

Dear customer,

in order to offer a better service, we ask you to fill in the following questionnaire by ticking the appropriate boxes. This survey is carried out in accordance with the requirements of Measure 5 of Resolution Art. n. 12/2018.

We thank you for your cooperation.

| AGE | SEX | NATIONALITY | FAMILY UNIT | EDUCATION | MAIN OCCUPATION | |
|---|--|--|--|--|---|--|
| <input type="checkbox"/> ≤ 20 <input type="checkbox"/> 21-30 <input type="checkbox"/> 31-50 <input type="checkbox"/> OVER 50 | <input type="checkbox"/> M <input type="checkbox"/> F | <input type="checkbox"/> ITALIAN <input type="checkbox"/> EU <input type="checkbox"/> NON-EU | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> >4 | <input type="checkbox"/> NONE <input type="checkbox"/> PRIMARY SCHOOL <input type="checkbox"/> MIDDLE SCHOOL <input type="checkbox"/> DEGREE <input type="checkbox"/> GRADUATION | <input type="checkbox"/> STUDENT (NON UNIVERSITY) <input type="checkbox"/> UNIVERSITY STUDENT <input type="checkbox"/> EMPLOYEE | <input type="checkbox"/> ENTREPRENEUR / FREELANCER <input type="checkbox"/> UNEMPLOYED <input type="checkbox"/> RETIRED <input type="checkbox"/> OTHER |

| CITY OF DEPARTURE AND ARRIVAL | |
|--|--|
| DEPARTURE | ARRIVAL |
| <input type="checkbox"/> Bari <input type="checkbox"/> Quintino Sella <input type="checkbox"/> Brigata Bari <input type="checkbox"/> Francesco Crispi <input type="checkbox"/> Fesca S. Girolamo <input type="checkbox"/> Europa <input type="checkbox"/> Aeroporto <input type="checkbox"/> Bitonto S.S. Medici <input type="checkbox"/> Bitonto <input type="checkbox"/> Sovereto <input type="checkbox"/> Terlizzi <input type="checkbox"/> Ruvo <input type="checkbox"/> Corato <input type="checkbox"/> Andria <input type="checkbox"/> Barletta Scalo <input type="checkbox"/> Barletta <input type="checkbox"/> Palese <input type="checkbox"/> Macchie <input type="checkbox"/> Tesoro <input type="checkbox"/> Cittadella <input type="checkbox"/> S. Gabriele <input type="checkbox"/> Ospedale S. Paolo <input type="checkbox"/> Cecilia | <input type="checkbox"/> Bari <input type="checkbox"/> Quintino Sella <input type="checkbox"/> Brigata Bari <input type="checkbox"/> Francesco Crispi <input type="checkbox"/> Fesca S. Girolamo <input type="checkbox"/> Europa <input type="checkbox"/> Aeroporto <input type="checkbox"/> Bitonto S.S. Medici <input type="checkbox"/> Bitonto <input type="checkbox"/> Sovereto <input type="checkbox"/> Terlizzi <input type="checkbox"/> Ruvo <input type="checkbox"/> Corato <input type="checkbox"/> Andria <input type="checkbox"/> Barletta Scalo <input type="checkbox"/> Barletta <input type="checkbox"/> Palese <input type="checkbox"/> Macchie <input type="checkbox"/> Tesoro <input type="checkbox"/> Cittadella <input type="checkbox"/> S. Gabriele <input type="checkbox"/> Ospedale S. Paolo <input type="checkbox"/> Cecilia |

| CITY OF RESIDENCE | TYPE OF TICKET USED | HOW LONG HAVE YOU BEEN USING THE TRAIN? |
|---|--|---|
| <input type="checkbox"/> BARI <input type="checkbox"/> PALESE MACCHIE <input type="checkbox"/> BARLETTA <input type="checkbox"/> BITONTO <input type="checkbox"/> TERLIZZI SOVERETO <input type="checkbox"/> OTHER ITALIAN CITY <input type="checkbox"/> RUVO <input type="checkbox"/> CORATO <input type="checkbox"/> ANDRIA <input type="checkbox"/> OTHER FOREIGN CITY | <input type="checkbox"/> ONE-WAY TICKET <input type="checkbox"/> MONTHLY SUBSCRIPTION <input type="checkbox"/> WEEKLY SUBSCRIPTION | <input type="checkbox"/> LESS THAN 1 YEAR <input type="checkbox"/> FROM 1 TO 5 YEARS <input type="checkbox"/> OVER 5 YEARS |
| MAIN PURPOSE OF THE TRIP (tick only the main purpose) | FREQUENCY OF USE | MAINS OF TRANSPORT USED TO COMPLETE THIS TRIP |
| <input type="checkbox"/> WORK <input type="checkbox"/> MEDICAL TREATMENT <input type="checkbox"/> STUDY <input type="checkbox"/> TOURISM <input type="checkbox"/> ENTERTAINMENT /SHOPPING <input type="checkbox"/> OTHER | <input type="checkbox"/> DAILY <input type="checkbox"/> ONCE OR TWICE A MONTH <input type="checkbox"/> ONCE OR TWICE A WEEK <input type="checkbox"/> OCCASIONALLY | <input type="checkbox"/> NONE <input type="checkbox"/> BICYCLE <input type="checkbox"/> TAXI <input type="checkbox"/> PLANE <input type="checkbox"/> CITY BUS <input type="checkbox"/> TRAIN (OTHER COMPANY) <input type="checkbox"/> CAR <input type="checkbox"/> EXTRA-URBAN BUS <input type="checkbox"/> OTHER |

In the next questions we ask you to express your level of satisfaction with some aspects of the service you've experienced. We specify that the votes **from 1 to 6** express a judgment of **dissatisfaction**; the vote **7** is **neutral**, the votes **8 and 9** express a judgment of **satisfaction**.

| SERVICE ORGANIZATION | RELATIONS WITH ON-BOARD STAFF |
|--|--|
| <p>9 8 7 6 5 4 3 2 1</p> <p>RACES PUNCTUALITY <input type="checkbox"/> <input type="checkbox"/></p> <p>RACES FREQUENCIES <input type="checkbox"/> <input type="checkbox"/></p> <p>ADEQUACY OF TRAIN CONNECTIONS <input type="checkbox"/> <input type="checkbox"/></p> <p>INFORMATION AT STATIONS <input type="checkbox"/> <input type="checkbox"/></p> <p>INFORMATION ON BOARD <input type="checkbox"/> <input type="checkbox"/></p> <p>WEB INFORMATION (WEB SITE, SERVICE CHARTER, ETC) <input type="checkbox"/> <input type="checkbox"/></p> <p>QUICKNESS IN PROVIDING INFORMATION IN CASE OF DISRUPTION <input type="checkbox"/> <input type="checkbox"/></p> <p>AVAILABILITY OF TIMETABLE AND COSTS <input type="checkbox"/> <input type="checkbox"/></p> <p>TRAVEL TICKET AVAILABILITY <input type="checkbox"/> <input type="checkbox"/></p> | <p>9 8 7 6 5 4 3 2 1</p> <p>COURTESY / HELPFULNESS OF THE STAFF <input type="checkbox"/> <input type="checkbox"/></p> <p>STAFF COMPETENCE <input type="checkbox"/> <input type="checkbox"/></p> <p>STAFF RECOGNITION <input type="checkbox"/> <input type="checkbox"/></p> |
| | WIFI SERVICE |
| | <p>ARE YOU AWARE OF THE WIFI SERVICE IN BARI CENTRAL STATION AND AIRPORT? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>IF YES, HOW DO YOU RATE THE SERVICE? 9 8 7 6 5 4 3 2 1</p> <p><input type="checkbox"/> <input type="checkbox"/></p> |
| | WEB RADIO AND AUDIO ANNOUNCEMENT |
| | <p>DO YOU ENJOY THE MUSICAL ENTERTAINMENT? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>SUGGESTED CONTENT FOR MUSICAL ENTERTAINMENT <input type="checkbox"/> ITALIAN / FOREIGN POP MUSIC <input type="checkbox"/> CLASSICAL MUSIC <input type="checkbox"/> ITALIAN / FOREIGN ROCK MUSIC</p> <p>WAS PRE-RECORDED AND AUTOMATIC INFORMATION BROADCASTED DURING THE JOURNEY? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>WAS PRE-RECORDED AND AUTOMATIC INFORMATION BROADCASTED WHILE WAITING AT THE STATION? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>WAS THE WEB RADIO ON DURING THE TRAIN JOURNEY? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>WAS THE WEB RADIO ON DURING YOUR WAITING AT THE STATION? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> |
| COMFORT OF THE SERVICE | |
| <p>9 8 7 6 5 4 3 2 1</p> <p>EFFICIENCY AND CLEANLINESS OF STATION TOILETS <input type="checkbox"/> <input type="checkbox"/></p> <p>CLEANLINESS OF THE MEANS OF TRANSPORT <input type="checkbox"/> <input type="checkbox"/></p> <p>CLEANLINESS OF STATIONS <input type="checkbox"/> <input type="checkbox"/></p> <p>AIR CONDITIONING EFFICIENCY SUMMER / WINTER <input type="checkbox"/> <input type="checkbox"/></p> <p>SAFETY ON THE VEHICLE (OF PEOPLE AND OBJECTS) <input type="checkbox"/> <input type="checkbox"/></p> <p>EFFICIENCY OF VALIDATORS <input type="checkbox"/> <input type="checkbox"/></p> | |

SINGLE INTEGRATED TICKET FERROTRAMVIARIA-TRENITALIA

ARE YOU AWARE OF THE COMBINED SELLING WITH TRENITALIA AND THEREFORE OF THE POSSIBILITY OF PURCHASING TRAVEL TICKETS FOR RAILWAY SERVICES OFFERED BY FERROTRAMVIARIA, INCLUDING THE AIRPORT TICKET, DIRECTLY FROM TRENITALIA'S SALES CHANNELS?

YES NO

9 8 7 6 5 4 3 2 1

IF YES, HOW DO YOU RATE THE SERVICE?

TENDENCY OF USING TRAIN

AFTER THIS TRAVEL EXPERIENCE, IF YOU SHOULD MAKE THE SAME JOURNEY IN THE FUTURE, WOULD YOU REUSE THE TRAIN?

YES NO

RAILWAY CONNECTION SERVICE PASSING THROUGH BARI AIRPORT

AMONG THE RAILWAY ROUTES MANAGED BY FERROTRAMVIARIA, THERE IS THE ONE THAT CONNECTS BARI CITY CENTRE WITH THE AIRPORT. HOW IMPORTANT DO YOU CONSIDER THIS ROUTE TO BE PROMOTED AND COMMUNICATED, MAYBE WITH A SPECIAL NAME (FOR EXAMPLE "BARI AIRPORT EXPRESS") AND A DEDICATED LOGO?

A LOT ENOUGH A BIT NOT AT ALL

OPINIONS ABOUT THE ENVIRONMENT

WHEN YOU CHOOSE YOUR MEANS OF TRANSPORT, HOW MUCH IS YOUR CHOICE INFLUENCED BY THE RESPECT FOR THE ENVIRONMENT?

A LOT ENOUGH A BIT NOT AT ALL

ADVICES TO IMPROVE THE SERVICE
