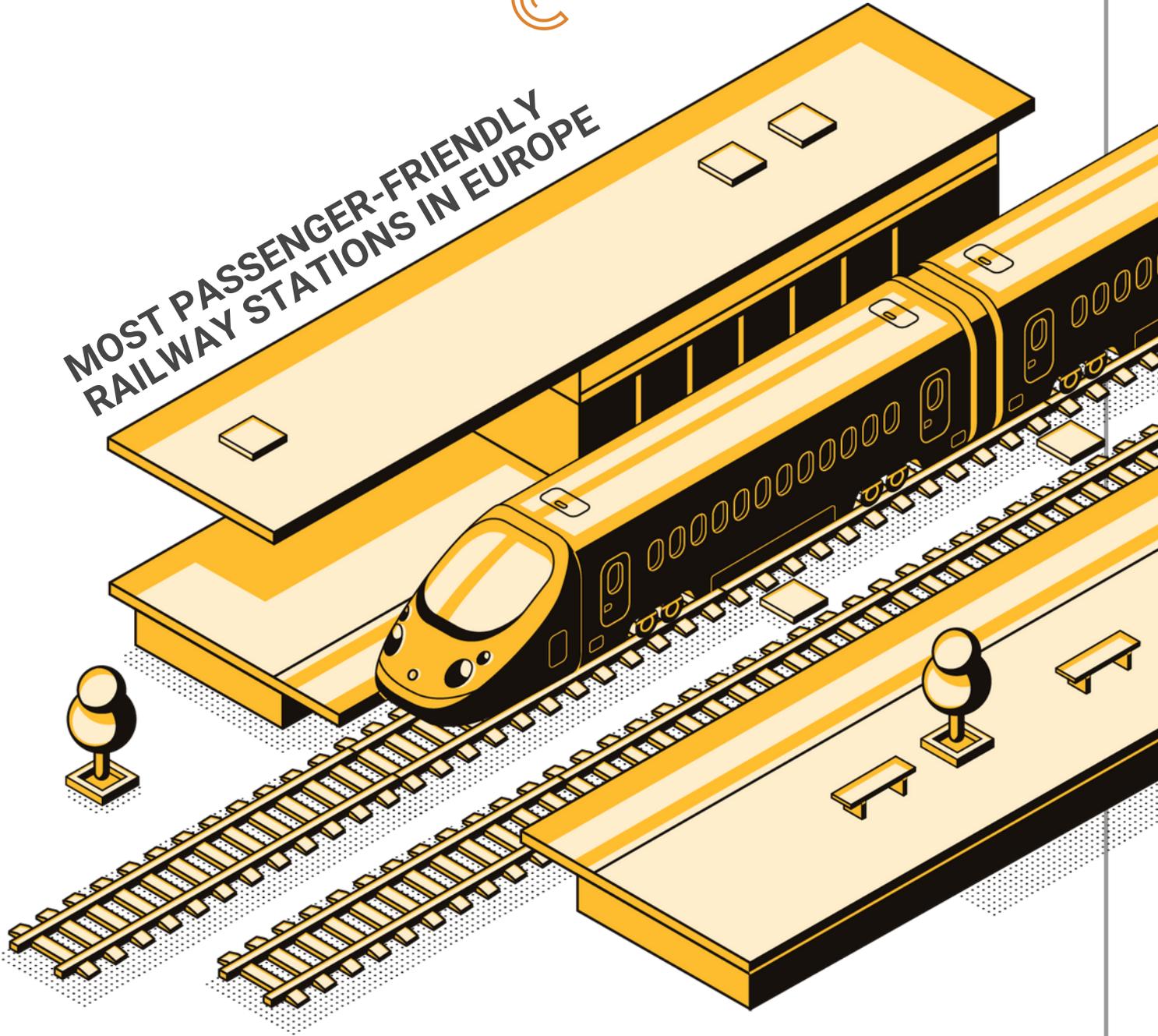




**MOST PASSENGER-FRIENDLY
RAILWAY STATIONS IN EUROPE**



EUROPEAN RAILWAY STATION INDEX 2021

Europe's Most Passenger-Friendly Railway Stations

Authors: Fred Roeder and Tamar Tarsaidze, Consumer Choice Center

The coronavirus crisis has significantly restricted the freedom to travel in Europe and globally. Long train voyages have now become just a memory for most of us. However, with the pace of the vaccine roll-out progressing, there is every reason to be optimistic about regaining our freedom to travel this summer. As consumers across Europe rush to book business trips and vacations, our European Railway Index will come in handy.

Inspired by last year's index, the European Consumer Airport Index, we looked at Europe's 50 largest railway stations and ranked them in terms of passenger experience and according to a mix of factors ranging from how crowded platforms are and accessibility to the number of destinations.

This is the second Annual Edition of the European Railway Station Index, seeking to rank Europe's most passenger-friendly railway stations. We found data on the stations' websites, online statistics, and conducted our own research to collect all necessary information. We have also considered the feedback we received from the media and the public on the first edition and did our best to improve it.

Research Note: We strive to improve the quality of the underlying data of this index year by year and aim to refine its methodology moving forward. We sometimes faced contradictory information and indicators measured differently by different railway stations and companies (e.g. number of destinations). We ask the readers of this index to acknowledge the difficulties of working with heterogeneous data and caution users of this index to be aware of the underlying data complications.

Overall Passenger Experience Index (includes the above-mentioned indicators but also adds the availability of ride-hailing services, competition of train companies, on-site restaurants and shopping, number of domestic and international destinations, accessibility for wheelchairs, the existence of first-class lounges, Wi-Fi, and convenience and choice in accessing the platforms). In order to ensure our data is rigid and the results are unbiased, we removed cleanliness, signage and strike days.

Overall Score: Top 10 Railway Stations for Passenger Convenience in Europe

RANK	RAILWAY STATION	CITY	TOTAL SCORE
1	Leipzig Hauptbahnhof	Leipzig	116
2	Wien Hauptbahnhof	Vienna	108
3	St. Pancras	London	106
4	Amsterdam Centraal	Amsterdam	101
4	Moscow Kazansky	Moscow	101
5	Frankfurt (Main) Hauptbahnhof	Frankfurt am Main	96
5	München Hauptbahnhof	Munich	96
6	Moscow Kursky	Moscow	95
7	Milano Centrale	Milan	93
8	Birmingham New Street	Birmingham	91

Leipzig Hauptbahnhof in Leipzig, Germany leads the list of best railway stations in Europe. Even though it is not possible to travel abroad from Leipzig Hauptbahnhof, the station offers the greatest number of domestic destinations and an array of shops and restaurants. Several different railway companies use Leipzig Hauptbahnhof which made it stand out in the top 5.

Wien Hauptbahnhof, St. Pancras (last year's winner moved a bit down which can also be explained by the limited Eurostar services) follow Leipzig Hauptbahnhof in spots two and three respectively. Amsterdam Centraal and Moscow Kazansky share the 4th spot.

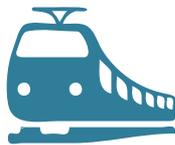
The European Railway Station Index features mainly northern European railway stations in the Top 10. Roma Termini and Milan Centrale are the only two southern European railway stations among the ten-best ranked stations and Moscow Kazansky as the only eastern European railway station to make the Top 10.

Some implications for passengers:



Starting a journey at one of the Top 10

Starting a journey at one of the Top 10 railway stations promises more convenient travel to the station and a good to great passenger experience at the railway station.



Ride-Sharing

When you arrive at one of the top 50 stations, in most cases, you will be able to choose among quite a few ride-sharing service providers to take you to your final destination.



Size does not mean convenience

The size of a railway station does not necessarily mean more convenience or better infrastructure. Some of the largest stations such as Paris Gare du Nord, Madrid Atocha, or Châtelet–Les Halles did not even make it on the Top10 in terms of passenger experience.

Methodology

The maximum possible score for a railway station is 133 points.

Annual passengers/number of platforms: This indicator can get a railway station a maximum of 15 points for being the least crowded.

< 4 million passengers per platform and year = 15 points

< 8 million passengers per platform and year = 10 points

< 15 million passengers per platform and year = 5 points

> 15 million passengers per platform and year = 0 points

Number of domestic destinations: This indicator can get a railway station a maximum of 15 points for being the most connected station.

>= 40 domestic destinations = 15 points

>= 30 domestic destinations = 10 points

>= 15 domestic destinations = 5 points

< 15 domestic destinations = 0 points

Number of international destinations: This indicator can get a railway station a maximum of 15 points for being the most connected station.

>= 25 international destinations = 15 points

>= 15 international destinations = 10 points

>= 5 international destinations = 5

< 5 international destinations = 0

Elevators/ Escalators on platforms score: If a railway station provides consumers with a possibility to choose between elevators and escalators, it gets 10 points.

Elevators and escalators = 10 points

Only elevators or escalators = 5 points

Unavailable both = 0 points

Lounges: Railway stations can get a maximum of 5 points if there are more than one business lounge available.

Multiple business lounges: 5 points

One business lounge: 3 points

No business lounges: 0 points

Ride-sharing: A city where the railway station is located earns 10 points for offering multiple

Ride-sharing: A city where the railway station is located earns 10 points for offering multiple ride-sharing services and 5 points for offering one ride-sharing service.

Accessibility: Railway stations with the highest wheelchair accessibility earn a maximum of 10 points.

High degree of accessibility = 10 points

Medium degree of accessibility = 5 points

Low degree of accessibility = 0 points

Restrooms for wheelchair-users: Railway stations receive additional 5 points if restrooms for wheelchair-users are available.

Shopping Experience: Railway stations with the best shopping experience earn a maximum of 15 points.

≥ 50 shops = 15 points

≥ 30 shops = 10 points

≥ 15 shops = 5 points

< 15 shops = 0 points

Dining Experience: Railway stations with the best dining and food offering earn a maximum of 15 points.

≥ 30 restaurants = 15 points

≥ 20 restaurants = 10 points

≥ 10 restaurants = 5 points

< 10 restaurants = 0 points

Competition: Choice is good for consumers and hence we awarded railway stations with 5 and more different companies operating at that station with 10 points.

≥ 5 railway companies = 10 points

≥ 3 railway companies = 5 points

2 railway companies = 2 points

No competition = 0 points

Connected to local rail: a railway station gets additional 5 points if it's connected to local rail.

WiFi: a railway station gets additional 3 points if wifi is available.

Additional research notes:

Platforms: we counted an overall number of platforms (including those platforms that are used, as well as S-Bahn and U-Bahn. Those that are not used currently and those that are not used for passengers were not included).

Domestic/International destinations: We counted all destinations (not only direct ones). Boroughs weren't counted on domestic destinations. Parts of the unity (Wales, Scotland) weren't counted as international destinations but as domestic ones.

Elevators on platforms: It is indicated if a station has only elevators, only escalators or both of them. Also, the index indicates if elevators/escalators are provided only on the part of the station.

More than one railway company uses this station: We didn't count subsidiary companies and metro companies.

Accessibility for wheelchairs: partial accessibility means that in some parts of the station it is impossible to move without someone's assistance.

Shops: We didn't count kiosks; only currently open shops were counted.

Restaurants: We didn't count take-away only restaurants. Only currently open restaurants were counted.

Ridesharing allowed: We counted all ride-sharing apps and assigned additional points to a city if there is a choice.

About the Authors



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Prior to joining the Consumer Choice Center, Maria served as Campaign Manager at Apple Fundraising Consultants, a London-based boutique consultancy specialising in high net worth international fundraising and campaign management. In her role, she worked closely with the US and UK foundations; her clients included Westminster charities.

Maria mainly works in the field of trade, lifestyle regulations, and platform economy. Her views have been featured in Financial Times, Huffington Post, Conservative Home, CapX, Spiked, Euractiv, The Parliament Magazine, Cato Institute, the Institute of Economic Affairs.

Maria also completed a Charles Koch Market-Based Management programme and a communications internship with Students For Liberty in Washington DC. In 2016, she received the European Students For Liberty Student of the Year Award.



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