



# Passagerernes tilfredshed med **tryghed på stationer**

**NOTAT**

September 2019

Forbrugerrådet  
**Tænk**  
**Passagerpulsen**



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## 1. Baggrund og formål

Passagerpulsen har i august og september 2019 fokus på stationer. Herunder blandt andet passagerernes oplevelse af tryghed på stationerne.

Dette notat indeholder en opgørelse over passagerernes tilfredshed med trygheden på tog- og metrostationer. Dataindsamlingen har fundet sted i forbindelse med dataindsamlingen til Passagerpulsens Nationale Passager Tilfredshedsundersøgelser (NPT) i perioden januar 2016 til og med september 2018.

Notatet skal ses i sammenhæng med Passagerpulsens to øvrige udgivelser i september 2019:

- Passagerernes oplevelse af tryghed på togstationer<sup>1</sup>
- Utryghed på stationer<sup>2</sup>

Notatet kan for eksempel anvendes til at identificere de stationer, hvor relativt flest passagerer føler sig trygge eller utrygge med henblik på at fokusere en eventuel indsats der, hvor behovet er størst. Vi skal i den forbindelse gøre opmærksom på, at oplevelsen af utryghed kan skyldes forskellige forhold fra sted til sted. For eksempel de andre personer, der færdes det pågældende sted eller de fysiske forhold på stedet. De to fornævnte rapporter belyser dette yderligere.

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<sup>1</sup> <https://passagerpulsen.taenk.dk/bliv-klogere/undersoegelse-passagerernes-oplevelse-af-tryghed-paa-togstationer>

<sup>2</sup> <https://passagerpulsen.taenk.dk/vidensbanken/undersoegelse-utryghed-paa-stationer>

## 1.1 Om NPT og dataindsamlingen

Resultaterne i dette notat er baseret på data fra NPT blandt togpassagerer i perioden januar 2016 til september 2018. I alt er der 110.447 besvarelser for togpassagererne i denne periode.

Togpassagererne, der er repræsentativt udvalgt, modtager og udfylder et papirspørge-skema på en konkret togrejse. Spørgeskemaet udfyldes i de fleste tilfælde under togrejsen. Spørgeskemaet indeholder spørgsmål om tilfredsheden med en række forskellige forhold ved togrejsen samt spørgsmål om, hvorvidt passageren har oplevet en forsinkelse på togrejsen og forsinkelsens varighed (passagerens opfattelse).

Spørgeskemaerne er uddelt til passagerer i følgende togsystemer:

- Arriva inkl. Vestbanen
- DSB Fjern- og Regionaltog
- DSB S-tog
- Lokaltog
- Metro
- Nordjyske Jernbaner

Passagererne besvarer NPT tilfredshedsspørgsmålene på en skala fra 0 til 10, hvor 10 angiver den højeste tilfredshed.

I dette notat viser vi resultaterne som:

- 'andel af passagererne, der er tilfredse/meget tilfredse' (har svaret 7 til 10)
- 'andel af passagererne, der hverken er tilfredse eller utilfredse' (har svaret 4 til 6)
- 'andel af passagererne, der er utilfredse/meget utilfredse' (har svaret 0 til 3)

## 2. Resultater

### 2.1 Stationer - opdelt på togselskaber

I de tilfælde, hvor en station betjenes af to eller flere togselskaber, vil stationen optræde på opgørelsen for hvert togselskab, men kun med besvarelser fra de passagerer, der har rejst med det pågældende togselskab.

Besvarelserne er indsamlet repræsentativt på alle ugedage og alle tidspunkter mellem kl. 06.00 og 22.00, men særligt, hvor der er få besvarelser, kan det være svært at garantere, at dataindsamlingen er sket repræsentativt.

Vi har valgt at inkludere alle stationer i resultatopgørelsen – uanset antallet af besvarelser. Der er stor usikkerhed forbundet med resultaterne fra stationer med få besvarelser, så derfor er vores generelle opfordring, at kun resultaterne fra stationer med 50 besvarelser eller mere betragtes som sikre. Øvrige resultater er indikative.

#### ARRIVA

Tabel 1

<b>På stationen - Hvor tilfreds er du med trygheden?</b>				
<b>Station</b>	<b>% Tilfredse</b>	<b>% Hverken /eller</b>	<b>% Utilfredse</b>	<b>Besvarelser (uvejet)</b>
Herning Messecenter station	38%	13%	49%	6
Troldhede station	48%	25%	27%	50
Bording station	67%	12%	22%	15
Hviding station	40%	42%	18%	27
Tønder station	60%	22%	18%	169
Billum station	84%	0%	16%	13
Rødkærbsbro station	60%	25%	16%	44
Guldager station	68%	16%	15%	21
Birk Centerpark station	62%	24%	14%	41
Bur station	72%	14%	14%	13
Bedsted Thy station	49%	38%	13%	47
Lunde J station	57%	30%	13%	59
Ydby station	65%	23%	12%	30
Tønder Nord station	56%	33%	12%	102
Spangsbjerg station	61%	27%	12%	131
Tjæreborg station	70%	19%	12%	30
Sjørring station	65%	24%	11%	16
Nørre Nebel station	62%	27%	11%	133
Vrøgum station	64%	26%	10%	26
Hammerum station	76%	14%	10%	24
Laven station	73%	18%	10%	21
Skærbæk station	62%	29%	9%	161
Vinderup station	70%	20%	9%	57

Bjerringbro station	64%	27%	9%	161
Boulevarden station	71%	20%	9%	11
Langå station	67%	25%	9%	101
Rejsby station	72%	20%	8%	38
Frisvadvej station	75%	17%	8%	45
Thisted station	67%	25%	8%	194
Varde Kaserne station	68%	24%	8%	34
Ulfborg station	78%	14%	8%	114
Varde Nord station	75%	18%	8%	41
Ølgod station	73%	19%	7%	121
Ikast station	71%	21%	7%	147
Bramming station	68%	26%	7%	203
Skive station	75%	19%	7%	356
Sejstrup station	57%	37%	6%	11
Kibæk station	65%	29%	6%	73
Oksbøl station	76%	18%	6%	131
Varde station	73%	21%	6%	465
Humlum station	78%	16%	6%	20
Ringkøbing station	77%	17%	5%	296
Stoholm station	76%	19%	5%	57
Snedsted station	75%	20%	5%	71
Holstebro station	76%	19%	5%	467
Vemb station	71%	24%	5%	87
Outrup station	61%	34%	5%	64
Hurup Thy station	64%	31%	5%	130
Struer station	79%	16%	5%	740
Ribe station	75%	21%	5%	335
Baunhøj station	71%	25%	5%	20
Døstrup station	85%	11%	4%	19
Hørning station	79%	16%	4%	80
Hjerm station	77%	18%	4%	27
Skjern station	76%	20%	4%	608
Esbjerg station	77%	19%	4%	1061
Viby Jylland station	84%	12%	4%	130
Ribe Nørremark station	64%	32%	4%	72
Viborg station	75%	21%	4%	569
Hinnerup station	82%	14%	4%	121
Svejbæk station	72%	24%	4%	29
Tarm station	68%	28%	4%	99
Bredebro station	78%	18%	3%	72
Gredstedbro station	67%	30%	3%	45
Herning station	80%	17%	3%	802
Engesvang station	71%	26%	3%	24
Alken station	80%	17%	3%	18
Ulstrup station	74%	23%	3%	52

Brøns station	89%	8%	3%	22
Varde Vest station	65%	32%	3%	69
Hee station	87%	10%	2%	25
Silkeborg station	85%	12%	2%	678
Borris station	62%	36%	2%	29
Hadsten station	86%	12%	2%	153
Aarhus H	85%	12%	2%	2042
Tim station	82%	16%	2%	48
Skanderborg station	85%	13%	2%	240
Henne station	60%	38%	2%	31
Ry station	88%	10%	2%	257
Tistrup station	85%	13%	2%	57
Hvidbjerg station	71%	28%	1%	81
Dyreby station	46%	54%	0%	3
Gjesing station	64%	36%	0%	78
Gårde station	81%	19%	0%	13
Hyllerslev station	0%	100%	0%	1
Højslev station	76%	24%	0%	36
Hørдум station	70%	30%	0%	20
Janderup station	66%	34%	0%	22
Jegum station	0%	100%	0%	2
Lem station	88%	12%	0%	62
Lyngs station	78%	22%	0%	18
Løftgård station	65%	35%	0%	4
Sig station	65%	35%	0%	16
Studsgård station	81%	19%	0%	12
Uglev station	83%	17%	0%	17
Visby station	75%	25%	0%	12

## DSB FJERN- OG REGIONALTOG

Tabel 2

<b>På stationen - Hvor tilfreds er du med trygheden?</b>				
<b>Station</b>	<b>% Tilfredse</b>	<b>% Hverken /eller</b>	<b>% Utilfredse</b>	<b>Besvarelser (uvejet)</b>
Kvissel station	34%	14%	51%	7
Kværndrup station	42%	25%	33%	34
Ny Ellebjerg station	67%	0%	33%	7
Holmstrup station	71%	0%	29%	3
Kauslunde station	20%	52%	28%	5
Nørre Åby station	41%	33%	25%	116
Viby Sjælland station	56%	20%	24%	15
Mørkøv station	42%	37%	21%	101
Skalbjerg station	76%	5%	19%	19

Højby Fyn station	83%	0%	17%	3
Aulum station	56%	28%	16%	86
Svenstrup station	60%	25%	15%	21
Lille Skensved station	54%	30%	15%	47
Rødby Færge	64%	21%	15%	90
Kokkedal station	60%	25%	15%	191
Rødkærbsbro station	72%	13%	15%	24
Jyderup station	52%	34%	14%	245
Børkop station	72%	15%	13%	22
Vrå station	63%	24%	13%	63
Holbæk station	61%	26%	13%	661
Vamdrup station	68%	19%	13%	102
Korsør station	65%	22%	12%	140
Sindal station	50%	38%	12%	82
Svebølle station	49%	39%	12%	46
Regstrup station	44%	43%	12%	56
Havdrup station	73%	15%	12%	88
Brønderslev station	65%	23%	11%	181
Nørre Alslev station	62%	26%	11%	86
Stenstrup Syd station	73%	16%	11%	9
Thisted station	79%	10%	11%	135
Vejle sygehus station	79%	10%	11%	25
Bjerringbro station	61%	28%	11%	73
Næstved Nord station	51%	39%	10%	43
Holme-Olstrup station	75%	15%	10%	26
Jelling station	75%	15%	10%	114
Vordingborg station	65%	25%	10%	556
Kalundborg station	65%	26%	9%	370
Brande station	60%	30%	9%	162
Bred station	68%	23%	9%	19
Tommerup station	75%	16%	9%	148
Nørreport station	66%	25%	9%	1115
Svendborg station	70%	21%	9%	720
Høje Taastrup station	69%	22%	8%	954
Gadstrup station	63%	28%	8%	71
Køge station	66%	26%	8%	464
Holsted station	47%	45%	8%	40
Vejen station	64%	28%	8%	169
Trekroner station	65%	28%	8%	113
Stoholm station	77%	16%	8%	52
Nykøbing F station	71%	22%	8%	786
Hellerup station	76%	17%	7%	192
Glumsø station	79%	14%	7%	28
Knabstrup station	69%	24%	7%	29
Svendborg vest station	75%	18%	7%	209

Hedehusene station	74%	19%	7%	14
Vojens station	59%	34%	7%	257
Sjørring station	87%	6%	7%	9
Hjørring station	74%	19%	7%	545
Arden station	68%	25%	6%	30
Hobro station	79%	15%	6%	219
Næstved station	72%	21%	6%	1219
Aalborg Vestby station	57%	37%	6%	124
Ølby station	63%	31%	6%	193
Rungsted Kyst station	81%	13%	6%	100
Lunderskov station	76%	18%	6%	126
Nivå station	73%	21%	6%	135
Frederikshavn station	75%	19%	6%	408
Slagelse station	73%	22%	6%	458
Hadsten station	78%	16%	5%	153
Total	76%	19%	5%	49152
Herning station	81%	13%	5%	741
Haslev station	68%	26%	5%	279
Tårnby station	57%	37%	5%	33
Fruens Bøge station	93%	1%	5%	27
Hinnerup station	81%	13%	5%	65
Odense sygehus station	70%	25%	5%	116
Bramming station	77%	18%	5%	213
Københavns Hovedbanegård	77%	18%	5%	6882
Borup station	84%	11%	5%	22
Skodsborg station	88%	7%	5%	31
Østerport station	73%	22%	5%	551
Ringsted station	78%	18%	5%	300
Tølløse station	81%	14%	5%	33
Gråsten station	72%	23%	5%	149
Gørding station	94%	2%	5%	15
Hvidbjerg station	81%	14%	5%	24
Vejle station	78%	17%	5%	1152
Stenstrup station	56%	40%	5%	86
Kolding station	80%	15%	5%	1090
Roskilde station	77%	19%	4%	1953
Skive station	76%	20%	4%	332
Horsens station	79%	17%	4%	492
Hvalsø station	80%	15%	4%	47
Humlebæk station	81%	15%	4%	146
Ørestad station	79%	17%	4%	45
Herfølge station	74%	22%	4%	68
Esbjerg station	79%	17%	4%	923
Brørup station	84%	12%	4%	56
Viborg station	74%	22%	4%	374

Helsingør station	77%	19%	4%	415
Tinglev station	77%	19%	4%	172
Taulov station	74%	22%	4%	10
Valby station	77%	19%	4%	499
Odense station	80%	16%	4%	3807
Holstebro station	78%	19%	4%	646
Aarup station	79%	17%	4%	172
Rødekro station	75%	22%	4%	376
Lundby station	66%	31%	4%	47
Middelfart station	78%	18%	3%	463
Fredericia station	81%	15%	3%	2374
Vinderup station	71%	26%	3%	36
Skanderborg station	85%	12%	3%	349
Ringsted station	78%	19%	3%	513
Give station	76%	21%	3%	127
Espergærde station	86%	11%	3%	152
Nyborg station	85%	12%	3%	342
Hurup Thy station	96%	1%	3%	49
Ejby station	76%	22%	3%	117
Sorø station	77%	21%	2%	146
Aalborg station	75%	22%	2%	1295
Vedbæk station	78%	20%	2%	64
Årslev station	79%	18%	2%	64
Tureby station	63%	35%	2%	46
Sønderborg station	83%	15%	2%	563
Aarhus H	84%	14%	2%	3601
Thyregod station	70%	28%	2%	54
Eskilstrup station	90%	8%	2%	34
Lindholm station	82%	16%	2%	69
Gelsted station	79%	19%	2%	69
Struer station	82%	16%	2%	668
Ulstrup station	79%	20%	2%	36
Støvring station	81%	18%	2%	32
Snekkersten station	76%	22%	1%	110
Viby Jylland station	90%	8%	1%	27
Københavns Lufthavn station	82%	17%	1%	219
Bedsted Thy station	78%	21%	1%	17
Hedensted station	92%	7%	1%	25
Padborg station	75%	24%	1%	46
Randers station	84%	15%	1%	289
Langå station	87%	12%	1%	123
Vildbjerg station	68%	31%	0%	86
Brejning station	87%	13%	0%	12
Hjallese station	100%	0%	0%	4
Hjerm station	100%	0%	0%	1

Humlum station	100%	0%	0%	8
Højslev station	94%	6%	0%	18
Hørдум station	94%	6%	0%	10
Klampenborg station	85%	15%	0%	14
Kliplev station	86%	14%	0%	27
Langeskov station	78%	22%	0%	13
Lejre station	78%	22%	0%	36
Lyngs station	100%	0%	0%	8
Pederstrup station	100%	0%	0%	4
Rudme station	80%	20%	0%	13
Skalborg station	92%	8%	0%	13
Skørping station	94%	6%	0%	57
Snedsted station	76%	24%	0%	23
Tolne station	0%	100%	0%	1
Uglev station	100%	0%	0%	4
Vipperød station	100%	0%	0%	4
Ydby station	96%	4%	0%	13

## LOKALTOG

Tabel 3

<b>På stationen - Hvor tilfreds er du med trygheden?</b>				
<b>Station</b>	<b>% Tilfredse</b>	<b>% Hverken /eller</b>	<b>% Utilfredse</b>	<b>Besvarelser (uvejet)</b>
Himlingøje station	0%	0%	100%	1
Pårup station	0%	51%	49%	2
Grønnehave station	0%	52%	48%	2
Firhøj station	51%	10%	39%	3
Saltrup station	38%	25%	37%	6
Lille Linde station	63%	0%	37%	3
Grænge station	59%	7%	34%	4
Mårum station	57%	13%	30%	7
Lille Kregme station	56%	18%	27%	18
Nyrup station	33%	41%	26%	10
Høng station	54%	21%	26%	38
Stæremosen station	36%	39%	24%	11
Stenlille station	46%	30%	23%	24
Ryde station	45%	33%	22%	5
Stenhus station	77%	6%	17%	6
Dianalund station	61%	23%	17%	61
Nakskov station	75%	9%	16%	49
Hornbæk station	57%	27%	16%	22
Sakskøbing station	65%	20%	16%	32
Køge station	58%	26%	16%	272

Holbæk station	55%	30%	15%	171
Faxe Syd station	60%	25%	15%	18
Rødvig station	74%	12%	14%	34
Slotspavillonen station	61%	26%	14%	13
Skibstrup station	60%	27%	13%	8
Asnæs station	62%	25%	13%	46
Skævinge station	74%	13%	12%	21
Fuglevad station	80%	8%	12%	10
Hørve station	53%	35%	12%	25
Tølløse station	65%	24%	12%	116
Melby station	82%	7%	11%	16
Søllested station	78%	11%	11%	9
Hillerød station	67%	23%	10%	655
Nyled station	65%	26%	9%	13
Gilleleje øst station	62%	30%	9%	14
Nykøbing Sjælland station	69%	22%	8%	38
Godhavn station	88%	4%	8%	28
Helsingør station	72%	20%	8%	91
Frederiksværk station	71%	22%	8%	86
Store Merløse station	62%	31%	8%	17
Slagelse station	66%	27%	7%	114
Ravnholm station	78%	14%	7%	41
Ørholm station	74%	19%	7%	32
Maribo station	68%	25%	7%	76
Hårlev station	85%	8%	7%	53
Vibehus station	59%	34%	7%	40
Nykøbing F station	63%	30%	7%	174
Fredensborg station	74%	20%	6%	75
Kvistgård station	61%	33%	6%	10
Store Heddinge station	74%	20%	6%	42
Vig station	85%	9%	6%	28
Tisvildeleje station	77%	18%	6%	34
Gilleleje station	81%	13%	6%	114
Svinninge station	63%	32%	5%	16
Ølsted station	80%	15%	5%	39
Mørdrup station	85%	10%	5%	37
Jægersborg station	81%	15%	5%	135
Hundested station	81%	15%	5%	73
Faxe Ladeplads station	63%	33%	4%	40
Vejby station	75%	21%	4%	37
Ruds Vedby station	46%	51%	4%	26
Lyngby Lokal station	79%	17%	4%	40
Helsingør station	71%	25%	4%	169
Fårevejle station	82%	15%	3%	24
Brede station	90%	8%	3%	58

Karise station	95%	3%	3%	17
Græsted station	69%	30%	1%	32
Nærum station	86%	13%	1%	94
Bagmarken station	70%	30%	0%	5
Brødeskov station	80%	20%	0%	7
Dronningmølle station	72%	28%	0%	25
Duemose station	94%	6%	0%	5
Dyssekilde station	83%	17%	0%	6
Fjellenstrup station	55%	45%	0%	10
Gislinge station	73%	27%	0%	10
Grevinge station	72%	28%	0%	5
Grimstrup station	100%	0%	0%	2
Græsted syd station	61%	39%	0%	27
Grønholt station	100%	0%	0%	1
Gørløse station	88%	12%	0%	11
Hellebæk station	75%	25%	0%	5
Holløse station	79%	21%	0%	8
Horneby Sand station	100%	0%	0%	3
Hundested Havn station	100%	0%	0%	8
Højby Sj. station	89%	11%	0%	12
Kagerup station	52%	48%	0%	9
Karinebæk station	78%	22%	0%	9
Kildekrog station	100%	0%	0%	4
Klipinge station	57%	43%	0%	8
Kr. Eskilstrup station	100%	0%	0%	5
Kratbjerg station	67%	33%	0%	7
Kregme station	74%	26%	0%	2
Langerød station	72%	28%	0%	4
Marienlyst station	75%	25%	0%	7
Nr. Asmindrup station	81%	19%	0%	7
Ny Hagedest station	100%	0%	0%	1
Nørgaardsvej station	55%	45%	0%	2
Saunte station	64%	36%	0%	9
Skellebjerg station	65%	35%	0%	4
Snekkersten station	98%	2%	0%	17
Sommerland Sjælland station	73%	27%	0%	7
Tokkerup station	0%	100%	0%	2
Vallø station	73%	27%	0%	3
Varpelev station	100%	0%	0%	1
Vedde station	100%	0%	0%	3
Ørby station	100%	0%	0%	2
Øster Toreby station	76%	24%	0%	8
Ålsgårde station	77%	23%	0%	19

## METRO

Tabel 4

<b>På stationen - Hvor tilfreds er du med trygheden?</b>				
<b>Station</b>	<b>% Tilfredse</b>	<b>% Hverken /eller</b>	<b>% Utilfredse</b>	<b>Besvarelser (uvejet)</b>
Kastrup station	81%	14%	5%	281
Christianshavn station	82%	13%	4%	942
Kongens Nytorv station	85%	11%	3%	947
Vestamager station	85%	12%	3%	306
Amagerbro station	82%	15%	3%	595
Øresund station	90%	7%	3%	276
Ørestad station	87%	10%	3%	459
Sundby station	85%	12%	3%	174
Nørreport station	82%	15%	3%	1944
Islands Brygge station	84%	13%	3%	445
Vanløse station	87%	10%	3%	713
DR Byen station	79%	18%	3%	378
Forum station	86%	12%	2%	633
Lergravsparken station	82%	15%	2%	427
Lindevang station	88%	9%	2%	432
Femøren station	85%	13%	2%	276
Bella Center station	87%	11%	2%	390
Fasanvej station	86%	12%	2%	587
Flintholm station	85%	13%	2%	541
Frederiksberg station	88%	10%	2%	791
Amager Strand station	84%	15%	1%	262
Lufthavnen station	92%	7%	1%	634

## NORDJYSKE JERNBANER

Tabel 5

<b>På stationen - Hvor tilfreds er du med trygheden?</b>				
<b>Station</b>	<b>% Tilfredse</b>	<b>% Hverken /eller</b>	<b>% Utilfredse</b>	<b>Besvarelser (uvejet)</b>
Brønderslev station	61%	25%	13%	23
Vellingshøj station	51%	37%	12%	9
Emmersbæk station	78%	13%	10%	67
Sindal station	91%	0%	9%	7
Horne station	65%	27%	8%	23
Frederikshavn station	71%	23%	6%	397
Strandby station	81%	13%	6%	28
Jerup station	78%	17%	5%	23
Hjørring station	77%	19%	4%	431

Aalborg station	77%	19%	4%	131
Hirtshals station	85%	12%	4%	203
Skagen station	84%	12%	3%	326
Ålbæk station	80%	17%	3%	64
Frederikshavnsvej station	78%	20%	2%	66
Lilleheden station	78%	20%	2%	64
Bunken station	100%	0%	0%	4
Herregårdsparken station	98%	2%	0%	14
Hulsig station	93%	7%	0%	13
Kvissel station	100%	0%	0%	1
Kvægtorvet station	54%	46%	0%	8
Lindholm station	69%	31%	0%	15
Napstjært station	100%	0%	0%	2
Rimmen station	100%	0%	0%	3
Skørping station	100%	0%	0%	3
Støvring station	100%	0%	0%	2
Sønderby station	100%	0%	0%	8
Teglgårdsvej station	100%	0%	0%	1
Tolne station	100%	0%	0%	2
Tornby station	80%	20%	0%	28
Vidstrup station	83%	17%	0%	6
Vrå station	33%	67%	0%	6
Aalborg Vestby station	87%	13%	0%	20

## S-TOG

Tabel 6

<b>På stationen - Hvor tilfreds er du med trygheden?</b>				
<b>Station</b>	<b>% Tilfredse</b>	<b>% Hverken /eller</b>	<b>% Utilfredse</b>	<b>Besvarelser (uvejet)</b>
Hundige station	59%	23%	18%	196
Sydhavn station	60%	24%	16%	163
Åmarken station	55%	32%	14%	100
Avedøre station	60%	27%	13%	125
Greve station	61%	26%	13%	154
Nørrebro station	61%	27%	12%	338
Peter Bangs Vej station	70%	18%	12%	93
Ny Ellebjerg station	71%	17%	12%	156
Brøndbyøster station	59%	30%	11%	166
Ølby station	64%	26%	11%	160
Sjælør station	66%	24%	10%	214
Taastrup station	66%	24%	10%	216
Jersie station	58%	32%	10%	108
Vallensbæk station	64%	27%	9%	112

Nørreport station	63%	28%	9%	1950
Fuglebakken station	76%	15%	8%	126
Hillerød station	72%	20%	8%	402
Skovbrynet station	82%	10%	8%	72
Egedal station	75%	17%	8%	92
Glostrup station	70%	22%	8%	402
Høje Taastrup station	65%	27%	8%	226
Brøndby Strand station	62%	30%	8%	107
Friheden station	62%	30%	8%	191
Buddinge station	72%	21%	7%	169
Køge station	68%	25%	7%	252
Ølstykke station	76%	18%	7%	105
Ishøj station	67%	26%	7%	242
Ryparken station	72%	22%	6%	206
Islev station	69%	25%	6%	103
Vangede station	73%	21%	6%	135
Karlslunde station	79%	15%	6%	98
Ballerup station	68%	26%	6%	452
Herlev station	75%	19%	6%	373
Vigerslev Alle station	72%	22%	6%	112
Malmparken station	74%	21%	6%	112
Bispebjerg station	75%	20%	5%	151
Sorgenfri station	81%	14%	5%	123
Ordrup station	78%	17%	5%	138
Allerød station	76%	19%	5%	234
Skovlunde station	72%	23%	5%	129
Kildedal station	77%	18%	5%	73
Stengården station	76%	19%	5%	123
Husum station	69%	26%	5%	176
Danshøj station	65%	31%	5%	103
Holte station	83%	12%	5%	222
Frederikssund station	78%	18%	5%	211
Stenløse station	77%	19%	5%	114
Københavns Hovedbanegård	76%	19%	4%	1232
Solrød Strand station	73%	23%	4%	167
Charlottenlund station	82%	13%	4%	142
Hellerup station	79%	16%	4%	556
Østerport station	80%	16%	4%	636
Bernstorffsvej station	85%	11%	4%	112
Flintholm station	82%	14%	4%	436
Bagsværd station	74%	22%	4%	165
Hvidovre station	68%	28%	4%	164
Nordhavn station	75%	21%	4%	464
Valby station	75%	22%	4%	613
Rødovre station	76%	21%	4%	158

Svanemøllen station	79%	17%	4%	436
Vesterport station	77%	19%	4%	637
Albertslund station	69%	27%	4%	327
Måløv station	81%	16%	4%	154
Jægersborg station	72%	24%	3%	118
Dybbølsbro station	73%	24%	3%	310
Virum station	78%	19%	3%	137
Jyllingevej station	73%	24%	3%	89
Værløse station	81%	16%	3%	173
Emdrup station	79%	18%	3%	161
Hareskov station	83%	14%	3%	95
Lyngby station	82%	15%	3%	593
Vanløse station	80%	18%	3%	406
Birkerød station	81%	16%	3%	221
Ålholm station	81%	16%	3%	89
Kildebakke station	71%	27%	2%	100
Farum station	82%	15%	2%	198
Klampenborg station	84%	14%	2%	84
Grøndal station	78%	20%	2%	96
Veksø station	78%	20%	2%	100
KB Hallen station	75%	23%	2%	73
Carlsberg	89%	10%	2%	148
Langgade station	73%	26%	2%	93
Dyssegård station	85%	14%	1%	94
Gentofte station	82%	17%	1%	112

## 2.2 Alle stationer i alfabetisk rækkefølge

I de tilfælde, hvor en station betjenes af to eller flere togselskaber, vil stationen optræde på opgørelsen for hvert togselskab, men kun med besvarelser fra passagerer, der har rejst med det pågældende togselskab.

Besvarelserne er indsamlet repræsentativt på alle ugedage og alle tidspunkter mellem kl. 06.00 og 22.00, men særligt, hvor der er få besvarelser, kan det være svært at garantere, at dataindsamlingen er sket repræsentativt.

Vi har valgt at inkludere alle stationer i resultatopgørelsen – uanset antallet af besvarelser. Der er stor usikkerhed forbundet med resultaterne fra stationer med få besvarelser, så derfor er vores generelle opfordring, at kun resultaterne fra stationer med 50 besvarelser eller mere betragtes som sikre. Øvrige resultater er indikative.

Tabel 7

<b>Station</b>	<b>% Tilfredse</b>	<b>% Hverken /eller</b>	<b>% Utilfredse</b>	<b>Besvarelser (uvejet)</b>	<b>Selskab</b>
Albertslund station	69%	27%	4%	327	S-tog
Alken station	80%	17%	3%	18	Arriva
Allerød station	76%	19%	5%	234	S-tog
Amager Strand station	84%	15%	1%	262	Metro
Amagerbro station	82%	15%	3%	595	Metro
Arden station	68%	25%	6%	30	DSB
Asnæs station	62%	25%	13%	46	Lokaltog
Aulum station	56%	28%	16%	86	DSB
Avedøre station	60%	27%	13%	125	S-tog
Bagmarken station	70%	30%	0%	5	Lokaltog
Bagsværd station	74%	22%	4%	165	S-tog
Ballerup station	68%	26%	6%	452	S-tog
Baunhøj station	71%	25%	5%	20	Arriva
Bedsted Thy station	49%	38%	13%	47	Arriva
Bedsted Thy station	78%	21%	1%	17	DSB
Bella Center station	87%	11%	2%	390	Metro
Bernstorffsvej station	85%	11%	4%	112	S-tog
Billum station	84%	0%	16%	13	Arriva
Birk Centerpark station	62%	24%	14%	41	Arriva
Birkerød station	81%	16%	3%	221	S-tog
Bispebjerg station	75%	20%	5%	151	S-tog
Bjerringbro station	64%	27%	9%	161	Arriva
Bjerringbro station	61%	28%	11%	73	DSB
Bording station	67%	12%	22%	15	Arriva
Borris station	62%	36%	2%	29	Arriva
Borup station	84%	11%	5%	22	DSB
Boulevarden station	71%	20%	9%	11	Arriva
Bramming station	68%	26%	7%	203	Arriva

Bramming station	77%	18%	5%	213	DSB
Brande station	60%	30%	9%	162	DSB
Bred station	68%	23%	9%	19	DSB
Brede station	90%	8%	3%	58	Lokaltog
Bredebro station	78%	18%	3%	72	Arriva
Brejning station	87%	13%	0%	12	DSB
Brødeskov station	80%	20%	0%	7	Lokaltog
Brøndby Strand station	62%	30%	8%	107	S-tog
Brøndbyøster station	59%	30%	11%	166	S-tog
Brønderslev station	65%	23%	11%	181	DSB
Brønderslev station	61%	25%	13%	23	Nordjyske Jernbaner
Brøns station	89%	8%	3%	22	Arriva
Brørup station	84%	12%	4%	56	DSB
Buddinge station	72%	21%	7%	169	S-tog
Bunken station	100%	0%	0%	4	Nordjyske Jernbaner
Bur station	72%	14%	14%	13	Arriva
Børkop station	72%	15%	13%	22	DSB
Carlsberg	89%	10%	2%	148	S-tog
Charlottenlund station	82%	13%	4%	142	S-tog
Christianshavn station	82%	13%	4%	942	Metro
Danshøj station	65%	31%	5%	103	S-tog
Dianalund station	61%	23%	17%	61	Lokaltog
DR Byen station	79%	18%	3%	378	Metro
Dronningmølle station	72%	28%	0%	25	Lokaltog
Duemose station	94%	6%	0%	5	Lokaltog
Dybbølsbro station	73%	24%	3%	310	S-tog
Dyreby station	46%	54%	0%	3	Arriva
Dyssegård station	85%	14%	1%	94	S-tog
Dyssekilde station	83%	17%	0%	6	Lokaltog
Døstrup station	85%	11%	4%	19	Arriva
Egedal station	75%	17%	8%	92	S-tog
Ejby station	76%	22%	3%	117	DSB
Emdrup station	79%	18%	3%	161	S-tog
Emmersbæk station	78%	13%	10%	67	Nordjyske Jernbaner
Engesvang station	71%	26%	3%	24	Arriva
Esbjerg station	77%	19%	4%	1061	Arriva
Esbjerg station	79%	17%	4%	923	DSB
Eskilstrup station	90%	8%	2%	34	DSB
Espergærde station	86%	11%	3%	152	DSB
Farum station	82%	15%	2%	198	S-tog
Fasanvej station	86%	12%	2%	587	Metro
Faxe Ladeplads station	63%	33%	4%	40	Lokaltog

Faxe Syd station	60%	25%	15%	18	Lokaltog
Femøren station	85%	13%	2%	276	Metro
Firhøj station	51%	10%	39%	3	Lokaltog
Fjellenstrup station	55%	45%	0%	10	Lokaltog
Flintholm station	82%	14%	4%	436	S-tog
Flintholm station	85%	13%	2%	541	Metro
Forum station	86%	12%	2%	633	Metro
Fredensborg station	74%	20%	6%	75	Lokaltog
Fredericia station	81%	15%	3%	2374	DSB
Frederiksberg station	88%	10%	2%	791	Metro
Frederikshavn station	75%	19%	6%	408	DSB
Frederikshavn station	71%	23%	6%	397	Nordjyske Jernbaner
Frederikshavnsvej station	78%	20%	2%	66	Nordjyske Jernbaner
Frederikssund station	78%	18%	5%	211	S-tog
Frederiksværk station	71%	22%	8%	86	Lokaltog
Friheden station	62%	30%	8%	191	S-tog
Frisvadvej station	75%	17%	8%	45	Arriva
Fruens Bøge station	93%	1%	5%	27	DSB
Fuglebakken station	76%	15%	8%	126	S-tog
Fuglevad station	80%	8%	12%	10	Lokaltog
Fårevejle station	82%	15%	3%	24	Lokaltog
Gadstrup station	63%	28%	8%	71	DSB
Gelsted station	79%	19%	2%	69	DSB
Gentofte station	82%	17%	1%	112	S-tog
Gilleleje station	81%	13%	6%	114	Lokaltog
Gilleleje øst station	62%	30%	9%	14	Lokaltog
Gislinge station	73%	27%	0%	10	Lokaltog
Give station	76%	21%	3%	127	DSB
Gjesing station	64%	36%	0%	78	Arriva
Glostrup station	70%	22%	8%	402	S-tog
Glumsø station	79%	14%	7%	28	DSB
Godhavn station	88%	4%	8%	28	Lokaltog
Gredstedbro station	67%	30%	3%	45	Arriva
Greve station	61%	26%	13%	154	S-tog
Grevinge station	72%	28%	0%	5	Lokaltog
Grimstrup station	100%	0%	0%	2	Lokaltog
Grænge station	59%	7%	34%	4	Lokaltog
Græsted station	69%	30%	1%	32	Lokaltog
Græsted syd station	61%	39%	0%	27	Lokaltog
Grøndal station	78%	20%	2%	96	S-tog
Grønholt station	100%	0%	0%	1	Lokaltog
Grønnehave station	0%	52%	48%	2	Lokaltog
Gråsten station	72%	23%	5%	149	DSB

Guldager station	68%	16%	15%	21	Arriva
Gørding station	94%	2%	5%	15	DSB
Gørløse station	88%	12%	0%	11	Lokaltog
Gårde station	81%	19%	0%	13	Arriva
Hadsten station	86%	12%	2%	153	Arriva
Hadsten station	78%	16%	5%	153	DSB
Hammerum station	76%	14%	10%	24	Arriva
Hareskov station	83%	14%	3%	95	S-tog
Haslev station	68%	26%	5%	279	DSB
Havdrup station	73%	15%	12%	88	DSB
Hedehusene station	74%	19%	7%	14	DSB
Hedensted station	92%	7%	1%	25	DSB
Hee station	87%	10%	2%	25	Arriva
Hellebæk station	75%	25%	0%	5	Lokaltog
Hellerup station	76%	17%	7%	192	DSB
Hellerup station	79%	16%	4%	556	S-tog
Helsinge station	72%	20%	8%	91	Lokaltog
Helsingør station	77%	19%	4%	415	DSB
Helsingør station	71%	25%	4%	169	Lokaltog
Henne station	60%	38%	2%	31	Arriva
Herfølge station	74%	22%	4%	68	DSB
Herlev station	75%	19%	6%	373	S-tog
Herning Messecenter station	38%	13%	49%	6	Arriva
Herning station	80%	17%	3%	802	Arriva
Herning station	81%	13%	5%	741	DSB
Herregårdsparken station	98%	2%	0%	14	Nordjyske Jernbaner
Hillerød station	67%	23%	10%	655	Lokaltog
Hillerød station	72%	20%	8%	402	S-tog
Himlingøje station	0%	0%	100%	1	Lokaltog
Hinnerup station	82%	14%	4%	121	Arriva
Hinnerup station	81%	13%	5%	65	DSB
Hirtshals station	85%	12%	4%	203	Nordjyske Jernbaner
Hjallese station	100%	0%	0%	4	DSB
Hjerm station	77%	18%	4%	27	Arriva Tog
Hjerm station	100%	0%	0%	1	DSB
Hjørring station	74%	19%	7%	545	DSB
Hjørring station	77%	19%	4%	431	Nordjyske Jernbaner
Hobro station	79%	15%	6%	219	DSB
Holbæk station	61%	26%	13%	661	DSB
Holbæk station	55%	30%	15%	171	Lokaltog
Holløse station	79%	21%	0%	8	Lokaltog

Holme-Olstrup station	75%	15%	10%	26	DSB
Holmstrup station	71%	0%	29%	3	DSB
Holstebro station	76%	19%	5%	467	Arriva
Holstebro station	78%	19%	4%	646	DSB
Holsted station	47%	45%	8%	40	DSB
Holte station	83%	12%	5%	222	S-tog
Hornbæk station	57%	27%	16%	22	Lokaltog
Horne station	65%	27%	8%	23	Nordjyske Jernbaner
Horneby Sand station	100%	0%	0%	3	Lokaltog
Horsens station	79%	17%	4%	492	DSB
Hulsig station	93%	7%	0%	13	Nordjyske Jernbaner
Humlebæk station	81%	15%	4%	146	DSB
Humlum station	78%	16%	6%	20	Arriva
Humlum station	100%	0%	0%	8	DSB
Hundested Havn station	100%	0%	0%	8	Lokaltog
Hundested station	81%	15%	5%	73	Lokaltog
Hundige station	59%	23%	18%	196	S-tog
Hurup Thy station	64%	31%	5%	130	Arriva
Hurup Thy station	96%	1%	3%	49	DSB
Husum station	69%	26%	5%	176	S-tog
Hvalsø station	80%	15%	4%	47	DSB
Hvidbjerg station	71%	28%	1%	81	Arriva
Hvidbjerg station	81%	14%	5%	24	DSB
Hviding station	40%	42%	18%	27	Arriva
Hvidovre station	68%	28%	4%	164	S-tog
Hyllerslev station	0%	100%	0%	1	Arriva
Højby Fyn station	83%	0%	17%	3	DSB
Højby Sj. station	89%	11%	0%	12	Lokaltog
Høje Taastrup station	69%	22%	8%	954	DSB
Høje Taastrup station	65%	27%	8%	226	S-tog
Højslev station	76%	24%	0%	36	Arriva
Højslev station	94%	6%	0%	18	DSB
Høng station	54%	21%	26%	38	Lokaltog
Hørddum station	70%	30%	0%	20	Arriva
Hørddum station	94%	6%	0%	10	DSB
Hørning station	79%	16%	4%	80	Arriva
Hørve station	53%	35%	12%	25	Lokaltog
Hårlev station	85%	8%	7%	53	Lokaltog
Ikast station	71%	21%	7%	147	Arriva
Ishøj station	67%	26%	7%	242	S-tog
Islands Brygge station	84%	13%	3%	445	Metro
Islev station	69%	25%	6%	103	S-tog
Janderup station	66%	34%	0%	22	Arriva

Jegum station	0%	100%	0%	2	Arriva
Jelling station	75%	15%	10%	114	DSB
Jersie station	58%	32%	10%	108	S-tog
Jerup station	78%	17%	5%	23	Nordjyske Jernbaner
Jyderup station	52%	34%	14%	245	DSB
Jyllingevej station	73%	24%	3%	89	S-tog
Jægersborg station	81%	15%	5%	135	Lokaltog
Jægersborg station	72%	24%	3%	118	S-tog
Kagerup station	52%	48%	0%	9	Lokaltog
Kalundborg station	65%	26%	9%	370	DSB
Karinebæk station	78%	22%	0%	9	Lokaltog
Karise station	95%	3%	3%	17	Lokaltog
Karlslunde station	79%	15%	6%	98	S-tog
Kastrup station	81%	14%	5%	281	Metro
Kauslunde station	20%	52%	28%	5	DSB
KB Hallen station	75%	23%	2%	73	S-tog
Kibæk station	65%	29%	6%	73	Arriva
Kildebakke station	71%	27%	2%	100	S-tog
Kildedal station	77%	18%	5%	73	S-tog
Kildekrog station	100%	0%	0%	4	Lokaltog
Klampenborg station	85%	15%	0%	14	DSB
Klampenborg station	84%	14%	2%	84	S-tog
Kliplev station	86%	14%	0%	27	DSB
Klippinge station	57%	43%	0%	8	Lokaltog
Knabstrup station	69%	24%	7%	29	DSB
Kokkedal station	60%	25%	15%	191	DSB
Kolding station	80%	15%	5%	1090	DSB
Kongens Nytorv station	85%	11%	3%	947	Metro
Korsør station	65%	22%	12%	140	DSB
Kr. Eskilstrup station	100%	0%	0%	5	Lokaltog
Kratbjerg station	67%	33%	0%	7	Lokaltog
Kregme station	74%	26%	0%	2	Lokaltog
Kvissel station	34%	14%	51%	7	DSB
Kvissel station	100%	0%	0%	1	Nordjyske Jernbaner
Kvistgård station	61%	33%	6%	10	Lokaltog
Kvægtorvet station	54%	46%	0%	8	Nordjyske Jernbaner
Kværndrup station	42%	25%	33%	34	DSB
Københavns Hovedbanegård	77%	18%	5%	6882	DSB
Københavns Hovedbanegård	76%	19%	4%	1232	S-tog
Københavns Lufthavn station	82%	17%	1%	219	DSB

Køge station	66%	26%	8%	464	DSB
Køge station	58%	26%	16%	272	Lokaltog
Køge station	68%	25%	7%	252	S-tog
Langerød station	72%	28%	0%	4	Lokaltog
Langeskov station	78%	22%	0%	13	DSB
Langgade station	73%	26%	2%	93	S-tog
Langå station	67%	25%	9%	101	Arriva
Langå station	87%	12%	1%	123	DSB
Laven station	73%	18%	10%	21	Arriva
Lejre station	78%	22%	0%	36	DSB
Lem station	88%	12%	0%	62	Arriva
Lergravsparken station	82%	15%	2%	427	Metro
Lille Kregme station	56%	18%	27%	18	Lokaltog
Lille Linde station	63%	0%	37%	3	Lokaltog
Lille Skensved station	54%	30%	15%	47	DSB
Lilleheden station	78%	20%	2%	64	Nordjyske Jernbaner
Lindvang station	88%	9%	2%	432	Metro
Lindholm station	82%	16%	2%	69	DSB
Lindholm station	69%	31%	0%	15	Nordjyske Jernbaner
Lufthavnen station	92%	7%	1%	634	Metro
Lundby station	66%	31%	4%	47	DSB
Lunde J station	57%	30%	13%	59	Arriva
Lunderskov station	76%	18%	6%	126	DSB
Lyngby Lokal station	79%	17%	4%	40	Lokaltog
Lyngby station	82%	15%	3%	593	S-tog
Lyngs station	78%	22%	0%	18	Arriva
Lyngs station	100%	0%	0%	8	DSB
Løftgård station	65%	35%	0%	4	Arriva
Malmparken station	74%	21%	6%	112	S-tog
Maribo station	68%	25%	7%	76	Lokaltog
Marienlyst station	75%	25%	0%	7	Lokaltog
Melby station	82%	7%	11%	16	Lokaltog
Middelfart station	78%	18%	3%	463	DSB
Mørdrup station	85%	10%	5%	37	Lokaltog
Mørkøv station	42%	37%	21%	101	DSB
Måløv station	81%	16%	4%	154	S-tog
Mårup station	57%	13%	30%	7	Lokaltog
Nakskov station	75%	9%	16%	49	Lokaltog
Napstjært station	100%	0%	0%	2	Nordjyske Jernbaner
Nivå station	73%	21%	6%	135	DSB
Nordhavn station	75%	21%	4%	464	S-tog
Nr. Asmindrup station	81%	19%	0%	7	Lokaltog

Ny Ellebjerg station	67%	0%	33%	7	DSB
Ny Ellebjerg station	71%	17%	12%	156	S-tog
Ny Hagedsted station	100%	0%	0%	1	Lokaltog
Nyborg station	85%	12%	3%	342	DSB
Nykøbing F station	71%	22%	8%	786	DSB
Nykøbing F station	63%	30%	7%	174	Lokaltog
Nykøbing Sjælland station	69%	22%	8%	38	Lokaltog
Nyled station	65%	26%	9%	13	Lokaltog
Nyrup station	33%	41%	26%	10	Lokaltog
Nærumbro station	86%	13%	1%	94	Lokaltog
Næstved Nord station	51%	39%	10%	43	DSB
Næstved station	72%	21%	6%	1219	DSB
Nørgaardsvej station	55%	45%	0%	2	Lokaltog
Nørre Alslev station	62%	26%	11%	86	DSB
Nørre Nebel station	62%	27%	11%	133	Arriva
Nørre Åby station	41%	33%	25%	116	DSB
Nørrebro station	61%	27%	12%	338	S-tog
Nørreport station	66%	25%	9%	1115	DSB
Nørreport station	63%	28%	9%	1950	S-tog
Nørreport station	82%	15%	3%	1944	Metro
Odense station	80%	16%	4%	3807	DSB
Odense sygehus station	70%	25%	5%	116	DSB
Oksbøl station	76%	18%	6%	131	Arriva
Ordrup station	78%	17%	5%	138	S-tog
Outrup station	61%	34%	5%	64	Arriva
Padborg station	75%	24%	1%	46	DSB
Pederstrup station	100%	0%	0%	4	DSB
Peter Bangs Vej station	70%	18%	12%	93	S-tog
Pårup station	0%	51%	49%	2	Lokaltog
Randers station	84%	15%	1%	289	DSB
Ravnholm station	78%	14%	7%	41	Lokaltog
Regstrup station	44%	43%	12%	56	DSB
Rejsby station	72%	20%	8%	38	Arriva
Ribe Nørremark station	64%	32%	4%	72	Arriva
Ribe station	75%	21%	5%	335	Arriva
Rimmen station	100%	0%	0%	3	Nordjyske Jernbaner
Ring station	78%	18%	5%	300	DSB
Ringkøbing station	77%	17%	5%	296	Arriva
Ringsted station	78%	19%	3%	513	DSB
Roskilde station	77%	19%	4%	1953	DSB
Rudme station	80%	20%	0%	13	DSB
Ruds Vedby station	46%	51%	4%	26	Lokaltog
Rungsted Kyst station	81%	13%	6%	100	DSB
Ry station	88%	10%	2%	257	Arriva

Ryde station	45%	33%	22%	5	Lokaltog
Ryparken station	72%	22%	6%	206	S-tog
Rødby Færge	64%	21%	15%	90	DSB
Rødekro station	75%	22%	4%	376	DSB
Rødkærsbro station	60%	25%	16%	44	Arriva
Rødkærsbro station	72%	13%	15%	24	DSB
Rødvore station	76%	21%	4%	158	S-tog
Rødvig station	74%	12%	14%	34	Lokaltog
Sakskøbing station	65%	20%	16%	32	Lokaltog
Saltrup station	38%	25%	37%	6	Lokaltog
Saunte station	64%	36%	0%	9	Lokaltog
Sejstrup station	57%	37%	6%	11	Arriva
Sig station	65%	35%	0%	16	Arriva
Silkeborg station	85%	12%	2%	678	Arriva
Sindal station	50%	38%	12%	82	DSB
Sindal station	91%	0%	9%	7	Nordjyske Jernbaner
Sjælør station	66%	24%	10%	214	S-tog
Sjørring station	65%	24%	11%	16	Arriva
Sjørring station	87%	6%	7%	9	DSB
Skagen station	84%	12%	3%	326	Nordjyske Jernbaner
Skalbjerg station	76%	5%	19%	19	DSB
Skalborg station	92%	8%	0%	13	DSB
Skanderborg station	85%	13%	2%	240	Arriva
Skanderborg station	85%	12%	3%	349	DSB
Skellebjerg station	65%	35%	0%	4	Lokaltog
Skibstrup station	60%	27%	13%	8	Lokaltog
Skive station	75%	19%	7%	356	Arriva
Skive station	76%	20%	4%	332	DSB
Skjern station	76%	20%	4%	608	Arriva
Skodsborg station	88%	7%	5%	31	DSB
Skovbrynet station	82%	10%	8%	72	S-tog
Skovlunde station	72%	23%	5%	129	S-tog
Skærbæk station	62%	29%	9%	161	Arriva
Skævinge station	74%	13%	12%	21	Lokaltog
Skørping station	94%	6%	0%	57	DSB
Skørping station	100%	0%	0%	3	Nordjyske Jernbaner
Slagelse station	73%	22%	6%	458	DSB
Slagelse station	66%	27%	7%	114	Lokaltog
Slotspavillonen station	61%	26%	14%	13	Lokaltog
Snedsted station	75%	20%	5%	71	Arriva
Snedsted station	76%	24%	0%	23	DSB
Snekkersten station	76%	22%	1%	110	DSB

Snekkersten station	98%	2%	0%	17	Lokaltog
Solrød Strand station	73%	23%	4%	167	S-tog
Sommerland Sjælland station	73%	27%	0%	7	Lokaltog
Sorgenfri station	81%	14%	5%	123	S-tog
Sorø station	77%	21%	2%	146	DSB
Spangsbjerg station	61%	27%	12%	131	Arriva
Stengårdens station	76%	19%	5%	123	S-tog
Stenhus station	77%	6%	17%	6	Lokaltog
Stenlille station	46%	30%	23%	24	Lokaltog
Stenløse station	77%	19%	5%	114	S-tog
Stenstrup station	56%	40%	5%	86	DSB
Stenstrup Syd station	73%	16%	11%	9	DSB
Stoholm station	76%	19%	5%	57	Arriva
Stoholm station	77%	16%	8%	52	DSB
Store Heddinge station	74%	20%	6%	42	Lokaltog
Store Merløse station	62%	31%	8%	17	Lokaltog
Strandby station	81%	13%	6%	28	Nordjyske Jernbaner
Struer station	79%	16%	5%	740	Arriva
Struer station	82%	16%	2%	668	DSB
Studsgård station	81%	19%	0%	12	Arriva
Stæremosen station	36%	39%	24%	11	Lokaltog
Støvring station	81%	18%	2%	32	DSB
Støvring station	100%	0%	0%	2	Nordjyske Jernbaner
Sundby station	85%	12%	3%	174	Metro
Svanemøllen station	79%	17%	4%	436	S-tog
Svebølle station	49%	39%	12%	46	DSB
Svejbæk station	72%	24%	4%	29	Arriva
Svendborg station	70%	21%	9%	720	DSB
Svendborg vest station	75%	18%	7%	209	DSB
Svenstrup station	60%	25%	15%	21	DSB
Svinninge station	63%	32%	5%	16	Lokaltog
Sydhavn station	60%	24%	16%	163	S-tog
Søllested station	78%	11%	11%	9	Lokaltog
Sønderborg station	83%	15%	2%	563	DSB
Sønderby station	100%	0%	0%	8	Nordjyske Jernbaner
Tarm station	68%	28%	4%	99	Arriva
Taulov station	74%	22%	4%	10	DSB
Teglårdsvej station	100%	0%	0%	1	Nordjyske Jernbaner
Thisted station	67%	25%	8%	194	Arriva
Thisted station	79%	10%	11%	135	DSB

Thyregod station	70%	28%	2%	54	DSB
Tim station	82%	16%	2%	48	Arriva
Tinglev station	77%	19%	4%	172	DSB
Tistrup station	85%	13%	2%	57	Arriva
Tisvildeleje station	77%	18%	6%	34	Lokaltog
Tjæreborg station	70%	19%	12%	30	Arriva
Tokkerup station	0%	100%	0%	2	Lokaltog
Tolne station	0%	100%	0%	1	DSB
Tolne station	100%	0%	0%	2	Nordjyske Jernbaner
Tommerup station	75%	16%	9%	148	DSB
Tornby station	80%	20%	0%	28	Nordjyske Jernbaner
Total	76%	19%	5%	49152	DSB
Trekroner station	65%	28%	8%	113	DSB
Troldhede station	48%	25%	27%	50	Arriva
Tureby station	63%	35%	2%	46	DSB
Tølløse station	81%	14%	5%	33	DSB
Tølløse station	65%	24%	12%	116	Lokaltog
Tønder Nord station	56%	33%	12%	102	Arriva
Tønder station	60%	22%	18%	169	Arriva Tog
Tårnby station	57%	37%	5%	33	DSB
Taastrup station	66%	24%	10%	216	S-tog
Uglev station	83%	17%	0%	17	Arriva
Uglev station	100%	0%	0%	4	DSB
Ulfborg station	78%	14%	8%	114	Arriva
Ulstrup station	74%	23%	3%	52	Arriva
Ulstrup station	79%	20%	2%	36	DSB
Valby station	77%	19%	4%	499	DSB
Valby station	75%	22%	4%	613	S-tog
Vallensbæk station	64%	27%	9%	112	S-tog
Vallø station	73%	27%	0%	3	Lokaltog
Vamdrup station	68%	19%	13%	102	DSB
Vangede station	73%	21%	6%	135	S-tog
Vanløse station	80%	18%	3%	406	S-tog
Vanløse station	87%	10%	3%	713	Metro
Varde Kaserne station	68%	24%	8%	34	Arriva
Varde Nord station	75%	18%	8%	41	Arriva
Varde station	73%	21%	6%	465	Arriva
Varde Vest station	65%	32%	3%	69	Arriva
Varpelev station	100%	0%	0%	1	Lokaltog
Vedbæk station	78%	20%	2%	64	DSB
Vedde station	100%	0%	0%	3	Lokaltog
Vejby station	75%	21%	4%	37	Lokaltog

Vejen station	64%	28%	8%	169	DSB
Vejle station	78%	17%	5%	1152	DSB
Vejle sygehus station	79%	10%	11%	25	DSB
Veksø station	78%	20%	2%	100	S-tog
Vellingshøj station	51%	37%	12%	9	Nordjyske Jernbaner
Vemb station	71%	24%	5%	87	Arriva
Vestamager station	85%	12%	3%	306	Metro
Vesterport station	77%	19%	4%	637	S-tog
Vibehus station	59%	34%	7%	40	Lokaltog
Viborg station	75%	21%	4%	569	Arriva
Viborg station	74%	22%	4%	374	DSB
Viby Jylland station	84%	12%	4%	130	Arriva
Viby Jylland station	90%	8%	1%	27	DSB
Viby Sjælland station	56%	20%	24%	15	DSB
Vidstrup station	83%	17%	0%	6	Nordjyske Jernbaner
Vig station	85%	9%	6%	28	Lokaltog
Vigerslev Alle station	72%	22%	6%	112	S-tog
Vildbjerg station	68%	31%	0%	86	DSB
Vinderup station	70%	20%	9%	57	Arriva
Vinderup station	71%	26%	3%	36	DSB
Vipperød station	100%	0%	0%	4	DSB
Virum station	78%	19%	3%	137	S-tog
Visby station	75%	25%	0%	12	Arriva
Vojens station	59%	34%	7%	257	DSB
Vordingborg station	65%	25%	10%	556	DSB
Vrøgum station	64%	26%	10%	26	Arriva
Vrå station	63%	24%	13%	63	DSB
Vrå station	33%	67%	0%	6	Nordjyske Jernbaner
Værløse station	81%	16%	3%	173	S-tog
Ydby station	65%	23%	12%	30	Arriva
Ydby station	96%	4%	0%	13	DSB
Ølby station	63%	31%	6%	193	DSB
Ølby station	64%	26%	11%	160	S-tog
Ølgod station	73%	19%	7%	121	Arriva
Ølsted station	80%	15%	5%	39	Lokaltog
Ølstykke station	76%	18%	7%	105	S-tog
Ørby station	100%	0%	0%	2	Lokaltog
Ørestad station	79%	17%	4%	45	DSB
Ørestad station	87%	10%	3%	459	Metro
Øresund station	90%	7%	3%	276	Metro
Ørholm station	74%	19%	7%	32	Lokaltog
Øster Toreby station	76%	24%	0%	8	Lokaltog

Østerport station	73%	22%	5%	551	DSB
Østerport station	80%	16%	4%	636	S-tog
Aalborg st	75%	22%	2%	1295	DSB
Aalborg station	77%	19%	4%	131	Nordjyske Jernbaner
Aalborg Vestby station	57%	37%	6%	124	DSB
Aalborg Vestby station	87%	13%	0%	20	Nordjyske Jernbaner
Ålbæk station	80%	17%	3%	64	Nordjyske Jernbaner
Ålholm station	81%	16%	3%	89	S-tog
Åsgårde station	77%	23%	0%	19	Lokaltog
Åmarken station	55%	32%	14%	100	S-tog
Aarhus H	85%	12%	2%	2042	Arriva
Aarhus H	84%	14%	2%	3601	DSB
Årslev station	79%	18%	2%	64	DSB
Aarup station	79%	17%	4%	172	DSB

### 3. Om Passagerpulsen

#### Kort om Passagerpulsen

Passagerpulsen er passagerernes uafhængige stemme i bus, tog og metro. Vi er en del af Forbrugerrådet Tænk og er sat i verden for at forbedre den kollektive transport for passagererne. Vi informerer om passagerernes rettigheder og hjælper dem til at træffe et godt valg.

I Passagerpulsen lytter vi til passagererne, laver undersøgelser og indsamler viden på tværs af transportformer, selskaber og geografi. Udgangspunktet er altid passagerens samlede rejse, deres ønsker, behov og rettigheder.

Forbedringer skaber vi ved at synliggøre passagerernes oplevelser og behov og gå i dialog med selskaber, operatører og politikere om dem.

#### Tidlige undersøgelser

- Utryghed på stationer (september 2019)
- Passagerernes oplevelse af tryghed på stationerne (september 2019)
- Passagerernes oplevelse af information ved busforsinkelser (juli 2019)
- Passagerernes tilfredshed med og ønsker til Rejseplanen (juli 2019)
- Responstid – test af selskabernes sms-tjeneste (juli 2019)
- Fem centrale udfordringer for bedre sammenhæng i kollektiv transport (maj 2019)
- Dansernes holdning til klima- og miljøvenlig transport (marts 2019)
- Togselskabernes information ved forsinkelser (december 2018)
- Nationale Passagertilfredshedsundersøgelse (tog) (december 2018)
- Information om tugselskabernes rejsetidsgarantier (november 2018)
- Passagerpulsens kundeservicepris (oktober 2018)
- Passagerernes ønsker til kundeservice (oktober 2018)
- Unge og kollektiv transport (september 2018)
- Driftsforstyrrelser og årsager i Metroen (august 2018)
- Ansvaret for og årsager til togforsinkelser (august 2018)

Du kan se endnu flere af de undersøgelser, vi har lavet, på vores hjemmeside [passagerpulsen.taenk.dk/undersøgelser](http://passagerpulsen.taenk.dk/undersøgelser)

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