

## Extended summary of the briefing 'How do residents of the Netherlands perceive mobility and accessibility?'

**Almost everyone in the Netherlands experiences on a daily basis how essential it is to be able to travel from A to B. On average, residents of the Netherlands rate their current travel options and their ability to reach desired destinations at 8.1 out of 10. At the same time, they recognise that there are societal problems in the field of transport and mobility. In particular, the affordability of public transport and aggressive behaviour on the road and in public transport are seen as problematic. In addition, a proportion of the population experiences mobility-related difficulties in their own lives. For example, one in eleven residents of the Netherlands spends more on travel than they can reasonably afford, four in ten sometimes fear for their personal security while travelling, and one in nine is at times unable to adequately reach a workplace, educational institution, hospital, GP or supermarket.**

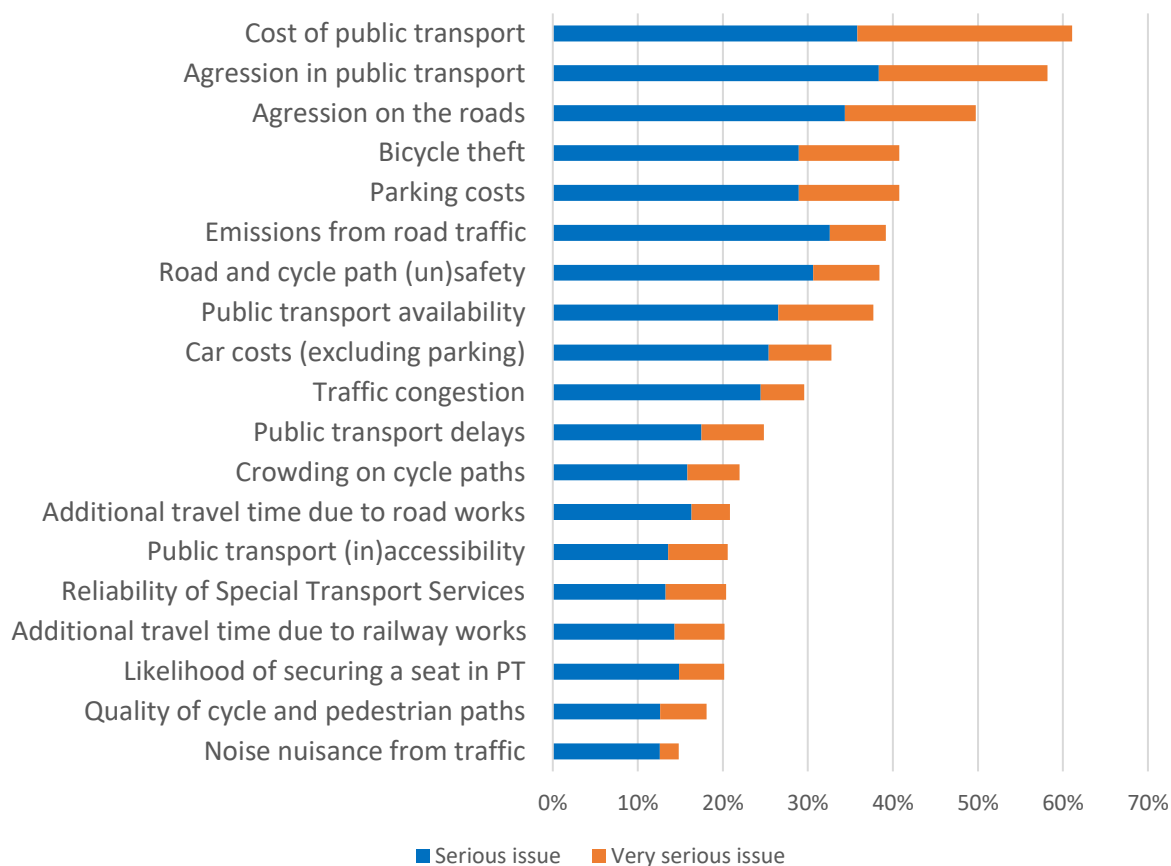
This briefing provides insight into how the Dutch population perceives mobility and accessibility. Its aim is to inform mobility and accessibility policy. The analysis draws on findings from relevant and recent studies, as well as analyses of the National Travel Survey (ODiN) conducted by Statistics Netherlands (CBS) in 2024 and original data collected by KiM through the Netherlands Mobility Panel (MPN) in August 2025.

### **Affordability of public transport and aggression identified as the main mobility challenges at a societal level in the Netherlands**

Our research shows that residents identify a range of challenges related to mobility and accessibility, including personal security and affordability. Not everyone considers these challenges equally problematic. Personal preferences and experiences, current news, and individual norms and values all play a role.

The mobility issues most frequently identified as a (very) serious problem for Dutch society are the cost of public transport (PT) (61%), aggression in public transport (58%), and aggression on the road (49%) (Figure 1). A non-negligible share of the population is also directly affected by these issues. Approximately one in eleven people in the Netherlands spends more on travel than they can afford. For 16% to 20% of residents (for bus, tram or metro, and for train travel respectively), the cost of public transport makes travelling difficult. In addition, around four in ten residents sometimes fear for their personal security while travelling by car, public transport, bicycle or on foot.

Figure 1: Extent to which residents of the Netherlands perceive various transport and mobility challenges as serious societal problems



Source: MPN survey, August 2025

**Issues related to car use are most often experienced as the main problems in people’s own lives**

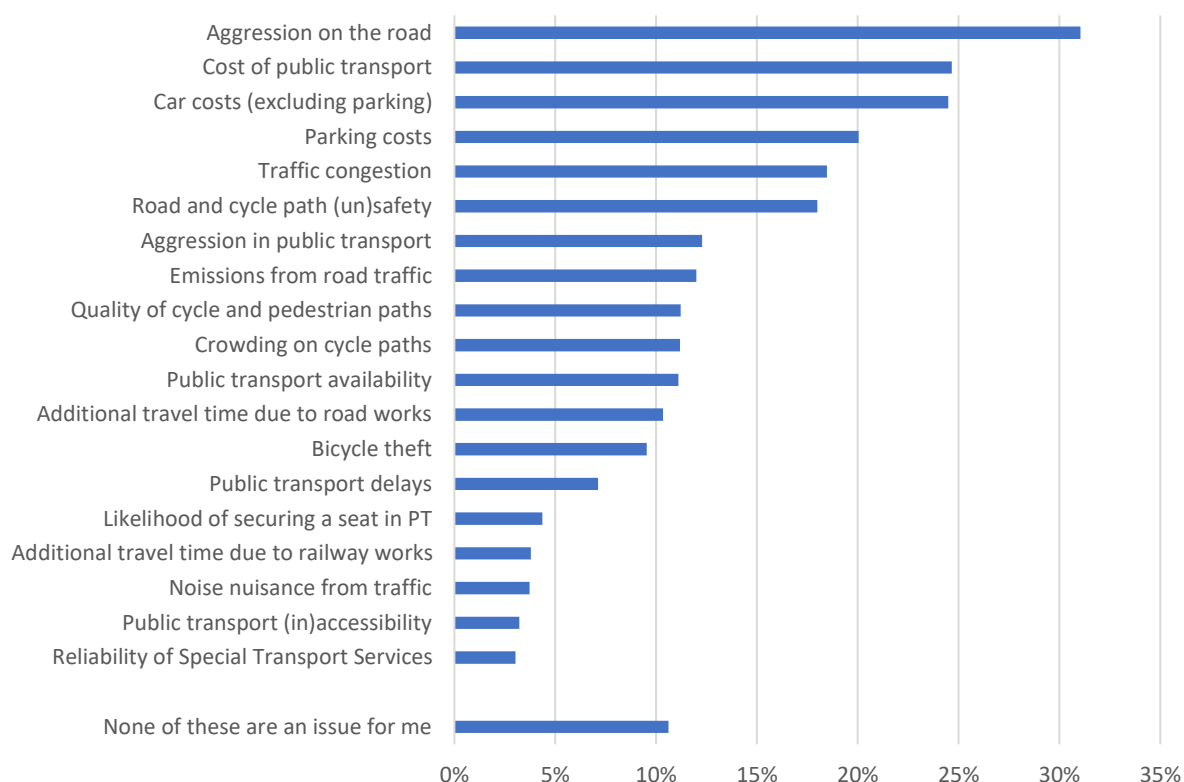
There is a clear difference between what people regard as a problem for society and the problems they experience in their personal lives. When asked which challenges they consider most significant for themselves, the top five is almost entirely dominated by issues related to car use (Figure 2), including road aggression, car ownership costs, parking costs and congestion. The cost of public transport completes the top five.

Experiencing something as a personal problem does not necessarily mean that one is directly affected by it. People may also perceive an issue as problematic because it conflicts with the norms and values they hold.

The prominence of car-related issues as personal problems can be explained by the popularity of the car in the Netherlands: nearly 70% of total distance travelled is by car. From a societal perspective, car costs and congestion are seen as less pressing, suggesting that while many people experience these issues individually, they consider other challenges to be more urgent at the societal level. The reverse is also true: issues such as bicycle theft and the availability of public transport are perceived as greater societal problems than personal ones.

It is important to note that the extent to which an issue is perceived as problematic does not always correspond to its actual impact. Challenges that are experienced by only a small proportion of the population - such as the accessibility of public transport or the reliability of Special Transport Services - can nevertheless have a very significant impact on the daily lives of those affected.

Figure 2: Share of residents of the Netherlands who experience various transport-related challenges as their main personal problem (maximum of three responses)



Source: MPN survey, August 2025

### Affordability and sustainability are the main issues in international travel

With regard to international travel, some residents of the Netherlands also consider certain issues to be a (very) serious societal problem. Emissions from air travel are most frequently mentioned, followed by the cost of international train and flight tickets. Some people consider flight tickets too expensive, while others believe they are too cheap. At the individual level, costs are more often experienced as a problem than aviation emissions.

### High overall satisfaction with personal mobility and accessibility despite identified problems

Despite the various challenges identified in relation to transport and mobility, residents of the Netherlands rate their current travel options and accessibility at an average of 8.1. Around nine in ten respondents (89%) consider access to their desired activities to be good, and a slightly smaller share (85%) is able to carry out all desired activities.

A smaller group is considerably less satisfied. Approximately one in twenty residents rates current travel options and accessibility at 5 or below. Around one in nine residents of the Netherlands (11.5%) is sometimes unable to adequately reach a workplace, educational institution, hospital, GP or supermarket. This happens relatively often because they find travelling by public transport inconvenient or difficult, or because they do not have access to private transport.

Some of the issues mentioned earlier, such as affordability, directly affect the extent to which people can access locations. The extent to which this occurs depends on a range of factors, including personal circumstances (such as financial constraints, health issues, unemployment, and

limited digital or language skills), available transport modes, social networks, place of residence and the availability of local facilities.

### **Transport and mobility are rarely seen as the most important societal issue**

It is important to place the findings of this briefing in a broader context. Although there are challenges in the field of transport and mobility, only 3% of residents of the Netherlands consider this to be one of the three most important societal issues. Much more frequently mentioned are the housing market (58%), immigration and integration (34%), norms and values (28%), and health and healthcare (28%).

At the same time, these themes are often closely linked to mobility and accessibility. For example, challenges in the housing market - such as the need for new housing - also create mobility challenges, such as the accessibility of new residential areas and increased travel distances as people search for suitable housing further away.

### **Application of these insights**

With this briefing, the Netherlands Institute for Transport Policy Analysis (KiM) provides insight into citizens' experiences and views on mobility and accessibility. These signals are an important source of information for policy and political decision-making. Understanding public perceptions can help ensure that policies better align with people's lived realities and therefore enjoy broader public support.

At the same time, citizens' perspectives are not the only source of information or guidance for policy and politics. These insights must be weighed alongside other knowledge sources, current political priorities and legal frameworks.

The full-text briefing is [available in Dutch](#).