0	0	17	-4	69	16	14	-12
 IE		36	-6	49	6	11	2	3	-2	0	0	1	0	85	0	14	0
 EL		16	-8	46	8	27	3	9	-4	0	0	2	1	62	0	36	-1
 ES		20	-5	61	-1	11	0	4	2	0	0	4	4	81	-6	15	2
 FR		9	-2	67	8	19	-4	5	-1	0	0	0	-1	76	6	24	-5
 IT		5	1	35	-11	42	10	17	0	0	0	1	0	40	-10	59	10
 LV		14	-8	63	10	17	-1	2	-3	0	0	4	2	77	2	19	-4
 LT		36	1	55	3	6	-3	0	-1	0	0	3	0	91	4	6	-4
 LU		26	-2	60	3	11	1	2	-1	0	0	1	-1	86	1	13	0
 HU		8	-1	41	8	32	-3	18	-3	0	0	1	-1	49	7	50	-6
 NL		16	2	69	11	11	-6	2	-2	0	0	2	-5	85	13	13	-8
 AT		28	7	60	6	9	-8	2	-2	0	0	1	-3	88	13	11	-10
 PL		5	2	43	19	36	-8	12	-15	0	0	4	2	48	21	48	-23
 PT		36	20	37	-27	12	-3	11	7	0	0	4	3	73	-7	23	4
 RO		6	-5	28	-4	35	9	27	-3	0	0	4	3	34	-9	62	6
 SI		19	2	44	-7	23	1	9	2	0	0	5	2	63	-5	32	3
 SK		8	-2	34	4	33	-5	20	-1	0	0	5	4	42	2	53	-6
 FI		15	-8	67	8	12	-1	2	0	0	0	4	1	82	0	14	-1
 SE		20	5	59	6	11	-2	2	0	0	0	8	-9	79	11	13	-2
 UK		26	0	59	8	11	-3	2	-3	0	0	2	-2	85	8	13	-6
 HR		11	NA	46	NA	26	NA	13	NA	0	NA	4	NA	57	NA	39	NA

Q5a.T2I - Indice de satisfaction des voyages en train

Q5a.T2I - Satisfaction index of railway travels

Q5a.T2I - Indice de satisfaction des voyages en train

		Elevé	Bon	Moyen	Faible
		High	Good	Median	Low
		Hoch	Bon	Moyen	Niedrig
%		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU	23	32	23	22
	BE	28	41	19	12
	BG	8	20	28	44
	CZ	26	35	20	19
	DK	23	38	22	17
	DE	16	34	32	18
	EE	7	19	13	61
	IE	36	34	17	13
	EL	17	22	21	40
	ES	34	32	15	19
	FR	27	39	23	11
	IT	10	26	32	32
	LV	28	33	16	23
	LT	23	22	12	43
	LU	38	34	14	14
	HU	19	29	24	28
	NL	26	38	19	17
	AT	29	37	18	16
	PL	11	26	28	35
	PT	31	28	21	20
	RO	13	26	23	38
	SI	21	26	15	38
	SK	19	31	20	30
	FI	41	38	11	10
	SE	18	35	27	20
	UK	44	31	13	12
	HR	16	24	20	40

Q5a.1 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant les voyages en trains en (NOTRE PAYS) ?




























La fréquence des trains

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

Frequency of the trains

Q5a.1 Sind Sie mit den folgenden Eigenschaften von Bahnreisen in (UNSER LAND) zufrieden oder nicht?

Häufigkeit der Züge

%		Très satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Très mécontent	Ne s'applique pas (SPONTANE)	NSP/SR	EU 'Satisfait'	EU 'Insatisfait'
		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	DK/NA	EU 'Satisfied'	EU 'Dissatisfied'
		Sehr zufrieden	Eher zufrieden	Eher unzufrieden	Sehr unzufrieden	Nicht zutreffend (SPONTAN)	WN/KA	Gesamt 'Zufrieden'	Gesamt 'Unzufrieden'
		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU	15	44	16	6	9	10	59	22
	BE	12	56	14	4	8	6	68	18
	BG	7	25	21	11	20	16	32	32
	CZ	17	42	14	3	7	17	59	17
	DK	25	45	10	4	7	9	70	14
	DE	14	50	18	4	5	9	64	22
	EE	4	17	11	4	5	59	21	15
	IE	30	42	12	3	7	6	72	15
	EL	10	33	14	6	25	12	43	20
	ES	18	43	11	7	14	7	61	18
	FR	9	58	19	5	5	4	67	24
	IT	10	37	21	11	7	14	47	32
	LV	10	38	22	6	10	14	48	28
	LT	14	23	10	1	42	10	37	11
	LU	28	47	8	1	9	7	75	9
	HU	16	40	14	4	16	10	56	18
	NL	22	51	8	2	6	11	73	10
	AT	22	45	11	3	10	9	67	14
	PL	4	35	24	8	17	12	39	32
	PT	32	30	7	8	4	19	62	15
	RO	10	34	19	9	10	18	44	28
	SI	13	29	15	7	14	22	42	22
	SK	15	34	13	5	21	12	49	18
	FI	18	57	11	2	2	10	75	13
	SE	18	50	9	1	7	15	68	10
	UK	29	48	8	2	4	9	77	10
	HR	9	28	16	10	12	25	37	26

Q5a.2 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant les voyages en trains en (NOTRE PAYS) ?




























La ponctualité et fiabilité

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

Punctuality and reliability

Q5a.2 Sind Sie mit den folgenden Eigenschaften von Bahnreisen in (UNSER LAND) zufrieden oder nicht?

Pünktlichkeit und Zuverlässigkeit

	%	Très satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Très mécontent	Ne s'applique pas (SPONTANE)	NSP/SR	EU 'Satisfait'	EU 'Insatisfait'
		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	DK/NA	EU 'Satisfied'	EU 'Dissatisfied'
		Sehr zufrieden	Eher zufrieden	Eher unzufrieden	Sehr unzufrieden	Nicht zutreffend (SPONTAN)	WN/KA	Gesamt 'Zufrieden'	Gesamt 'Unzufrieden'
		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
 EU		14	41	21	9	7	8	55	30
 BE		7	47	27	7	7	5	54	34
 BG		9	33	20	8	17	13	42	28
 CZ		13	48	19	3	5	12	61	22
 DK		14	44	18	6	7	11	58	24
 DE		9	39	30	12	3	7	48	42
 EE		20	19	1	0	5	55	39	1
 IE		36	42	7	2	7	6	78	9
 EL		14	36	12	4	24	10	50	16
 ES		25	46	8	3	13	5	71	11
 FR		7	50	29	10	3	1	57	39
 IT		8	34	28	16	5	9	42	44
 LV		24	50	4	1	8	13	74	5
 LT		26	28	1	1	36	8	54	2
 LU		25	46	13	2	9	5	71	15
 HU		11	40	20	7	14	8	51	27
 NL		10	46	21	7	6	10	56	28
 AT		25	48	11	1	8	7	73	12
 PL		4	32	29	11	16	8	36	40
 PT		36	33	7	6	3	15	69	13
 RO		13	28	23	12	9	15	41	35
 SI		22	32	8	4	13	21	54	12
 SK		16	38	14	4	18	10	54	18
 FI		14	53	20	3	2	8	67	23
 SE		7	43	24	11	5	10	50	35
 UK		24	49	10	4	5	8	73	14
 HR		12	29	16	11	11	21	41	27

Q5a.3 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant les voyages en trains en (NOTRE PAYS) ?




























La mise à disposition d'informations pendant le trajet, en particulier en cas de retard

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

Q5a.3 Sind Sie mit den folgenden Eigenschaften von Bahnreisen in (UNSER LAND) zufrieden oder nicht?

Bereitstellung von Informationen während der Reise, speziell im Falle von Verspätungen

%		Très satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Très mécontent	Ne s'applique pas (SPONTANE)	NSP/SR	EU 'Satisfait'	EU 'Insatisfait'
		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	DK/NA	EU 'Satisfied'	EU 'Dissatisfied'
		Sehr zufrieden	Eher zufrieden	Eher unzufrieden	Sehr unzufrieden	Nicht zutreffend (SPONTAN)	WN/KA	Gesamt 'Zufrieden'	Gesamt 'Unzufrieden'
		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU	13	34	22	9	10	12	47	31
	BE	9	41	26	7	12	5	50	33
	BG	8	24	18	13	21	16	32	31
	CZ	17	36	16	4	8	19	53	20
	DK	14	38	18	5	10	15	52	23
	DE	9	31	32	10	7	11	40	42
	EE	6	10	4	3	6	71	16	7
	IE	24	38	16	6	8	8	62	22
	EL	10	27	19	6	26	12	37	25
	ES	16	39	13	6	16	10	55	19
	FR	7	36	34	13	6	4	43	47
	IT	9	30	23	15	8	15	39	38
	LV	12	38	13	3	13	21	50	16
	LT	19	19	5	2	44	11	38	7
	LU	14	39	18	6	14	9	53	24
	HU	12	36	16	8	17	11	48	24
	NL	14	39	19	7	9	12	53	26
	AT	18	38	16	4	12	12	56	20
	PL	5	29	28	10	18	10	34	38
	PT	28	24	11	10	6	21	52	21
	RO	10	26	24	14	10	16	36	38
	SI	14	27	10	5	15	29	41	15
	SK	16	31	13	4	23	13	47	17
	FI	17	51	14	2	3	13	68	16
	SE	11	34	24	7	7	17	45	31
	UK	29	41	11	3	6	10	70	14
	HR	12	28	15	8	12	25	40	23

Q5a.4 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant les voyages en trains en (NOTRE PAYS) ?




























La disponibilité du personnel dans les trains

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

Availability of staff on trains

Q5a.4 Sind Sie mit den folgenden Eigenschaften von Bahnreisen in (UNSER LAND) zufrieden oder nicht?

Verfügbarkeit von Personal in Zügen

%		Très satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Très mécontent	Ne s'applique pas (SPONTANE)	NSP/SR	EU 'Satisfait'	EU 'Insatisfait'
		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	DK/NA	EU 'Satisfied'	EU 'Dissatisfied'
		Sehr zufrieden	Eher zufrieden	Eher unzufrieden	Sehr unzufrieden	Nicht zutreffend (SPONTAN)	WN/KA	Gesamt 'Zufrieden'	Gesamt 'Unzufrieden'
		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU	14	44	17	5	9	11	58	22
	BE	18	58	9	1	9	5	76	10
	BG	11	33	14	5	20	17	44	19
	CZ	19	46	9	1	7	18	65	10
	DK	13	37	20	4	10	16	50	24
	DE	9	44	26	6	6	9	53	32
	EE	10	17	1	1	6	65	27	2
	IE	18	38	20	9	8	7	56	29
	EL	9	29	17	5	27	13	38	22
	ES	17	41	14	5	15	8	58	19
	FR	12	52	22	6	5	3	64	28
	IT	14	44	14	7	7	14	58	21
	LV	16	46	7	1	11	19	62	8
	LT	24	24	1	1	40	10	48	2
	LU	23	47	10	2	11	7	70	12
	HU	13	41	12	4	18	12	54	16
	NL	10	47	19	6	6	12	57	25
	AT	18	42	17	3	11	9	60	20
	PL	9	43	16	2	18	12	52	18
	PT	27	30	10	8	4	21	57	18
	RO	13	38	15	7	10	17	51	22
	SI	19	32	6	3	15	25	51	9
	SK	23	34	9	2	21	11	57	11
	FI	16	55	12	1	2	14	71	13
	SE	14	49	14	1	7	15	63	15
	UK	19	45	16	5	5	10	64	21
	HR	15	35	9	3	12	26	50	12

Q5a.5 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant les voyages en trains en (NOTRE PAYS) ?




























La disponibilité de billets directs (c.-à-d. un seul billet pour plusieurs segments d'un même voyage)

Q5a.5 Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?

Availability of through-tickets (i.e. one ticket for several segments of one whole journey)

Q5a.5 Sind Sie mit den folgenden Eigenschaften von Bahnreisen in (UNSER LAND) zufrieden oder nicht?

Verfügbarkeit von durchgehenden Fahrkarten (d.h. eine einzige Fahrkarte für mehrere Abschnitte einer kompletten Reise)

	%	Très satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Très mécontent	Ne s'applique pas (SPONTANE)	NSP/SR	EU 'Satisfait'	EU 'Insatisfait'
		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	DK/NA	EU 'Satisfied'	EU 'Dissatisfied'
		Sehr zufrieden	Eher zufrieden	Eher unzufrieden	Sehr unzufrieden	Nicht zutreffend (SPONTAN)	WN/KA	Gesamt 'Zufrieden'	Gesamt 'Unzufrieden'
		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
 EU		18	40	8	3	14	17	58	11
 BE		21	52	4	1	15	7	73	5
 BG		10	28	5	3	29	25	38	8
 CZ		25	34	3	1	12	25	59	4
 DK		20	30	6	2	17	25	50	8
 DE		22	40	11	3	9	15	62	14
 EE		7	6	0	0	12	75	13	0
 IE		23	37	9	3	16	12	60	12
 EL		14	32	9	2	29	14	46	11
 ES		17	43	5	5	18	12	60	10
 FR		16	61	6	2	8	7	77	8
 IT		11	34	8	4	13	30	45	12
 LV		15	36	3	1	18	27	51	4
 LT		13	18	1	1	52	15	31	2
 LU		29	38	5	1	16	11	67	6
 HU		11	25	7	2	35	20	36	9
 NL		14	37	11	4	14	20	51	15
 AT		20	27	8	2	23	20	47	10
 PL		11	40	10	2	23	14	51	12
 PT		29	27	5	5	7	27	56	10
 RO		17	38	9	3	11	22	55	12
 SI		13	20	6	6	20	35	33	12
 SK		24	32	4	2	23	15	56	6
 FI		24	48	6	0	3	19	72	6
 SE		14	32	8	3	14	29	46	11
 UK		25	43	5	2	10	15	68	7
 HR		14	29	6	2	14	35	43	8

Q5a.6 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant les voyages en trains en (NOTRE PAYS) ?




























Propreté et bon entretien des voitures / wagons, y compris les toilettes dans le train

Q5a.6 Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?

Cleanliness and good maintenance of rail carriages, including the train toilets

Q5a.6 Sind Sie mit den folgenden Eigenschaften von Bahnreisen in (UNSER LAND) zufrieden oder nicht?

Sauberkeit und Instandhaltung von Waggons, inkl. der Toilette im Zug

%		Très satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Très mécontent	Ne s'applique pas (SPONTANE)	NSP/SR	EU 'Satisfait'	EU 'Insatisfait'
		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	DK/NA	EU 'Satisfied'	EU 'Dissatisfied'
		Sehr zufrieden	Eher zufrieden	Eher unzufrieden	Sehr unzufrieden	Nicht zutreffend (SPONTAN)	WN/KA	Gesamt 'Zufrieden'	Gesamt 'Unzufrieden'
		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU	11	37	22	12	9	9	48	34
	BE	10	49	22	5	9	5	59	27
	BG	4	12	20	32	18	14	16	52
	CZ	10	37	26	8	6	13	47	34
	DK	13	41	16	5	9	16	54	21
	DE	6	38	33	10	4	9	44	43
	EE	11	24	3	1	5	56	35	4
	IE	26	42	15	4	7	6	68	19
	EL	7	22	20	12	27	12	29	32
	ES	20	47	9	3	15	6	67	12
	FR	8	56	22	7	5	2	64	29
	IT	4	22	30	29	6	9	26	59
	LV	11	43	17	3	11	15	54	20
	LT	21	26	4	0	39	10	47	4
	LU	20	45	13	4	12	6	65	17
	HU	7	27	26	18	14	8	34	44
	NL	7	46	20	10	7	10	53	30
	AT	21	44	14	4	9	8	65	18
	PL	3	26	29	17	16	9	29	46
	PT	28	27	9	9	6	21	55	18
	RO	5	17	24	29	9	16	22	53
	SI	15	32	13	4	14	22	47	17
	SK	6	26	25	15	19	9	32	40
	FI	18	58	12	2	2	8	76	14
	SE	13	49	15	3	7	13	62	18
	UK	22	46	15	4	5	8	68	19
	HR	9	26	20	11	11	23	35	31

Q5a.7 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant les voyages en trains en (NOTRE PAYS) ?




























Accessibilité du train pour les vélos

Q5a.7 Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?

Bicycle access to the trains

Q5a.7 Sind Sie mit den folgenden Eigenschaften von Bahnreisen in (UNSER LAND) zufrieden oder nicht?

Mitnahmemöglichkeit für Fahrräder in den Zügen

%		Très satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Très mécontent	Ne s'applique pas (SPONTANE)	NSP/SR	EU 'Satisfait'	EU 'Insatisfait'
		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	DK/NA	EU 'Satisfied'	EU 'Dissatisfied'
		Sehr zufrieden	Eher zufrieden	Eher unzufrieden	Sehr unzufrieden	Nicht zutreffend (SPONTAN)	WN/KA	Gesamt 'Zufrieden'	Gesamt 'Unzufrieden'
		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU	9	24	11	5	25	26	33	16
	BE	9	30	12	3	33	13	39	15
	BG	4	14	10	10	29	33	18	20
	CZ	14	21	9	2	17	37	35	11
	DK	20	27	7	1	23	22	47	8
	DE	9	27	16	4	22	22	36	20
	EE	9	13	4	1	7	66	22	5
	IE	11	26	10	3	31	19	37	13
	EL	6	18	12	7	32	25	24	19
	ES	9	26	9	7	27	22	35	16
	FR	5	39	19	5	17	15	44	24
	IT	5	13	10	9	21	42	18	19
	LV	16	26	10	5	17	26	42	15
	LT	16	12	3	1	54	14	28	4
	LU	13	27	6	1	36	17	40	7
	HU	11	27	7	3	31	21	38	10
	NL	11	28	10	4	24	23	39	14
	AT	15	24	9	3	29	20	39	12
	PL	7	21	9	2	43	18	28	11
	PT	19	17	7	8	11	38	36	15
	RO	6	13	17	11	17	36	19	28
	SI	10	19	9	6	19	37	29	15
	SK	7	14	8	4	37	30	21	12
	FI	11	32	6	1	9	41	43	7
	SE	4	11	6	6	22	51	15	12
	UK	16	28	5	2	24	25	44	7
	HR	6	15	4	4	18	53	21	8

Q5aT2.1 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant les voyages en trains en (NOTRE PAYS) ?




























La fréquence des trains

Q5aT2.1 Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?

Frequency of the trains

Q5aT2.1 Sind Sie mit den folgenden Eigenschaften von Bahnreisen in (UNSER LAND) zufrieden oder nicht?

Häufigkeit der Züge

	%	Très satisfait(e)		Plutôt satisfait(e)		Plutôt pas satisfait(e)		Très mécontent		Ne s'applique pas (SPONTANE)		NSP/SR		EU 'Satisfait'		EU 'Insatisfait'	
		Very satisfied		Fairly satisfied		Fairly dissatisfied		Very dissatisfied		Not applicable (SPONTANEOUS)		DK/NA		EU 'Satisfied'		EU 'Dissatisfied'	
		Sehr zufrieden		Eher zufrieden		Eher unzufrieden		Sehr unzufrieden		Nicht zutreffend (SPONTAN)		WN/KA		Gesamt 'Zufrieden'		Gesamt 'Unzufrieden'	
		Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326
 EU		18	0	53	-1	18	1	6	0	0	0	5	0	71	-1	24	1
 BE		14	-7	63	5	16	2	4	1	0	0	3	-1	77	-2	20	3
 BG		9	-9	37	2	28	4	15	1	0	0	11	2	46	-7	43	5
 CZ		21	1	50	-4	17	-3	3	-1	0	0	9	7	71	-3	20	-4
 DK		29	-1	51	0	11	0	4	2	0	0	5	-1	80	-1	15	2
 DE		16	1	56	-3	20	5	3	0	0	0	5	-3	72	-2	23	5
 EE		8	-3	37	0	23	-9	10	1	0	0	22	11	45	-3	33	-8
 IE		34	-7	46	9	14	-1	4	-1	0	0	2	0	80	2	18	-2
 EL		14	-8	52	17	19	-2	8	-9	0	0	7	2	66	9	27	-11
 ES		21	1	51	-6	13	-3	9	5	0	0	6	3	72	-5	22	2
 FR		11	0	63	1	20	3	5	-1	0	0	1	-3	74	1	25	2
 IT		12	7	46	-22	23	3	11	5	0	0	8	7	58	-15	34	8
 LV		13	-3	45	0	30	6	7	-4	0	0	5	1	58	-3	37	2
 LT		27	8	47	2	20	-2	2	-1	0	0	4	-7	74	10	22	-3
 LU		33	-6	54	6	9	1	1	-1	0	0	3	0	87	0	10	0
 HU		21	-4	51	-1	19	6	5	0	0	0	4	-1	72	-5	24	6
 NL		28	4	58	4	7	-3	2	0	0	0	5	-5	86	8	9	-3
 AT		27	5	52	4	13	-4	3	-2	0	0	5	-3	79	9	16	-6
 PL		5	0	47	9	30	-4	10	-6	0	0	8	1	52	9	40	-10
 PT		37	22	37	-29	10	-2	9	6	0	0	7	3	74	-7	19	4
 RO		13	-6	44	4	24	2	11	-1	0	0	8	1	57	-2	35	1
 SI		19	-1	45	4	21	-1	8	-3	0	0	7	1	64	3	29	-4
 SK		20	1	46	0	18	-3	7	3	0	0	9	-1	66	1	25	0
 FI		18	-16	62	10	13	3	2	1	0	0	5	2	80	-6	15	4
 SE		21	-4	57	3	11	0	2	-1	0	0	9	2	78	-1	13	-1
 UK		31	-6	54	7	10	0	2	-1	0	0	3	0	85	1	12	-1
 HR		14	NA	39	NA	24	NA	13	NA	0	NA	10	NA	53	NA	37	NA

Q5aT2.2 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant les voyages en trains en (NOTRE PAYS) ?




























La ponctualité et fiabilité

Q5aT2.2 Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?

Punctuality and reliability

Q5aT2.2 Sind Sie mit den folgenden Eigenschaften von Bahnreisen in (UNSER LAND) zufrieden oder nicht?

Pünktlichkeit und Zuverlässigkeit

	%	Très satisfait(e)		Plutôt satisfait(e)		Plutôt pas satisfait(e)		Très mécontent		Ne s'applique pas (SPONTANE)		NSP/SR		EU 'Satisfait'		EU 'Insatisfait'	
		Very satisfied		Fairly satisfied		Fairly dissatisfied		Very dissatisfied		Not applicable (SPONTANEOUS)		DK/NA		EU 'Satisfied'		EU 'Dissatisfied'	
		Sehr zufrieden		Eher zufrieden		Eher unzufrieden		Sehr unzufrieden		Nicht zutreffend (SPONTAN)		WN/KA		Gesamt 'Zufrieden'		Gesamt 'Unzufrieden'	
		Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326
 EU		15	-3	47	-1	25	3	10	-1	0	0	3	2	62	-4	35	2
 BE		8	-6	52	7	30	6	8	-7	0	0	2	0	60	1	38	-1
 BG		14	-11	44	1	28	8	8	-1	0	0	6	3	58	-10	36	7
 CZ		16	-4	54	4	23	1	3	-4	0	0	4	3	70	0	26	-3
 DK		16	-9	52	5	21	1	5	-1	0	0	6	4	68	-4	26	0
 DE		9	0	44	1	32	-1	13	0	0	0	2	0	53	1	45	-1
 EE		41	0	38	-7	2	-8	0	-1	0	0	19	16	79	-7	2	-9
 IE		43	-13	45	12	8	3	2	-4	0	0	2	2	88	-1	10	-1
 EL		20	-15	54	16	17	0	5	-4	0	0	4	3	74	1	22	-4
 ES		31	-2	53	-3	8	-1	5	4	0	0	3	2	84	-5	13	3
 FR		8	-1	54	8	28	2	10	-9	0	0	0	0	62	7	38	-7
 IT		9	4	39	-19	33	5	16	7	0	0	3	3	48	-15	49	12
 LV		28	-19	60	14	6	1	1	0	0	0	5	4	88	-5	7	1
 LT		47	-2	47	0	2	-1	1	1	0	0	3	2	94	-2	3	0
 LU		30	-4	52	2	14	3	2	-2	0	0	2	1	82	-2	16	1
 HU		12	-10	49	3	27	6	10	1	0	0	2	0	61	-7	37	7
 NL		12	-5	54	-1	24	7	6	0	0	0	4	-1	66	-6	30	7
 AT		28	10	55	-3	12	-3	2	-3	0	0	3	-1	83	7	14	-6
 PL		5	0	40	1	37	7	13	-9	0	0	5	1	45	1	50	-2
 PT		41	17	42	-25	7	0	6	5	0	0	4	3	83	-8	13	5
 RO		17	2	34	-5	30	5	15	-3	0	0	4	1	51	-3	45	2
 SI		30	-5	46	-4	12	3	6	1	0	0	6	5	76	-9	18	4
 SK		22	-6	49	-6	18	5	5	4	0	0	6	3	71	-12	23	9
 FI		14	-3	57	16	22	-8	4	-7	0	0	3	2	71	13	26	-15
 SE		8	-4	50	9	27	-1	11	-6	0	0	4	2	58	5	38	-7
 UK		27	-10	54	4	12	3	4	1	0	0	3	2	81	-6	16	4
 HR		17	NA	39	NA	22	NA	16	NA	0	NA	6	NA	56	NA	38	NA

Q5aT.3 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant les voyages en trains en (NOTRE PAYS) ?




























La mise à disposition d'informations pendant le trajet, en particulier en cas de retard

Q5aT.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

Q5aT.3 Sind Sie mit den folgenden Eigenschaften von Bahnreisen in (UNSER LAND) zufrieden oder nicht?

Bereitstellung von Informationen während der Reise, speziell im Falle von Verspätungen

	%	Très satisfait(e)		Plutôt satisfait(e)		Plutôt pas satisfait(e)		Très mécontent		Ne s'applique pas (SPONTANE)		NSP/SR		EU 'Satisfait'		EU 'Insatisfait'	
		Very satisfied		Fairly satisfied		Fairly dissatisfied		Very dissatisfied		Not applicable (SPONTANEOUS)		DK/NA		EU 'Satisfied'		EU 'Dissatisfied'	
		Sehr zufrieden		Eher zufrieden		Eher unzufrieden		Sehr unzufrieden		Nicht zutreffend (SPONTAN)		WN/KA		Gesamt 'Zufrieden'		Gesamt 'Unzufrieden'	
		Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326
 EU		15	1	40	-1	25	3	10	-2	4	-2	6	1	55	0	35	1
 BE		9	-5	46	-1	28	6	8	0	7	3	2	-3	55	-6	36	6
 BG		12	-7	33	5	25	1	16	-3	6	2	8	2	45	-2	41	-2
 CZ		21	2	43	0	18	-1	4	-5	4	0	10	4	64	2	22	-6
 DK		17	-5	43	7	20	-1	5	0	5	-1	10	0	60	2	25	-1
 DE		10	-1	35	0	35	3	10	-4	4	0	6	2	45	-1	45	-1
 EE		12	-11	22	-9	7	-10	6	0	6	2	47	28	34	-20	13	-10
 IE		28	-13	41	7	17	5	6	-2	4	2	4	1	69	-6	23	3
 EL		13	-10	38	9	28	8	7	-8	7	-3	7	4	51	-1	35	0
 ES		18	-1	45	-3	16	1	7	1	4	-6	10	8	63	-4	23	2
 FR		8	1	39	1	36	7	13	-5	2	-4	2	0	47	2	49	2
 IT		12	7	36	-23	23	3	16	7	4	2	9	4	48	-16	39	10
 LV		14	-10	48	13	19	6	3	-3	6	-10	10	4	62	3	22	3
 LT		32	5	34	-4	6	0	2	1	19	5	7	-7	66	1	8	1
 LU		16	-6	42	3	23	5	6	1	7	-5	6	2	58	-3	29	6
 HU		13	-7	45	6	22	7	10	-1	6	-3	4	-2	58	-1	32	6
 NL		18	5	45	4	22	0	7	-2	3	-4	5	-3	63	9	29	-2
 AT		21	2	43	1	18	0	4	-3	7	3	7	-3	64	3	22	-3
 PL		6	1	35	9	34	-3	13	-7	6	1	6	-1	41	10	47	-10
 PT		34	19	29	-27	12	6	11	6	3	-8	11	4	63	-8	23	12
 RO		13	-1	33	-1	29	9	17	-3	3	-4	5	0	46	-2	46	6
 SI		20	-7	38	-7	15	5	7	0	6	4	14	5	58	-14	22	5
 SK		23	1	39	0	16	-1	5	0	8	-4	9	4	62	1	21	-1
 FI		17	-4	56	17	15	-7	2	-4	1	-7	9	5	73	13	17	-11
 SE		13	-6	39	-3	28	8	7	-1	3	-1	10	3	52	-9	35	7
 UK		32	2	46	3	12	1	3	-4	3	-3	4	1	78	5	15	-3
 HR		19	NA	35	NA	20	NA	13	NA	4	NA	9	NA	54	NA	33	NA

Q5aT2.4 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant les voyages en trains en (NOTRE PAYS) ?




























La disponibilité du personnel dans les trains

Q5aT2.4 Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?

Availability of staff on trains

Q5aT2.4 Sind Sie mit den folgenden Eigenschaften von Bahnreisen in (UNSER LAND) zufrieden oder nicht?

Verfügbarkeit von Personal in Zügen

	%	Très satisfait(e)		Plutôt satisfait(e)		Plutôt pas satisfait(e)		Très mécontent		Ne s'applique pas (SPONTANE)		NSP/SR		EU 'Satisfait'		EU 'Insatisfait'	
		Very satisfied		Fairly satisfied		Fairly dissatisfied		Very dissatisfied		Not applicable (SPONTANEOUS)		DK/NA		EU 'Satisfied'		EU 'Dissatisfied'	
		Sehr zufrieden		Eher zufrieden		Eher unzufrieden		Sehr unzufrieden		Nicht zutreffend (SPONTAN)		WN/KA		Gesamt 'Zufrieden'		Gesamt 'Unzufrieden'	
		Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326
 EU		16	1	53	2	20	-1	5	-2	0	0	6	0	69	3	25	-3
 BE		19	-3	67	13	10	-6	2	0	0	0	2	-4	86	10	12	-6
 BG		16	-6	51	7	18	0	5	-4	0	0	10	3	67	1	23	-4
 CZ		23	0	56	7	11	-6	1	-4	0	0	9	3	79	7	12	-10
 DK		14	-10	46	-4	24	8	5	1	0	0	11	5	60	-14	29	9
 DE		10	-1	51	5	30	2	5	-4	0	0	4	-2	61	4	35	-2
 EE		21	-13	39	-6	4	-4	1	-1	0	0	35	24	60	-19	5	-5
 IE		22	-3	42	1	24	5	9	-2	0	0	3	-1	64	-2	33	3
 EL		15	-8	44	6	26	4	6	-3	0	0	9	1	59	-2	32	1
 ES		19	-2	52	-1	16	-3	6	2	0	0	7	4	71	-3	22	-1
 FR		13	3	57	4	23	0	5	-3	0	0	2	-4	70	7	28	-3
 IT		17	10	53	-14	16	-2	7	1	0	0	7	5	70	-4	23	-1
 LV		19	-13	57	3	11	3	2	2	0	0	11	5	76	-10	13	5
 LT		43	4	48	4	3	-4	1	0	0	0	5	-4	91	8	4	-4
 LU		26	-3	58	7	12	-2	1	-1	0	0	3	-1	84	4	13	-3
 HU		16	1	56	11	16	-2	5	-3	0	0	7	-7	72	12	21	-5
 NL		12	0	55	16	22	-6	6	-1	0	0	5	-9	67	16	28	-7
 AT		21	6	52	7	20	-8	3	-4	0	0	4	-1	73	13	23	-12
 PL		12	3	58	11	21	-4	3	-6	0	0	6	-4	70	14	24	-10
 PT		34	20	37	-29	12	3	9	4	0	0	8	2	71	-9	21	7
 RO		17	-6	51	6	19	3	7	-2	0	0	6	-1	68	0	26	1
 SI		29	-7	49	-2	10	3	4	2	0	0	8	4	78	-9	14	5
 SK		32	13	48	-6	11	-4	3	-1	0	0	6	-2	80	7	14	-5
 FI		16	-6	61	9	13	1	1	-1	0	0	9	-3	77	3	14	0
 SE		18	0	57	3	16	-1	1	-3	0	0	8	1	75	3	17	-4
 UK		20	2	53	8	17	-5	6	-1	0	0	4	-4	73	10	23	-6
 HR		22	NA	51	NA	13	NA	5	NA	0	NA	9	NA	73	NA	18	NA

Q5aT2.6 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant les voyages en trains en (NOTRE PAYS) ?




























Propreté et bon entretien des voitures / wagons, y compris les toilettes dans le train

Q5aT2.6 Are you satisfied or not with the following features of railway travel in (OUR COUNTRY)?

Cleanliness and good maintenance of rail carriages, including the train toilets

Q5aT2.6 Sind Sie mit den folgenden Eigenschaften von Bahnreisen in (UNSER LAND) zufrieden oder nicht?




























Sauberkeit und Instandhaltung von Waggons, inkl. der Toilette im Zug

	%	Très satisfait(e)		Plutôt satisfait(e)		Plutôt pas satisfait(e)		Très mécontent		Ne s'applique pas (SPONTANE)		NSP/SR		EU 'Satisfait'		EU 'Insatisfait'	
		Very satisfied		Fairly satisfied		Fairly dissatisfied		Very dissatisfied		Not applicable (SPONTANEOUS)		DK/NA		EU 'Satisfied'		EU 'Dissatisfied'	
		Sehr zufrieden		Eher zufrieden		Eher unzufrieden		Sehr unzufrieden		Nicht zutreffend (SPONTAN)		WN/KA		Gesamt 'Zufrieden'		Gesamt 'Unzufrieden'	
		Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326	Flash EB 382a	Diff. Flash EB 326
 EU		12	-1	44	1	27	1	14	-1	0	0	3	0	56	0	41	0
 BE		11	-5	56	9	25	1	5	-2	0	0	3	-3	67	4	30	-1
 BG		6	-6	16	-1	28	1	42	0	0	0	8	6	22	-7	70	1
 CZ		12	2	44	8	31	0	9	-13	0	0	4	3	56	10	40	-13
 DK		15	-4	49	0	21	1	6	0	0	0	9	3	64	-4	27	1
 DE		7	-1	42	-3	37	5	10	-1	0	0	4	0	49	-4	47	4
 EE		25	0	54	0	6	-6	0	-4	0	0	15	10	79	0	6	-10
 IE		31	-9	48	8	16	4	3	-3	0	0	2	0	79	-1	19	1
 EL		12	-9	34	4	31	8	17	-7	0	0	6	4	46	-5	48	1
 ES		24	-3	56	-4	12	1	4	2	0	0	4	4	80	-7	16	3
 FR		8	-3	60	6	24	2	8	-4	0	0	0	-1	68	3	32	-2
 IT		4	1	27	-11	34	-2	32	10	0	0	3	2	31	-10	66	8
 LV		13	-8	50	-5	26	12	5	0	0	0	6	1	63	-13	31	12
 LT		36	-5	51	6	9	0	0	-2	0	0	4	1	87	1	9	-2
 LU		24	-8	54	6	15	3	4	-1	0	0	3	0	78	-2	19	2
 HU		8	-3	33	5	33	4	24	-6	0	0	2	0	41	2	57	-2
 NL		8	-4	52	8	26	2	11	4	0	0	3	-10	60	4	37	6
 AT		25	7	52	4	17	-8	4	-2	0	0	2	-1	77	11	21	-10
 PL		5	3	32	8	38	1	22	-12	0	0	3	0	37	11	60	-11
 PT		33	15	33	-31	12	4	13	9	0	0	9	3	66	-16	25	13
 RO		7	-3	21	-6	29	2	38	4	0	0	5	3	28	-9	67	6
 SI		21	-1	48	-1	20	1	5	-1	0	0	6	2	69	-2	25	0
 SK		9	0	33	-2	34	-3	20	3	0	0	4	2	42	-2	54	0
 FI		18	-4	63	7	14	-4	2	-1	0	0	3	2	81	3	16	-5
 SE		14	-3	57	9	19	-4	4	-2	0	0	6	0	71	6	23	-6
 UK		23	2	51	7	18	-2	5	-4	0	0	3	-3	74	9	23	-6
 HR		13	NA	34	NA	31	NA	16	NA	0	NA	6	NA	47	NA	47	NA

Q6 Le cas échéant, quelles sont les raisons, parmi les suivantes, qui vous empêchent de voyager en train en (NOTRE PAYS) ? (PLUSIEURS REPONSES POSSIBLES)

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




























Q6 Welche der folgenden Gründe – wenn überhaupt – halten Sie davon ab, in (UNSER LAND) mit dem Zug zu reisen? (MEHRFACHNENNUNGEN MÖGLICH)

		Inaccessibilité des gares ou des quais	Inaccessibilité des voitures ou wagons de train	Manque d'assistance du personnel dans les trains ou dans les gares	Manque d'information disponible avant le voyage sur les gares et les services accessibles	Manque d'information accessible (en Braille, écriture large ou sites Internet accessibles) en général sur les voyages en train
		Inaccessibility of stations or platforms	Inaccessibility of railway carriages	Lack of assistance by train or station staff	Lack of pre-journey information about stations and accessible services	Lack of accessible information (such as Braille, large print or accessible websites) in general about rail travel
		Mangelnde Barrierefreiheit von Bahnhöfen und Bahnsteigen	Mangelnde Barrierefreiheit von Eisenbahnwagen	Mangelnde Unterstützung durch Zug- oder Bahnhofspersonal	Mangelnde Informationen vor Fahrtantritt über Bahnhöfe und behindertengerechte Dienstleistungen	Mangel an behindertengerechten Informationen (wie z.B. Blindenschrift, Großdruck oder zugängliche Webseiten) über Bahnreisen im Allgemeinen
%		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU 28	10	7	8	10	7
	BE	13	12	13	16	14
	BG	4	2	4	4	4
	CZ	10	8	7	6	5
	DK	7	5	5	5	3
	DE	11	12	18	15	10
	EE	1	1	0	1	1
	IE	15	5	8	11	6
	EL	8	7	8	13	8
	ES	5	4	3	7	5
	FR	9	6	9	12	7
	IT	12	7	9	12	8
	LV	18	7	2	4	5
	LT	7	2	2	2	2
	LU	12	6	8	6	8
	HU	6	6	3	3	4
	NL	6	3	6	8	7
	AT	6	6	8	6	3
	PL	12	7	6	9	9
	PT	10	5	4	6	8
	RO	9	7	10	10	9
	SI	11	2	1	3	4
	SK	15	6	4	4	6
	FI	2	2	4	3	3
	SE	6	4	4	5	5
	UK	13	10	8	10	6
	HR	14	4	2	5	5

Q6 Le cas échéant, quelles sont les raisons, parmi les suivantes, qui vous empêchent de voyager en train en (NOTRE PAYS) ? (PLUSIEURS REPONSES POSSIBLES)

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




























Q6 Welche der folgenden Gründe – wenn überhaupt – halten Sie davon ab, in (UNSER LAND) mit dem Zug zu reisen? (MEHRFACHNENNUNGEN MÖGLICH)

		Difficultés à aller à la gare	Autre (SPONTANE)	Aucun (SPONTANE)	NSP/SR	EU 'Au moins une raison'
		Difficulties in travelling to the station	Other (SPONTANEOUS)	None (SPONTANEOUS)	DK/NA	EU 'At least one reason'
		Schwierigkeiten bei der Anreise zum Bahnhof	Andere (SPONTAN)	Keine (SPONTAN)	WN/KA	Gesamt 'Mindestens ein Grund'
%		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU 28	15	22	40	5	34
	BE	20	21	36	3	43
	BG	5	33	43	8	19
	CZ	18	15	52	3	30
	DK	16	44	26	4	28
	DE	25	23	33	6	42
	EE	4	26	58	10	6
	IE	29	17	29	4	52
	EL	16	18	46	4	34
	ES	12	40	38	1	23
	FR	17	22	36	5	40
	IT	12	17	39	6	39
	LV	18	25	40	2	36
	LT	16	38	30	6	27
	LU	20	28	37	3	36
	HU	10	18	55	4	24
	NL	17	31	35	5	33
	AT	28	30	33	3	38
	PL	9	11	48	9	33
	PT	18	24	46	1	31
	RO	7	31	30	9	32
	SI	16	22	41	6	32
	SK	8	24	46	3	31
	FI	14	4	71	4	21
	SE	12	19	44	9	29
	UK	21	15	49	2	34
	HR	8	23	40	8	31

Q7T2I - Indice de satisfaction de l'accessibilité des gares

Q7T2I - Satisfaction index of accessibility of railway stations

Q7T2I - Indice de satisfaction de l'accessibilité des gares

		Elevé	Bon	Moyen	Faible
		High	Good	Median	Low
		Hoch	Bon	Moyen	Niedrig
%		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU	15	22	24	39
	BE	20	28	27	25
	BG	3	11	23	63
	CZ	11	22	25	42
	DK	9	22	26	43
	DE	11	21	31	37
	EE	2	9	12	77
	IE	24	32	22	22
	EL	10	16	21	53
	ES	21	22	23	34
	FR	20	32	27	21
	IT	6	14	23	57
	LV	9	16	26	49
	LT	12	15	14	59
	LU	22	25	24	29
	HU	13	19	18	50
	NL	10	23	32	35
	AT	13	26	23	38
	PL	8	18	26	48
	PT	16	18	22	44
	RO	12	18	20	50
	SI	10	13	18	59
	SK	10	20	20	50
	FI	22	27	25	26
	SE	8	14	21	57
	UK	33	28	19	20
	HR	11	14	19	56

Q7.1 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant l'accessibilité des gares ferroviaires en (NOTRE PAYS) ? Par accessibilité, nous entendons accessibilité pour les personnes à mobilité réduite ou qui ont une déficience.




























Accessibilité des gares ou des quais

Q7.1 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

Accessibility of stations or platforms

Q7.1 Sind Sie mit den folgenden Aspekten in Bezug auf die Barrierefreiheit von Bahnhöfen in (UNSER LAND) zufrieden oder nicht? Mit Barrierefreiheit meinen wir die Zugänglichkeit für Personen mit eingeschränkter Mobilität oder einer Beeinträchtigung.

Barrierefreiheit von Bahnhöfen und Bahnsteigen

		Très satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Très mécontent	Ne s'applique pas (SPONTANE)	NSP/SR	EU 'Satisfait'	EU 'Insatisfait'
		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	DK/NA	EU 'Satisfied'	EU 'Dissatisfied'
		Sehr zufrieden	Eher zufrieden	Eher unzufrieden	Sehr unzufrieden	Nicht zutreffend (SPONTAN)	WN/KA	Gesamt 'Zufrieden'	Gesamt 'Unzufrieden'
%		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU	11	35	21	9	11	13	46	30
	BE	9	46	22	7	11	5	55	29
	BG	5	21	19	17	17	21	26	36
	CZ	10	34	22	6	7	21	44	28
	DK	15	35	13	4	15	18	50	17
	DE	8	36	30	7	7	12	44	37
	EE	8	16	6	2	6	62	24	8
	IE	18	45	14	6	9	8	63	20
	EL	8	25	21	11	22	13	33	32
	ES	15	37	15	10	14	9	52	25
	FR	9	48	28	8	4	3	57	36
	IT	6	25	24	13	11	21	31	37
	LV	6	29	29	15	7	14	35	44
	LT	14	21	8	3	43	11	35	11
	LU	16	44	17	4	12	7	60	21
	HU	7	29	17	8	24	15	36	25
	NL	13	42	16	5	10	14	55	21
	AT	20	35	12	3	17	13	55	15
	PL	3	32	26	12	18	9	35	38
	PT	23	23	17	18	1	18	46	35
	RO	8	26	23	13	7	23	34	36
	SI	13	20	14	8	16	29	33	22
	SK	11	26	16	8	25	14	37	24
	FI	12	51	16	2	3	16	63	18
	SE	8	31	10	2	17	32	39	12
	UK	25	40	14	4	7	10	65	18
	HR	8	22	20	14	12	24	30	34

Q7.2 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant l'accessibilité des gares ferroviaires en (NOTRE PAYS) ? Par accessibilité, nous entendons accessibilité pour les personnes à mobilité réduite ou qui ont une déficience.




























Accessibilité de la procédure de réservation

Q7.2 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

Accessibility of the booking process

Q7.2 Sind Sie mit den folgenden Aspekten in Bezug auf die Barrierefreiheit von Bahnhöfen in (UNSER LAND) zufrieden oder nicht? Mit Barrierefreiheit meinen wir die Zugänglichkeit für Personen mit eingeschränkter Mobilität oder einer Beeinträchtigung.

Barrierefreiheit beim Buchungsvorgang

		Très satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Très mécontent	Ne s'applique pas (SPONTANE)	NSP/SR	EU 'Satisfait'	EU 'Insatisfait'
		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	DK/NA	EU 'Satisfied'	EU 'Dissatisfied'
		Sehr zufrieden	Eher zufrieden	Eher unzufrieden	Sehr unzufrieden	Nicht zutreffend (SPONTAN)	WN/KA	Gesamt 'Zufrieden'	Gesamt 'Unzufrieden'
%		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU	13	36	11	4	15	21	49	15
	BE	10	44	10	2	21	13	54	12
	BG	6	21	12	8	22	31	27	20
	CZ	11	27	6	2	12	42	38	8
	DK	15	25	9	4	17	30	40	13
	DE	11	35	16	3	14	21	46	19
	EE	5	8	1	1	7	78	13	2
	IE	24	42	9	3	11	11	66	12
	EL	8	29	15	7	24	17	37	22
	ES	13	40	9	4	18	16	53	13
	FR	9	57	13	4	8	9	66	17
	IT	7	27	11	8	15	32	34	19
	LV	15	30	9	1	14	31	45	10
	LT	15	20	3	1	49	12	35	4
	LU	16	34	9	1	23	17	50	10
	HU	11	30	6	3	30	20	41	9
	NL	8	29	11	3	20	29	37	14
	AT	18	28	6	1	25	22	46	7
	PL	6	35	12	3	25	19	41	15
	PT	21	20	10	9	4	36	41	19
	RO	15	30	13	6	8	28	45	19
	SI	11	13	8	5	19	44	24	13
	SK	12	24	9	3	29	23	36	12
	FI	11	46	7	1	5	30	57	8
	SE	8	24	6	2	19	41	32	8
	UK	27	44	7	1	9	12	71	8
	HR	9	22	11	6	13	39	31	17

Q7.3 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant l'accessibilité des gares ferroviaires en (NOTRE PAYS) ? Par accessibilité, nous entendons accessibilité pour les personnes à mobilité réduite ou qui ont une déficience.




























Assistance apportée par le personnel dans les trains ou dans les gares aux personnes à mobilité réduite ou qui ont une déficience

Q7.3 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

Assistance by railway or station staff for persons with reduced mobility or with an impairment

Q7.3 Sind Sie mit den folgenden Aspekten in Bezug auf die Barrierefreiheit von Bahnhöfen in (UNSER LAND) zufrieden oder nicht? Mit Barrierefreiheit meinen wir die Zugänglichkeit für Personen mit eingeschränkter Mobilität oder einer Beeinträchtigung.

Unterstützung durch Zug- oder Bahnhofspersonal für Personen mit eingeschränkter Mobilität oder einer Beeinträchtigung

		Très satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Très mécontent	Ne s'applique pas (SPONTANE)	NSP/SR	EU 'Satisfait'	EU 'Insatisfait'
		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	DK/NA	EU 'Satisfied'	EU 'Dissatisfied'
		Sehr zufrieden	Eher zufrieden	Eher unzufrieden	Sehr unzufrieden	Nicht zutreffend (SPONTAN)	WN/KA	Gesamt 'Zufrieden'	Gesamt 'Unzufrieden'
	%	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU	10	27	17	8	16	22	37	25
	BE	12	41	14	4	18	11	53	18
	BG	4	14	15	13	21	33	18	28
	CZ	12	23	13	4	12	36	35	17
	DK	9	21	13	6	18	33	30	19
	DE	9	27	23	6	14	21	36	29
	EE	1	4	4	4	7	80	5	8
	IE	21	32	15	4	15	13	53	19
	EL	7	21	19	12	23	18	28	31
	ES	14	27	13	9	19	18	41	22
	FR	9	46	21	6	8	10	55	27
	IT	4	17	18	14	14	33	21	32
	LV	5	23	21	9	13	29	28	30
	LT	9	15	7	2	52	15	24	9
	LU	13	33	16	4	20	14	46	20
	HU	7	24	13	6	28	22	31	19
	NL	10	26	12	5	20	27	36	17
	AT	15	24	12	5	24	20	39	17
	PL	3	22	23	12	23	17	25	35
	PT	17	16	17	16	2	32	33	33
	RO	7	15	22	17	9	30	22	39
	SI	12	17	7	6	19	39	29	13
	SK	9	17	13	6	30	25	26	19
	FI	9	37	13	2	6	33	46	15
	SE	5	17	6	2	22	48	22	8
	UK	24	34	11	3	12	16	58	14
	HR	10	22	13	8	13	34	32	21

Q7.4 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant l'accessibilité des gares ferroviaires en (NOTRE PAYS) ? Par accessibilité, nous entendons accessibilité pour les personnes à mobilité réduite ou qui ont une déficience.




























Information avant le voyage sur l'accessibilité et l'assistance

Q7.4 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

Pre-journey information about accessibility and assistance

Q7.4 Sind Sie mit den folgenden Aspekten in Bezug auf die Barrierefreiheit von Bahnhöfen in (UNSER LAND) zufrieden oder nicht? Mit Barrierefreiheit meinen wir die Zugänglichkeit für Personen mit eingeschränkter Mobilität oder einer Beeinträchtigung.

Informationen vor Fahrtantritt über Barrierefreiheit und Unterstützung

		Très satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Très mécontent	Ne s'applique pas (SPONTANE)	NSP/SR	EU 'Satisfait'	EU 'Insatisfait'
		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	DK/NA	EU 'Satisfied'	EU 'Dissatisfied'
		Sehr zufrieden	Eher zufrieden	Eher unzufrieden	Sehr unzufrieden	Nicht zutreffend (SPONTAN)	WN/KA	Gesamt 'Zufrieden'	Gesamt 'Unzufrieden'
%		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU	9	30	18	7	15	21	39	25
	BE	9	44	16	4	17	10	53	20
	BG	4	18	17	11	21	29	22	28
	CZ	9	27	15	3	9	37	36	18
	DK	6	18	13	5	20	38	24	18
	DE	5	27	22	7	16	23	32	29
	EE	4	8	2	2	6	78	12	4
	IE	15	35	16	5	15	14	50	21
	EL	6	22	23	11	22	16	28	34
	ES	12	34	12	10	18	14	46	22
	FR	6	45	25	8	8	8	51	33
	IT	5	20	17	12	15	31	25	29
	LV	7	23	21	8	13	28	30	29
	LT	13	18	5	2	50	12	31	7
	LU	12	36	16	3	18	15	48	19
	HU	7	29	12	5	28	19	36	17
	NL	5	27	13	5	21	29	32	18
	AT	10	23	12	3	27	25	33	15
	PL	4	29	24	7	21	15	33	31
	PT	22	20	13	14	3	28	42	27
	RO	10	28	20	9	8	25	38	29
	SI	11	18	8	5	18	40	29	13
	SK	11	28	11	5	27	18	39	16
	FI	7	39	15	1	5	33	46	16
	SE	5	16	8	3	21	47	21	11
	UK	20	37	12	3	12	16	57	15
	HR	11	20	14	6	12	37	31	20

Q7.5 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant l'accessibilité des gares ferroviaires en (NOTRE PAYS) ? Par accessibilité, nous entendons accessibilité pour les personnes à mobilité réduite ou qui ont une déficience.




























Accessibilité des voitures du train

Q7.5 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

Accessibility of train carriages

Q7.5 Sind Sie mit den folgenden Aspekten in Bezug auf die Barrierefreiheit von Bahnhöfen in (UNSER LAND) zufrieden oder nicht? Mit Barrierefreiheit meinen wir die Zugänglichkeit für Personen mit eingeschränkter Mobilität oder einer Beeinträchtigung.

Barrierefreiheit von Eisenbahnwagen

		Très satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Très mécontent	Ne s'applique pas (SPONTANE)	NSP/SR	EU 'Satisfait'	EU 'Insatisfait'
		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	DK/NA	EU 'Satisfied'	EU 'Dissatisfied'
		Sehr zufrieden	Eher zufrieden	Eher unzufrieden	Sehr unzufrieden	Nicht zutreffend (SPONTAN)	WN/KA	Gesamt 'Zufrieden'	Gesamt 'Unzufrieden'
%		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU	9	31	23	10	12	15	40	33
	BE	10	39	26	6	11	8	49	32
	BG	3	15	21	20	18	23	18	41
	CZ	9	27	26	7	7	24	36	33
	DK	11	29	17	6	16	21	40	23
	DE	6	30	32	7	10	15	36	39
	EE	6	13	7	4	6	64	19	11
	IE	19	38	18	5	10	10	57	23
	EL	5	24	22	12	23	14	29	34
	ES	12	36	15	10	16	11	48	25
	FR	7	42	32	10	5	4	49	42
	IT	5	18	25	18	12	22	23	43
	LV	4	22	28	21	7	18	26	49
	LT	11	17	9	4	47	12	28	13
	LU	13	38	21	5	13	10	51	26
	HU	7	26	18	10	24	15	33	28
	NL	8	38	19	8	12	15	46	27
	AT	10	26	19	6	20	19	36	25
	PL	2	26	26	13	20	13	28	39
	PT	21	20	18	19	1	21	41	37
	RO	8	22	21	18	7	24	30	39
	SI	12	16	16	10	15	31	28	26
	SK	9	23	14	8	27	19	32	22
	FI	8	45	24	3	4	16	53	27
	SE	5	22	15	4	19	35	27	19
	UK	24	39	15	4	7	11	63	19
	HR	7	16	22	16	11	28	23	38

Q7.6 Etes-vous satisfait(e) ou non des caractéristiques suivantes concernant l'accessibilité des gares ferroviaires en (NOTRE PAYS) ? Par accessibilité, nous entendons accessibilité pour les personnes à mobilité réduite ou qui ont une déficience.




























Accessibilité des bureaux ou des machines automatiques de vente de billets

Q7.6 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

Accessibility of ticket offices or ticket vending machines

Q7.6 Sind Sie mit den folgenden Aspekten in Bezug auf die Barrierefreiheit von Bahnhöfen in (UNSER LAND) zufrieden oder nicht? Mit Barrierefreiheit meinen wir die Zugänglichkeit für Personen mit eingeschränkter Mobilität oder einer Beeinträchtigung.

Barrierefreiheit von Fahrkartenschaltern oder Fahrkartenautomaten

		Très satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Très mécontent	Ne s'applique pas (SPONTANE)	NSP/SR	EU 'Satisfait'	EU 'Insatisfait'
		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Not applicable (SPONTANEOUS)	DK/NA	EU 'Satisfied'	EU 'Dissatisfied'
		Sehr zufrieden	Eher zufrieden	Eher unzufrieden	Sehr unzufrieden	Nicht zutreffend (SPONTAN)	WN/KA	Gesamt 'Zufrieden'	Gesamt 'Unzufrieden'
%		Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a	Flash EB 382a
	EU	13	38	16	6	12	15	51	22
	BE	11	47	16	4	15	7	58	20
	BG	6	20	14	10	20	30	26	24
	CZ	13	37	12	3	8	27	50	15
	DK	12	30	14	4	16	24	42	18
	DE	12	42	18	4	9	15	54	22
	EE	5	9	4	2	8	72	14	6
	IE	23	41	13	4	10	9	64	17
	EL	9	30	17	7	23	14	39	24
	ES	15	40	14	7	15	9	55	21
	FR	11	54	19	6	5	5	65	25
	IT	8	29	19	9	12	23	37	28
	LV	9	32	18	6	10	25	41	24
	LT	11	19	6	2	49	13	30	8
	LU	15	41	13	3	17	11	56	16
	HU	9	30	10	6	27	18	39	16
	NL	11	36	15	8	13	17	47	23
	AT	21	32	8	3	18	18	53	11
	PL	6	38	20	7	19	10	44	27
	PT	22	24	15	15	3	21	46	30
	RO	14	30	18	7	7	24	44	25
	SI	13	17	13	7	17	33	30	20
	SK	16	25	14	4	26	15	41	18
	FI	14	48	11	1	4	22	62	12
	SE	8	25	8	3	19	37	33	11
	UK	27	42	9	3	8	11	69	12
	HR	11	27	14	8	12	28	38	22