

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"/> ENTREPRENEUR / FREELANCER <input type="checkbox"/> UNIVERSITY STUDENT <input type="checkbox"/> UNEMPLOYED <input type="checkbox"/> EMPLOYEE <input type="checkbox"/> RETIRED <input type="checkbox"/> OTHER

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

SINGLE INTEGRATED TICKET FERROTRANVIARIA-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?									
<div><input type="checkbox"/> YES</div> <div><input type="checkbox"/> NO</div>									
<div><div>987654321</div><div>IF YES, HOW DO YOU RATE THE SERVICE?</div><div><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/></div></div>									

TENDENCY OF USING TRAIN	
AFTER THIS TRAVEL EXPERIENCE, IF YOU SHOULD MAKE THE SAME JOURNEY IN THE FUTURE, WOULD YOU REUSE THE TRAIN?	
<div><input type="checkbox"/> YES</div> <div><input type="checkbox"/> NO</div>	

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?	
<div><input type="checkbox"/> A LOT</div> <div><input type="checkbox"/> ENOUGH</div> <div><input type="checkbox"/> A BIT</div> <div><input type="checkbox"/> NOT AT ALL</div>	

OPINIONS ABOUT THE EENVIRONMENT	
WHEN YOU CHOOSE YOUR MEANS OF TRANSPORT, HOW MUCH IS YOUR CHOICE INFLUENCED BY THE RESPECT FOR THE ENVIRONMENT?	
<div><input type="checkbox"/> A LOT</div> <div><input type="checkbox"/> ENOUGH</div> <div><input type="checkbox"/> A BIT</div> <div><input type="checkbox"/> NOT AT ALL</div>	

ADVICES TO IMPROVE THE SERVICE	
<div><div></div><div></div><div></div><div></div><div></div></div>	