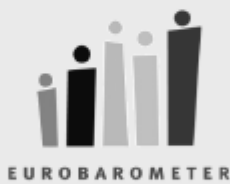


Flash EB Series #326

Survey on passengers' satisfaction with rail services

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

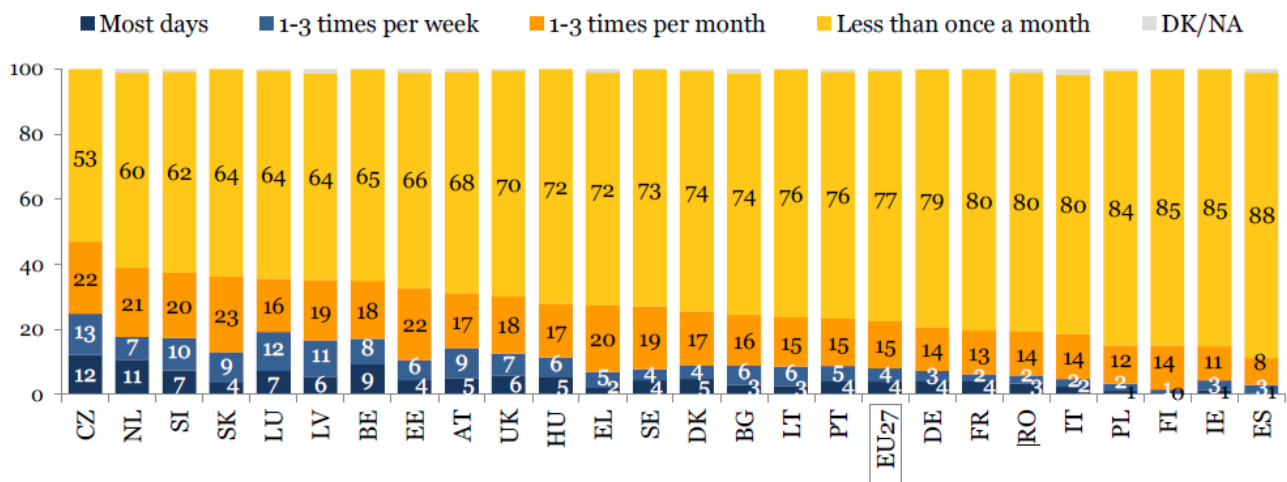


Coordinated by Directorate-General Communication

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

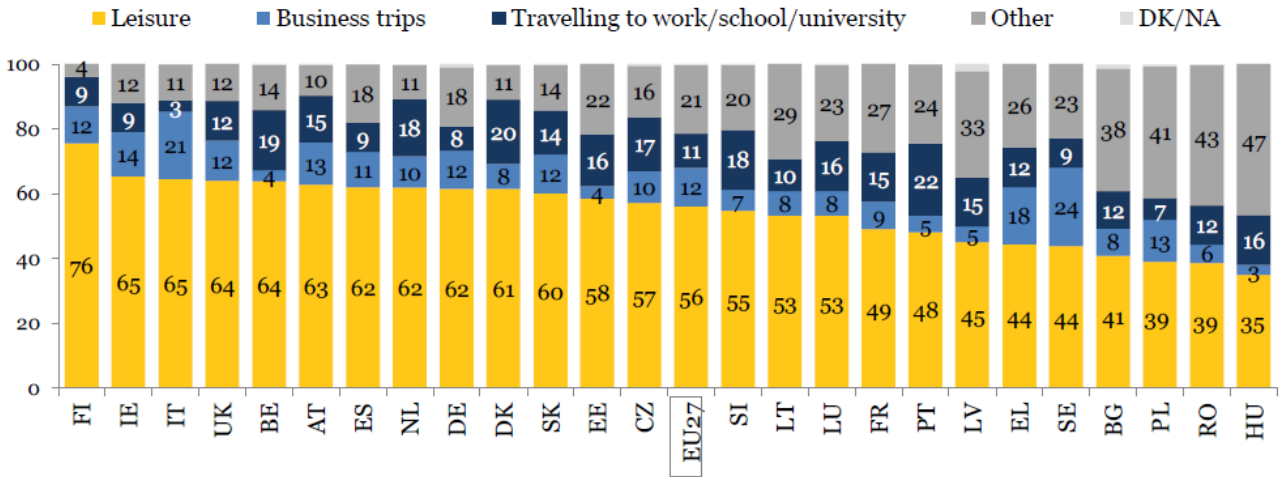
THE GALLUP ORGANIZATION

Frequency of journeys by rail



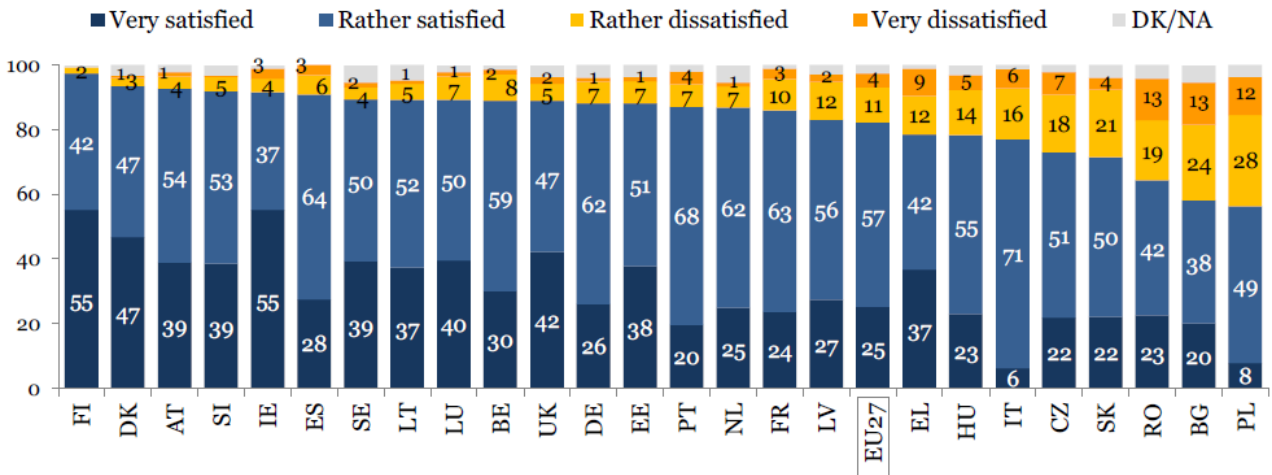
Q1. How often do you travel by train [IN YOUR COUNTRY]?
Base: all respondents, % by country

Most frequent purpose of journeys by rail



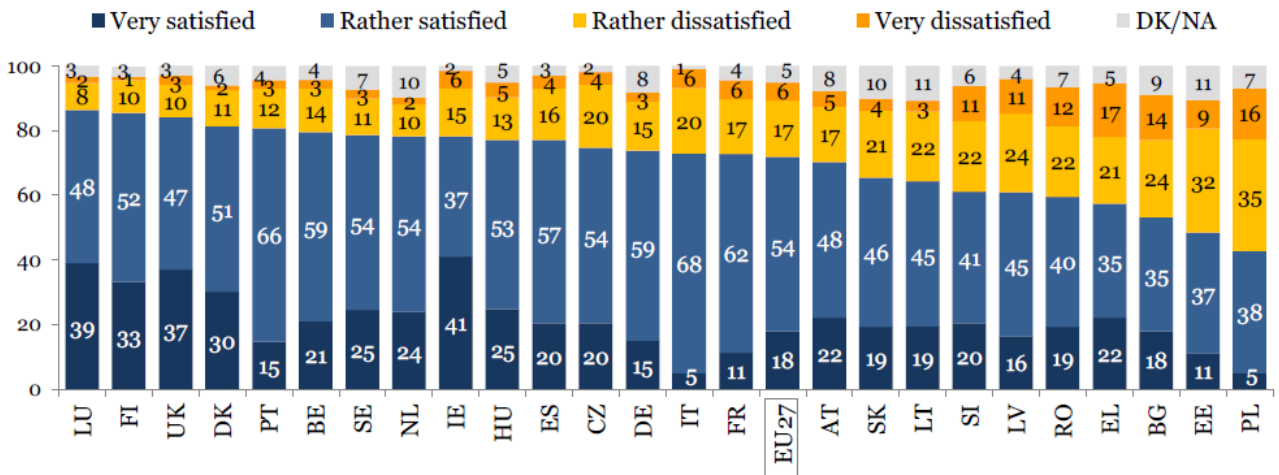
Q2. What is the most frequent purpose of your rail trip [IN YOUR COUNTRY]?
Base: all respondents, % by country

Satisfaction with respondents' personal security whilst on board



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

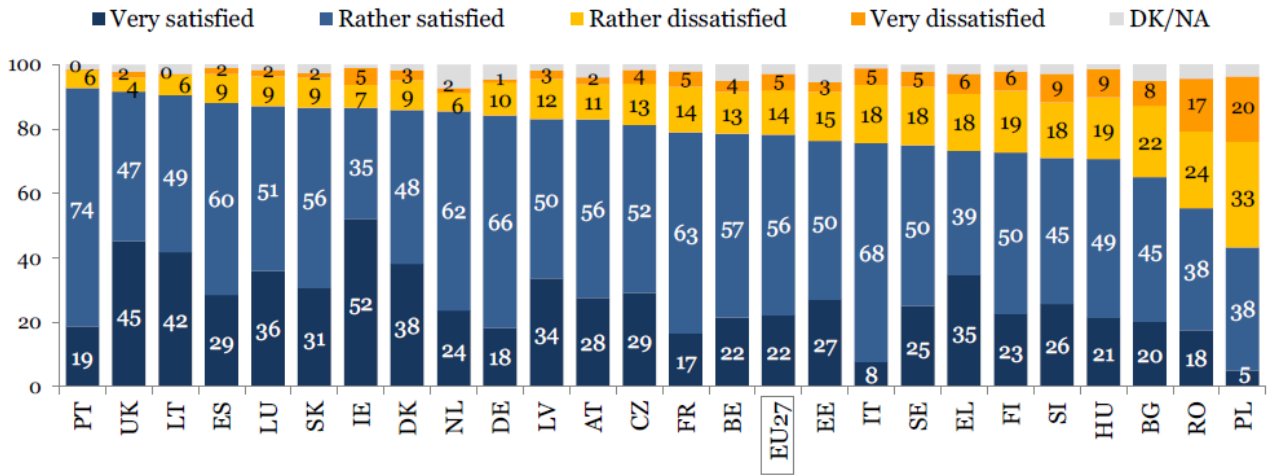
Satisfaction with frequency of the trains



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

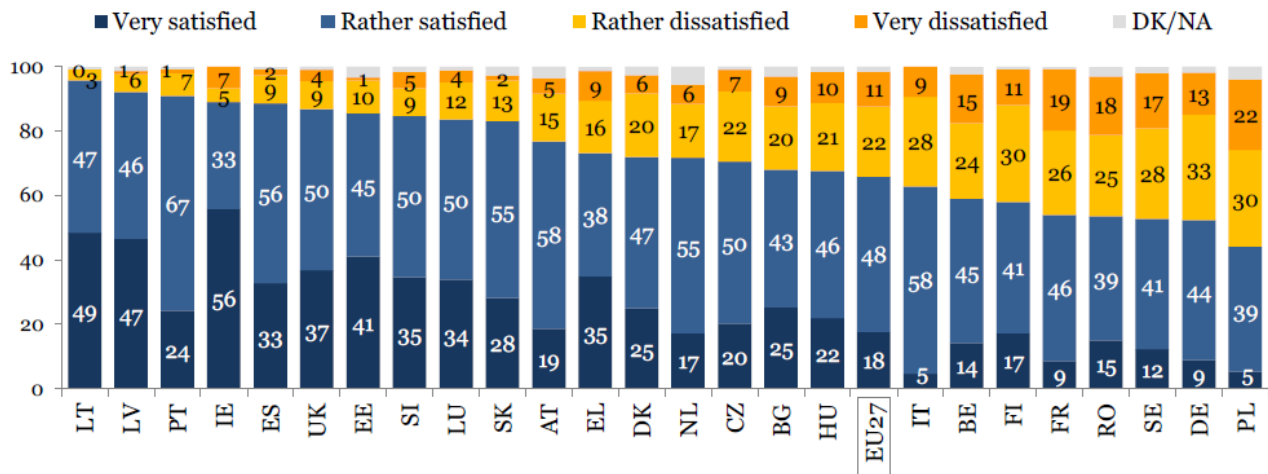
Satisfaction with **length of time the journey was scheduled to take**

(e.g. commercial speed, the travelling speed of the trains)



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

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



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