

Behaviour of train passengers before and after COVID-19

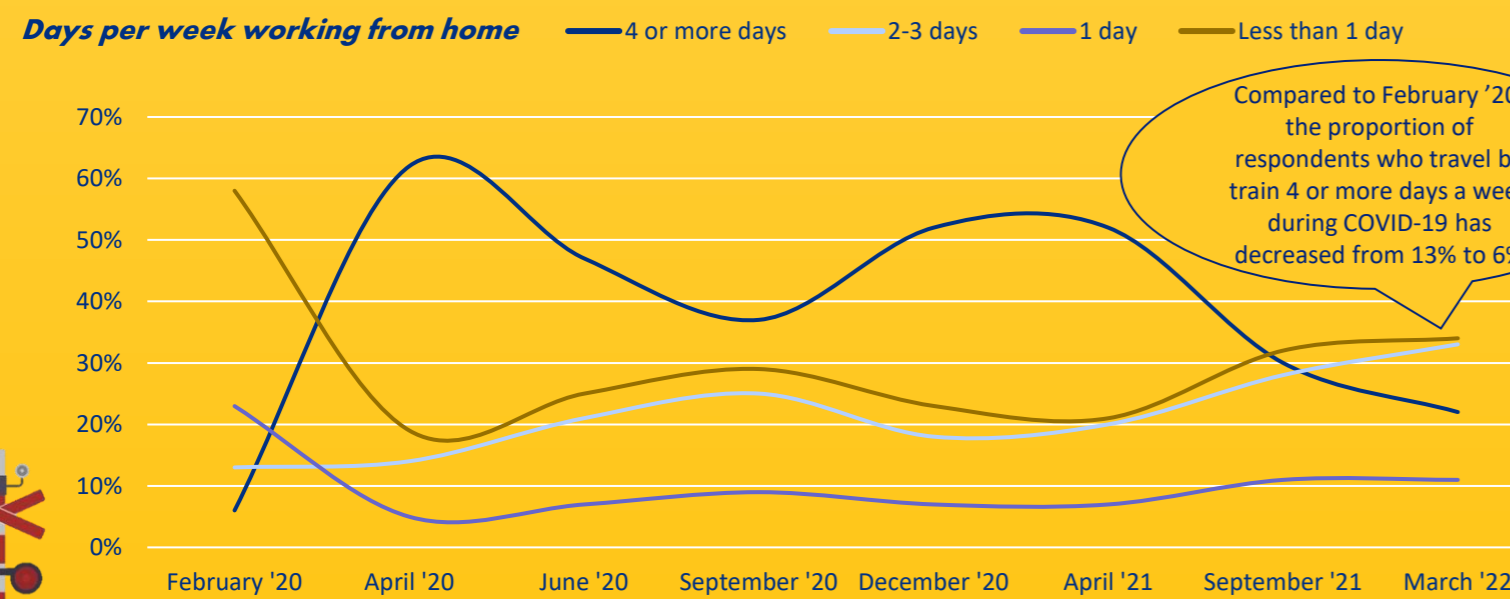
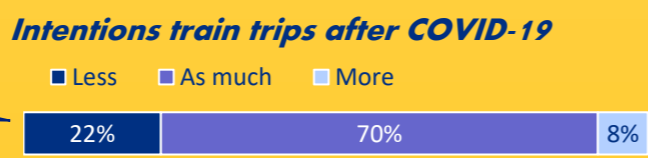


Insights from a longitudinal study of Dutch train passengers



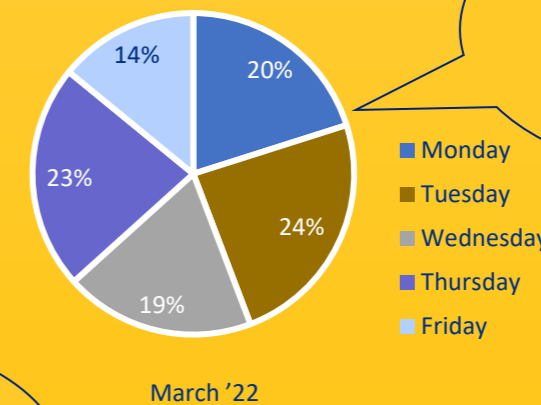
Travel behaviour

59% say they expect to work home more often than before COVID-19. 29% also indicate that they use another mode of transport more often



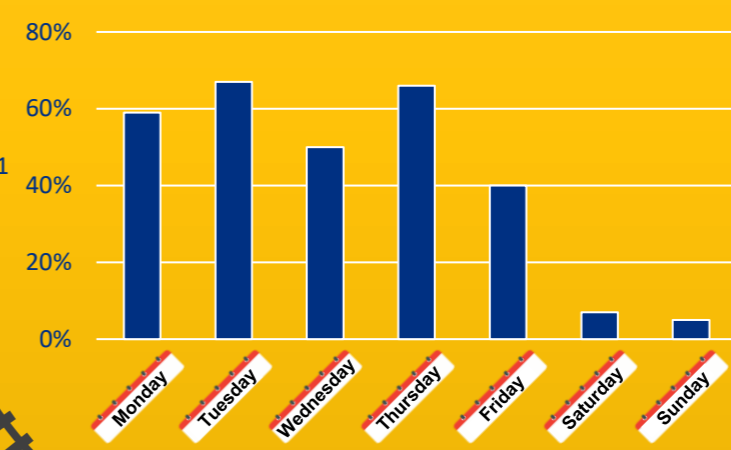
Travel days and times

Distribution of commuters travel over days of the week

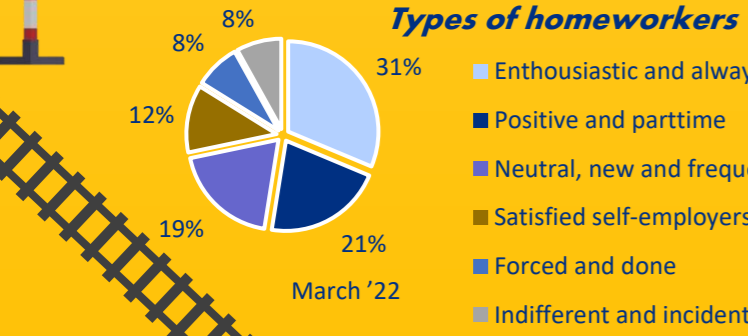
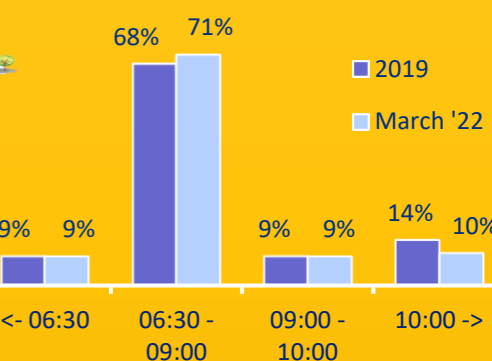


In March '22, 50-60% of employers have a work-from-home policy and 75% of students/pupils will return on campus completely

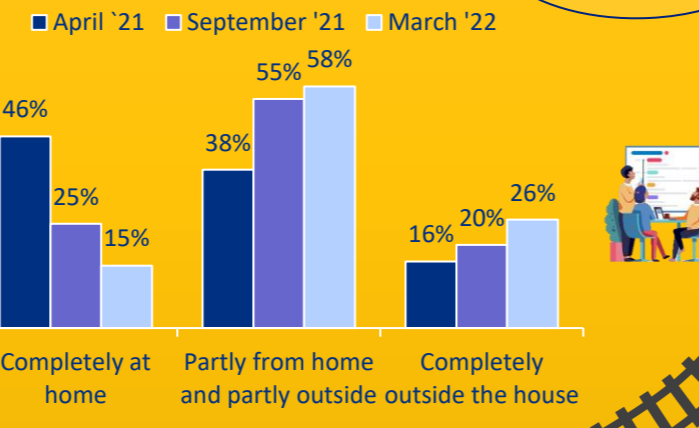
Expected workdays per week at the office



Departure times of commuters

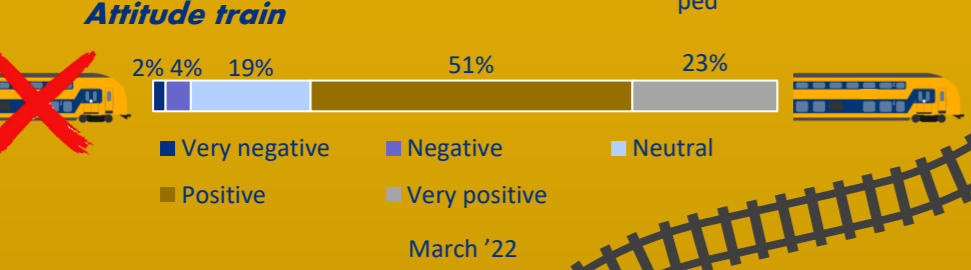
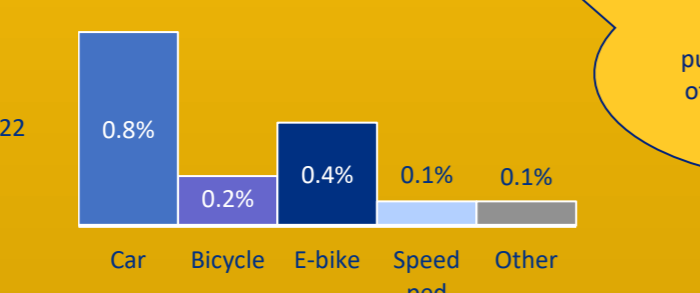


Working from home or outside the house



Modal shift

Purchase of a replacement transport mode

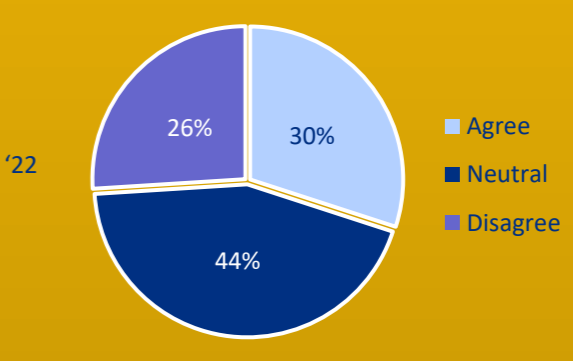


Experience and Sustainability

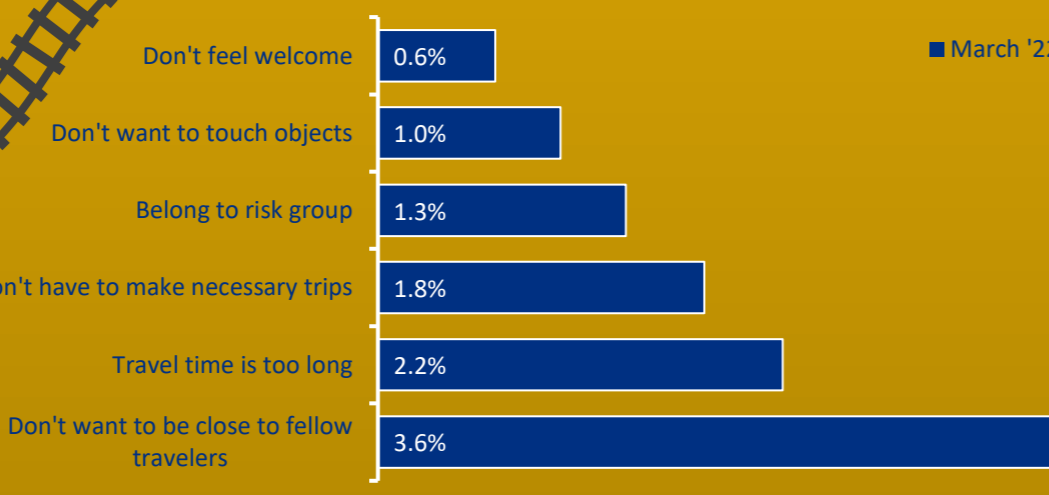
In March '22, 7% of the respondents indicated that they did not like to travel by train. Compared to 16% in September '21

Importance of sustainability

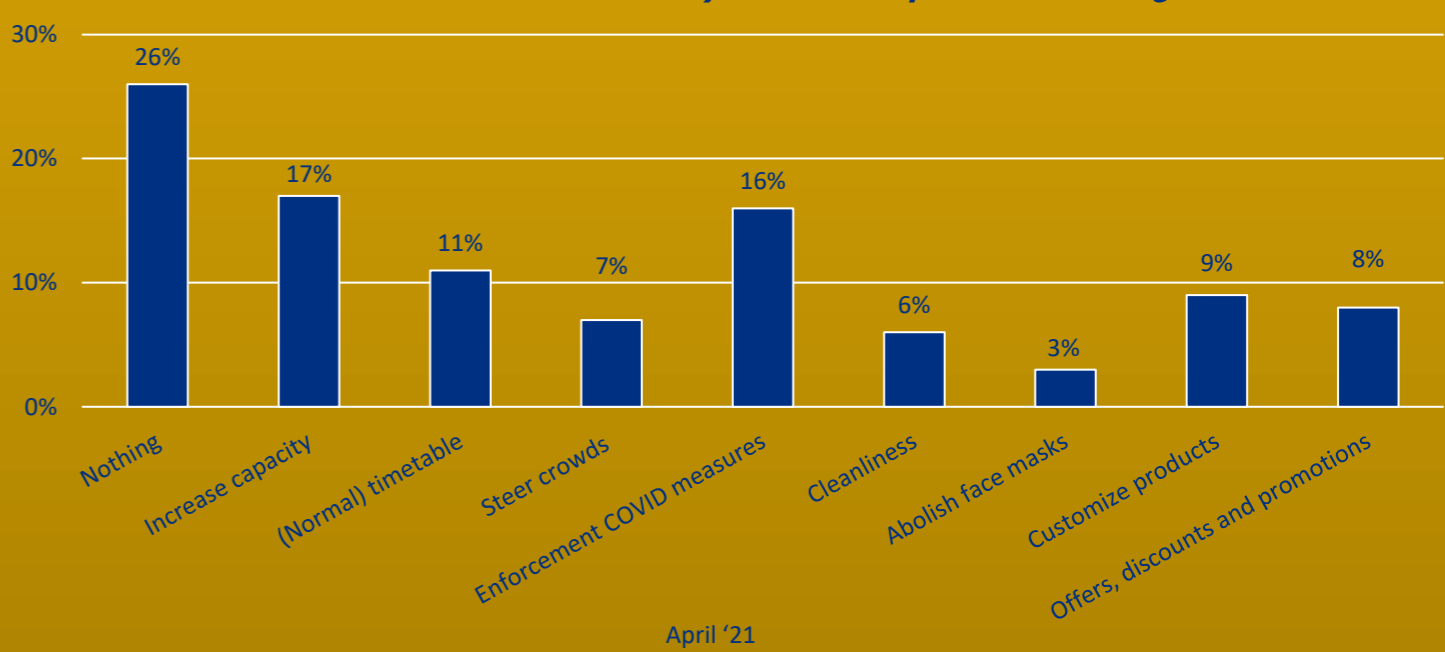
Ratio of passenger that chooses NS more often due to its sustainable character



Reasons to not travel by train



What can NS do to allow travelers to travel by train in complete freedom again?



References:

- Ton et al. (2022) Teleworking during COVID-19 in the Netherlands: Understanding behaviour, attitudes, and future intentions of train travellers
- Ton et al. (2022) Monitoring the impact of COVID-19 on the travel behavior of train travelers in the Netherlands
- Van Hagen et al. (2021) Train traveller behaviour during and after COVID: insights of a longitudinal survey of Dutch train passengers