



FERROTRAMVIARIA SPA
FERROVIE DEL NORD BARESE
RAILWAY

Railway Passenger Satisfaction Survey

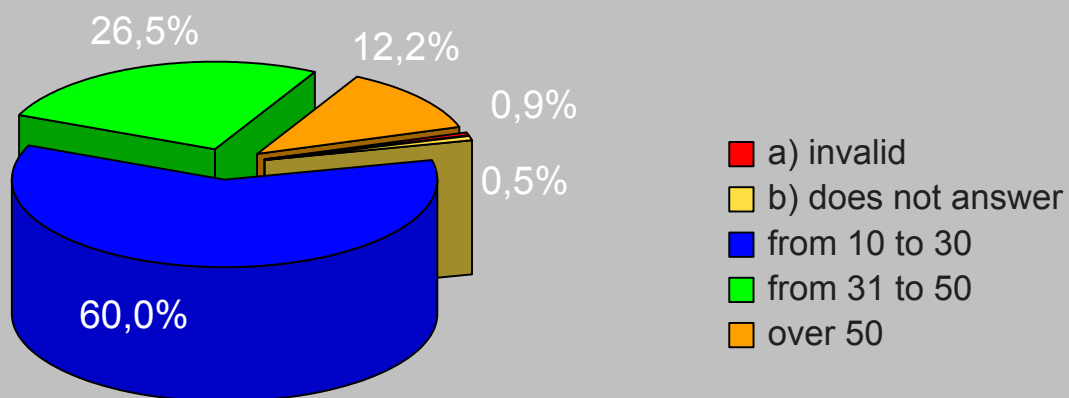
December 2011

(survey sample: 2872 passengers)

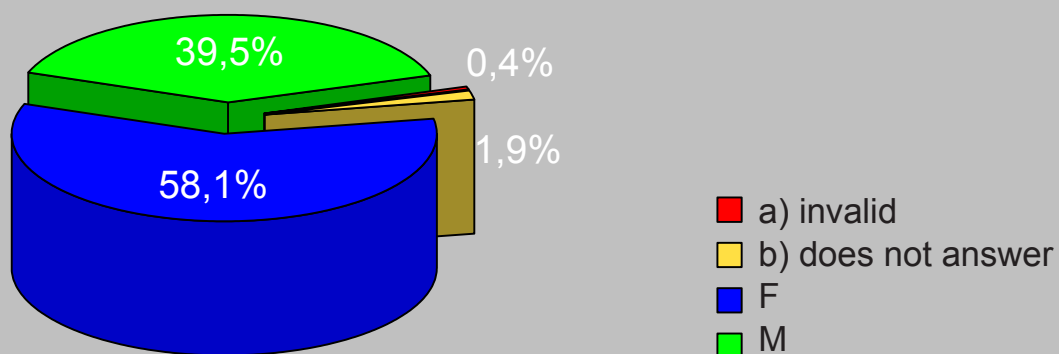




3 Age



4 Sex



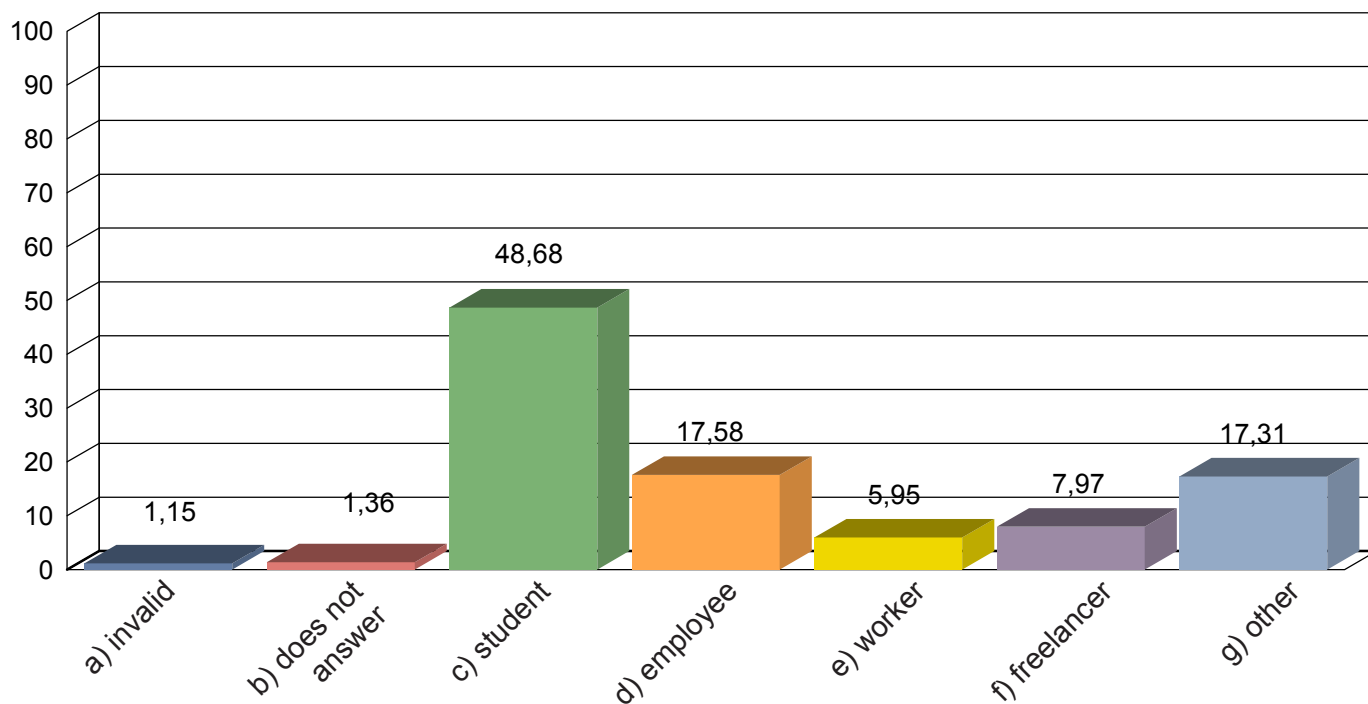
Railway Passenger Satisfaction Survey



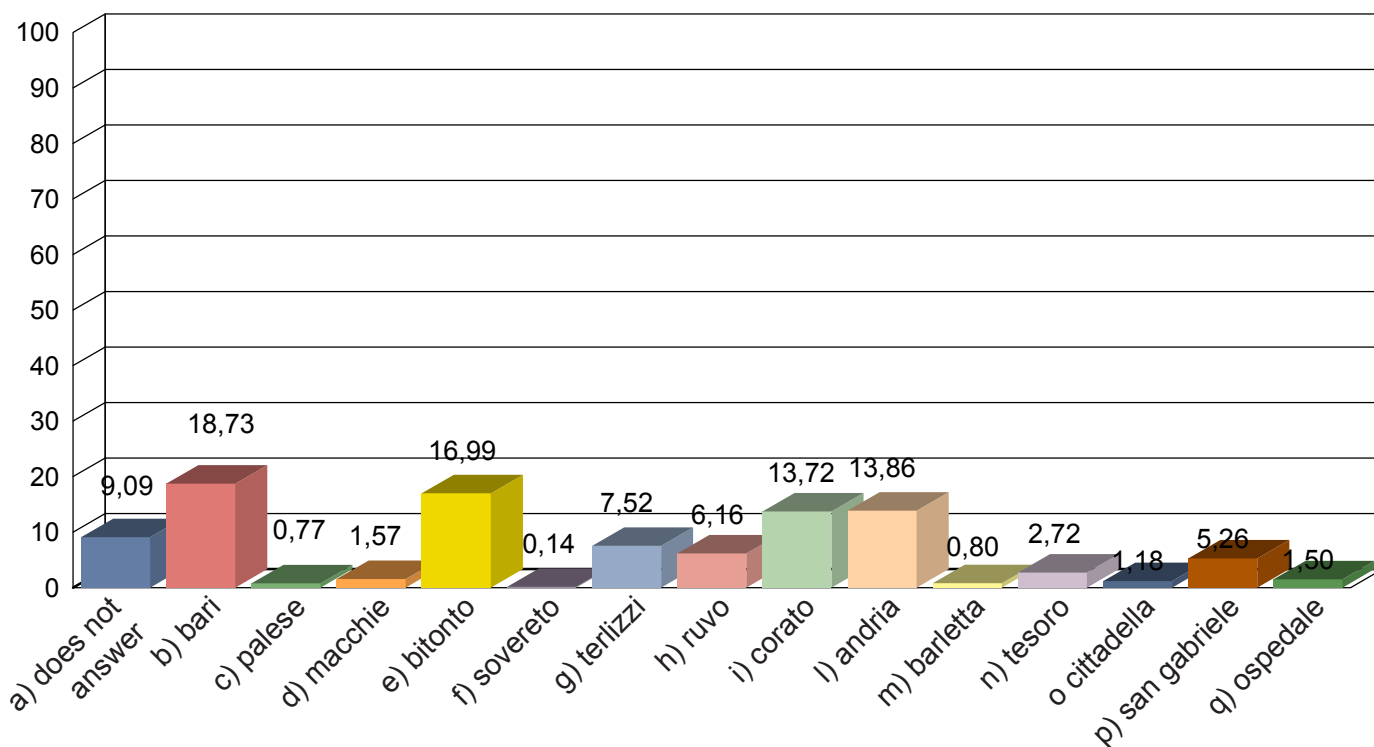
Routes: **RAILWAY**

December 2011

5 Job



6 Departure



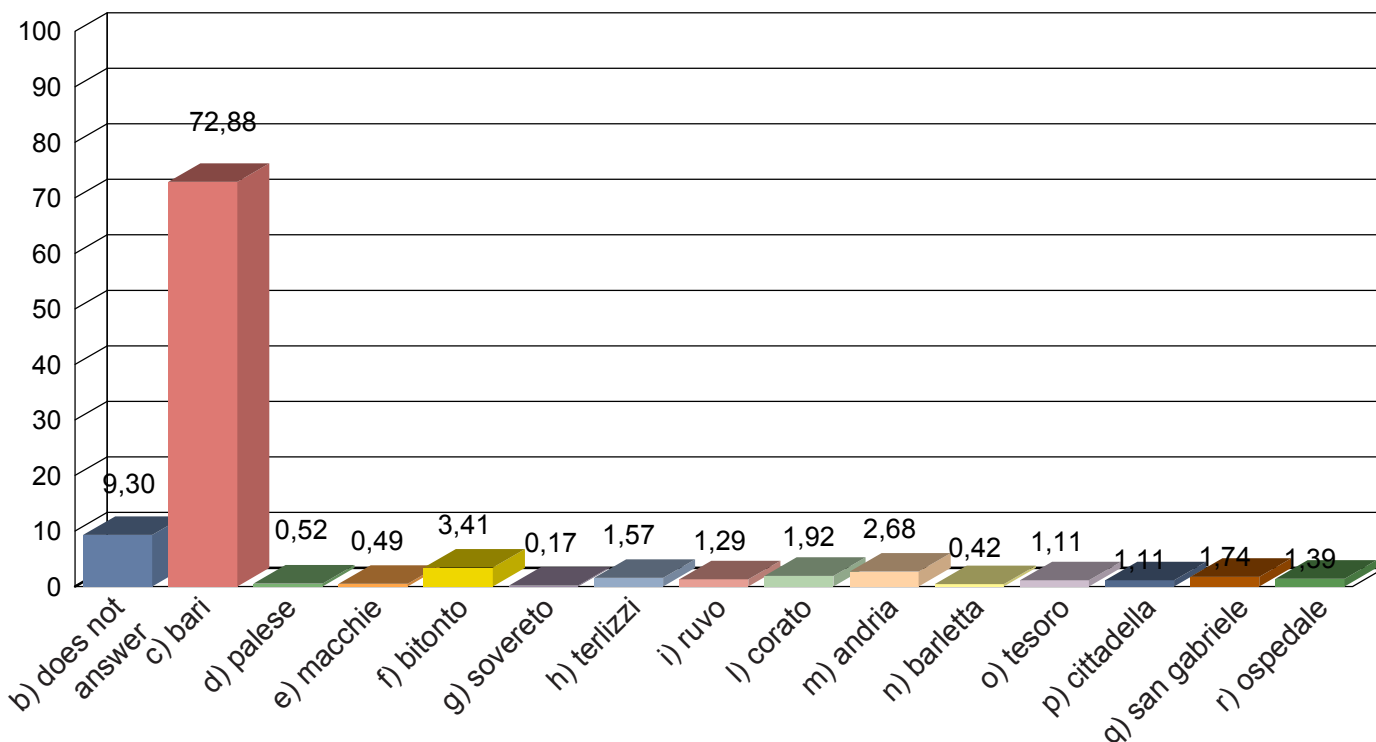
Railway Passenger Satisfaction Survey



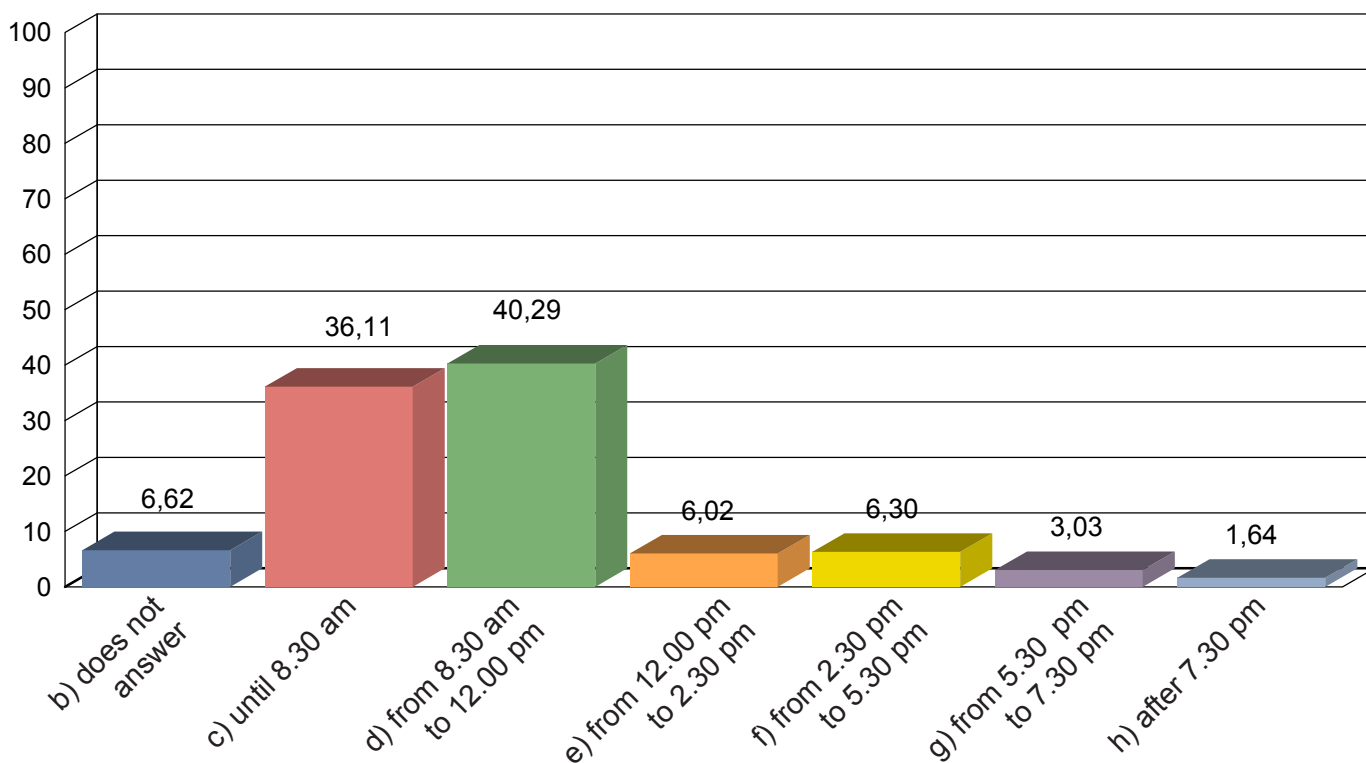
Routes: **RAILWAY**

December 2011

7 Arrival

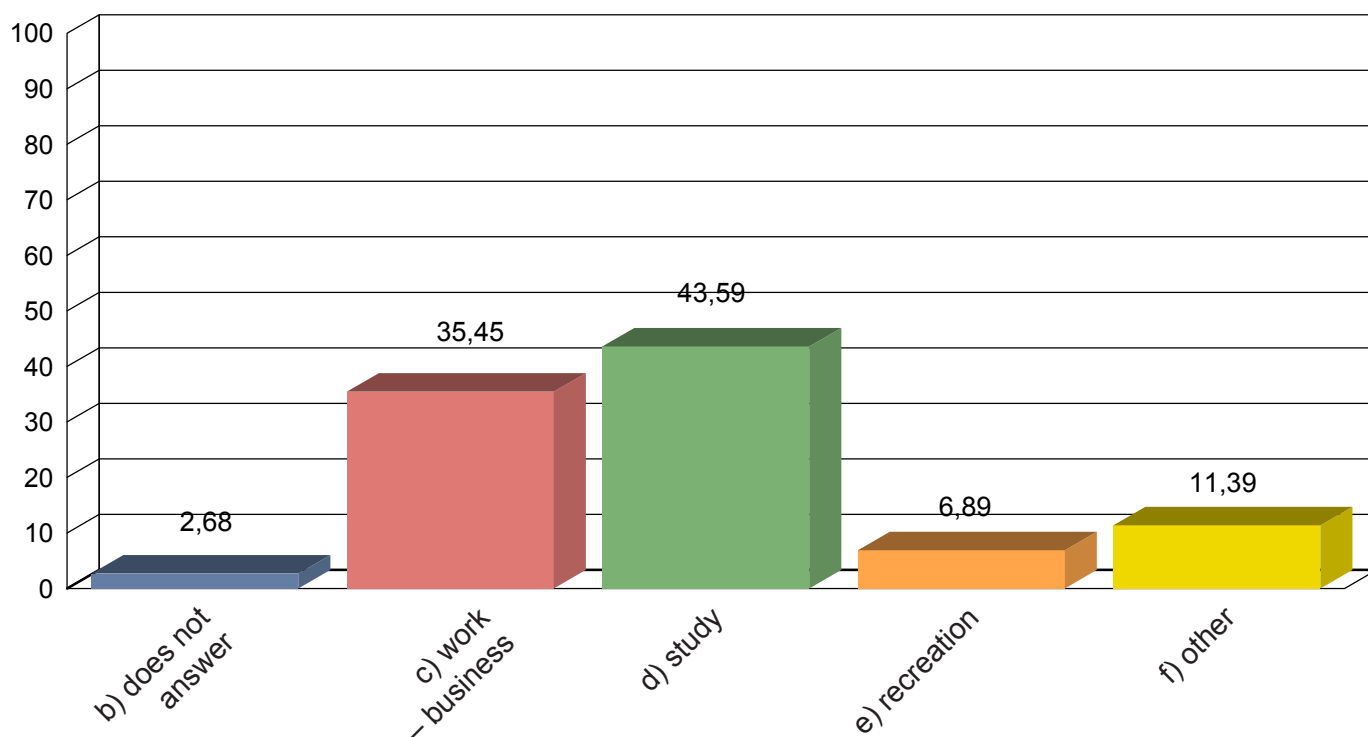


8 When do you usually use our means of transport?

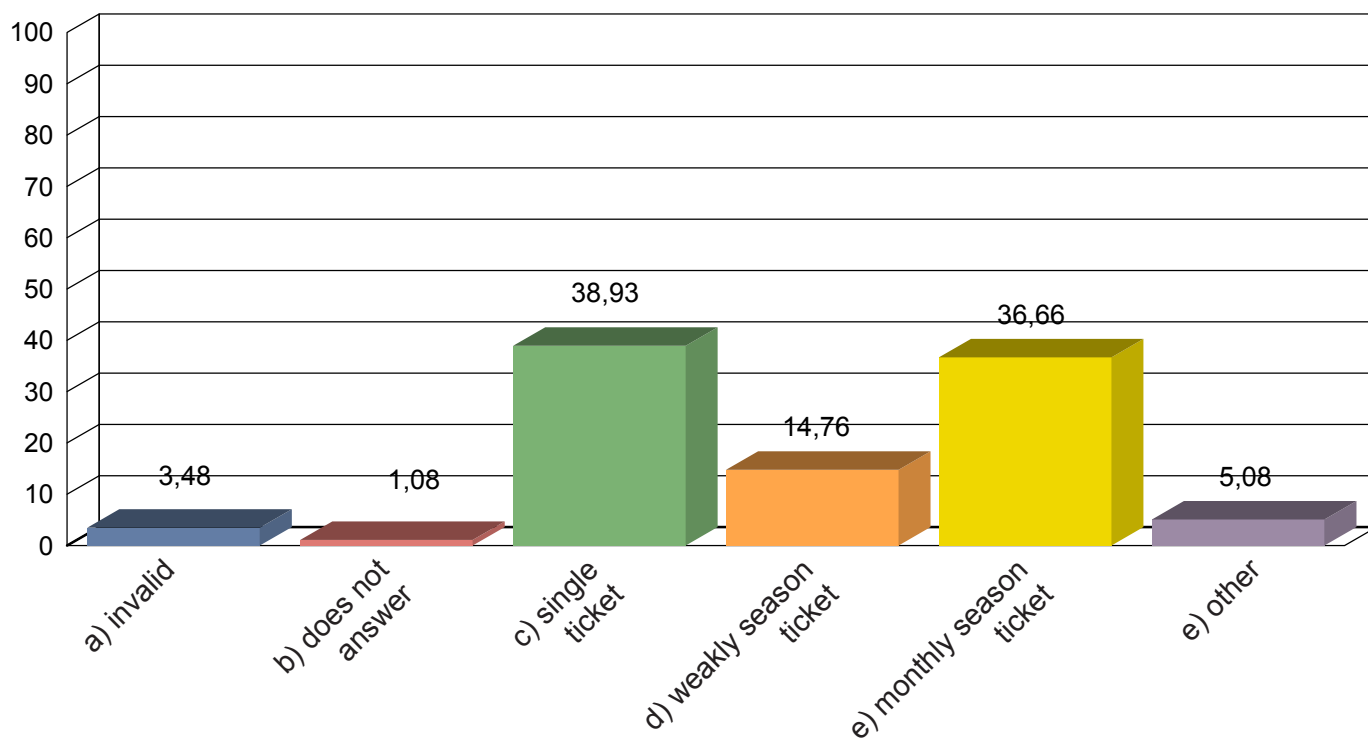




9 Trip purpose

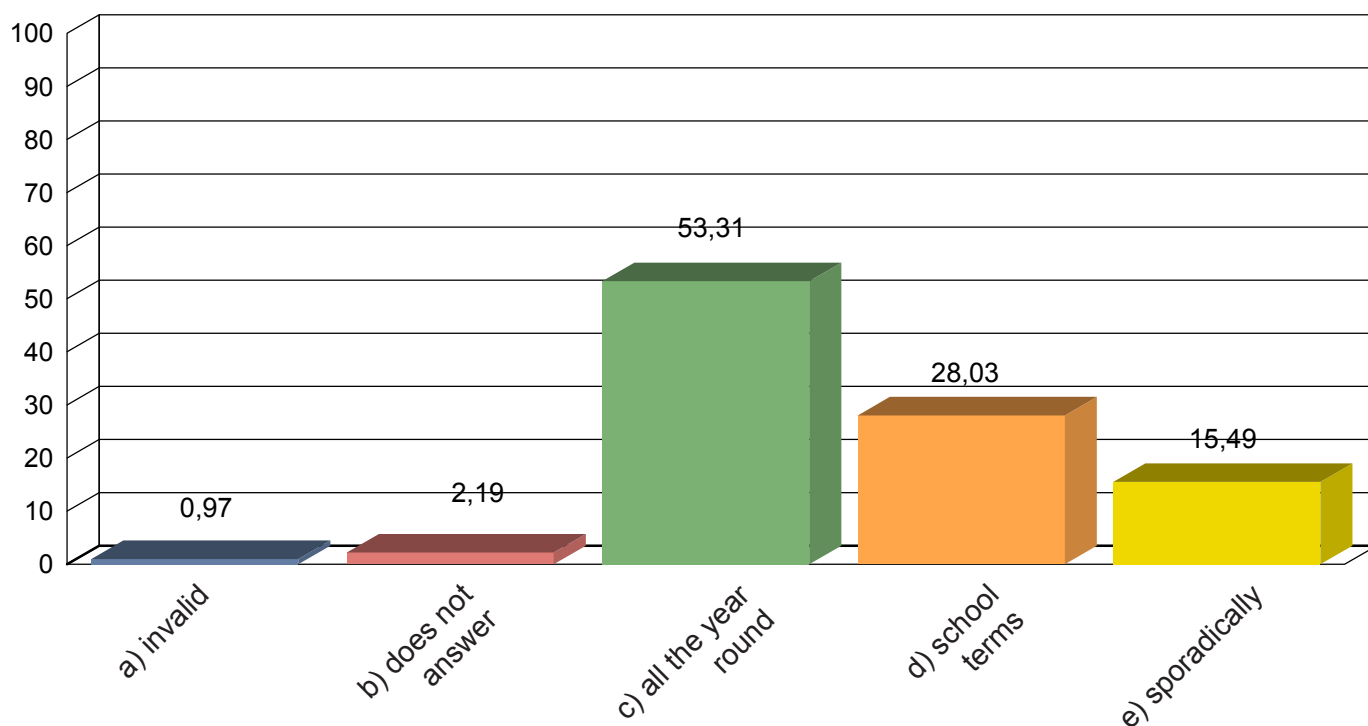


10 Tipe of ticket used

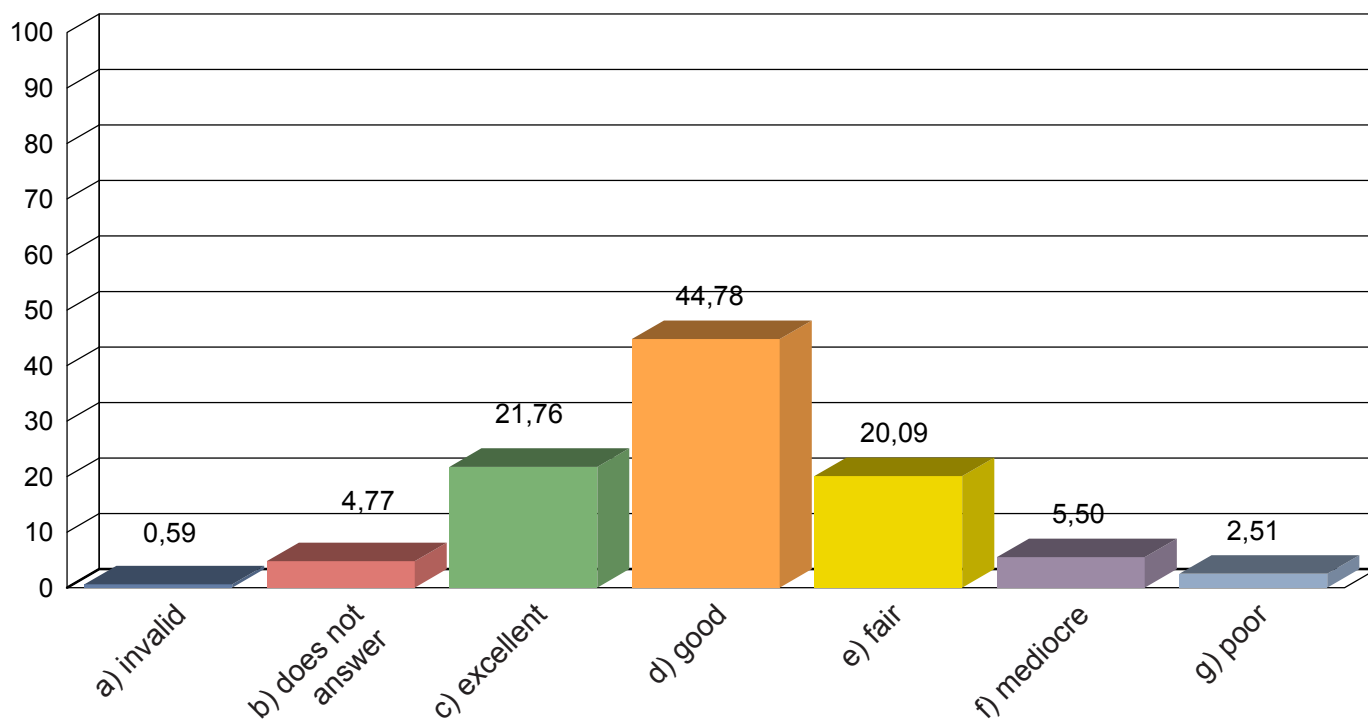




11 In which period do you use our means of transport?

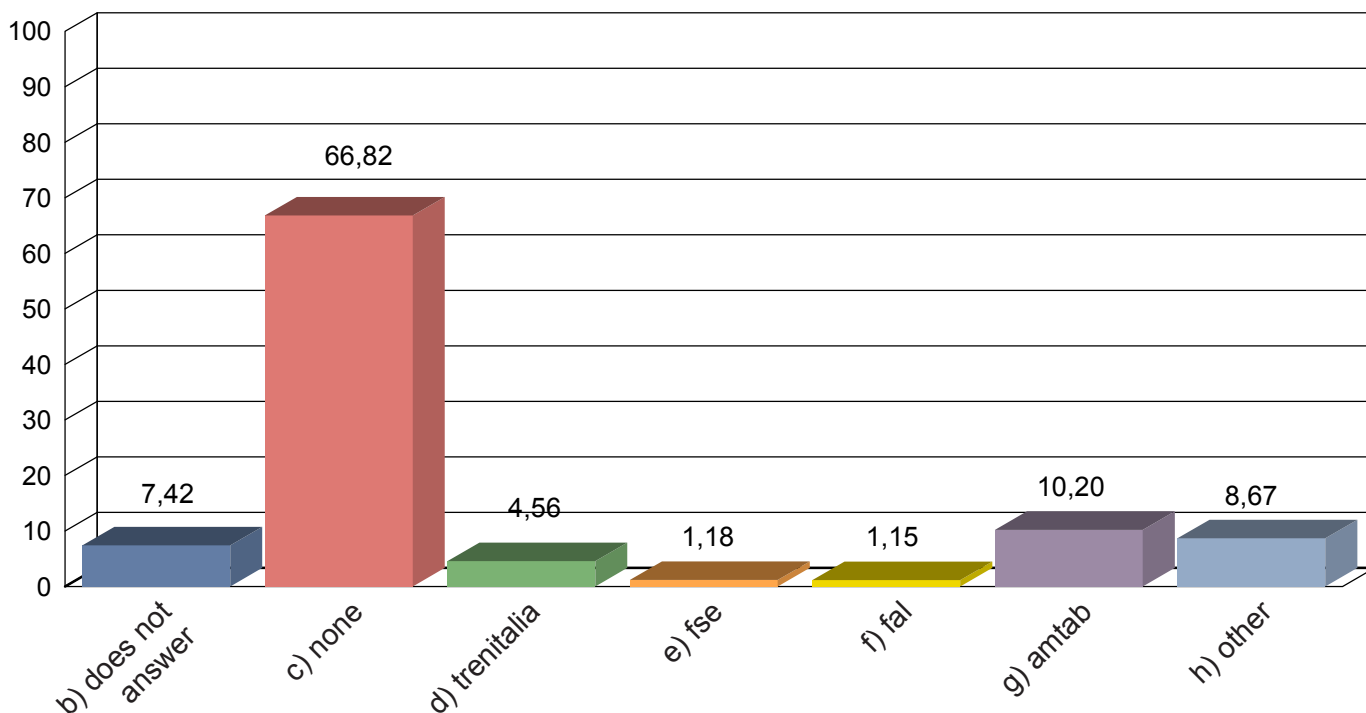


12 Ticket availability

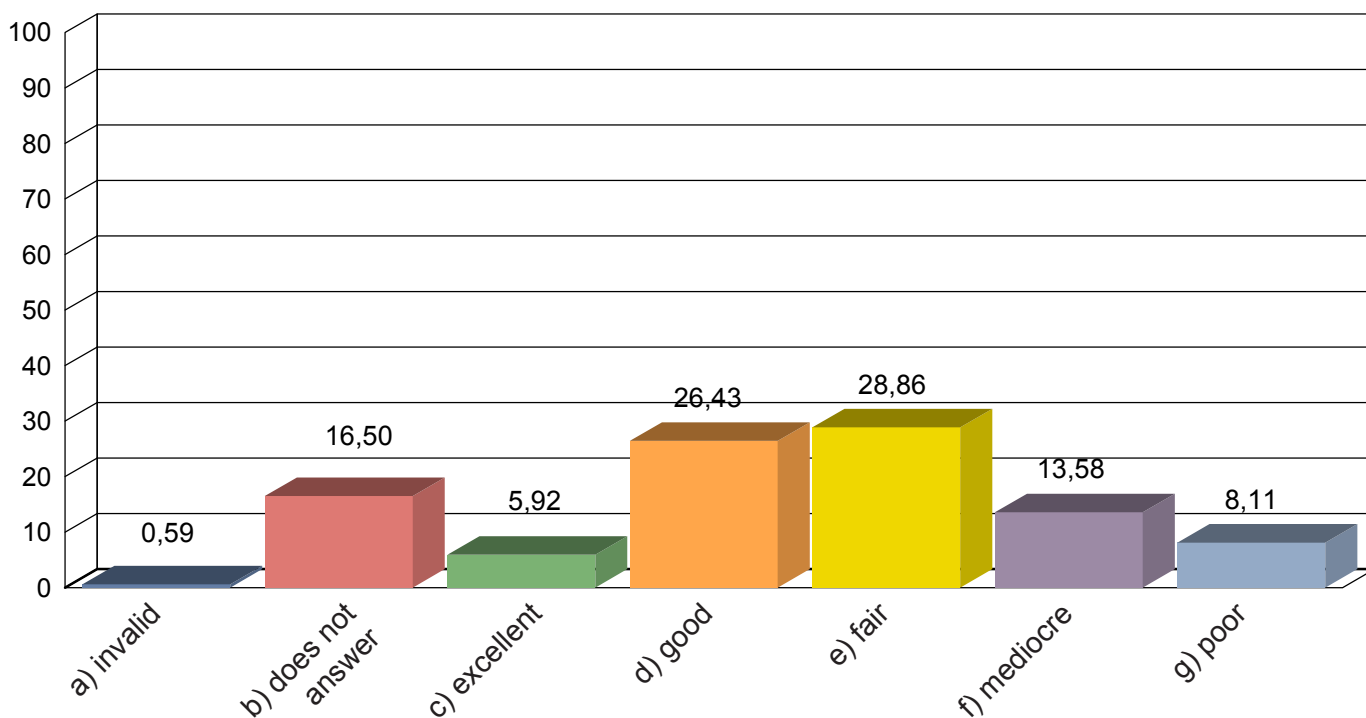




13 Which means do you use to continue your trip?

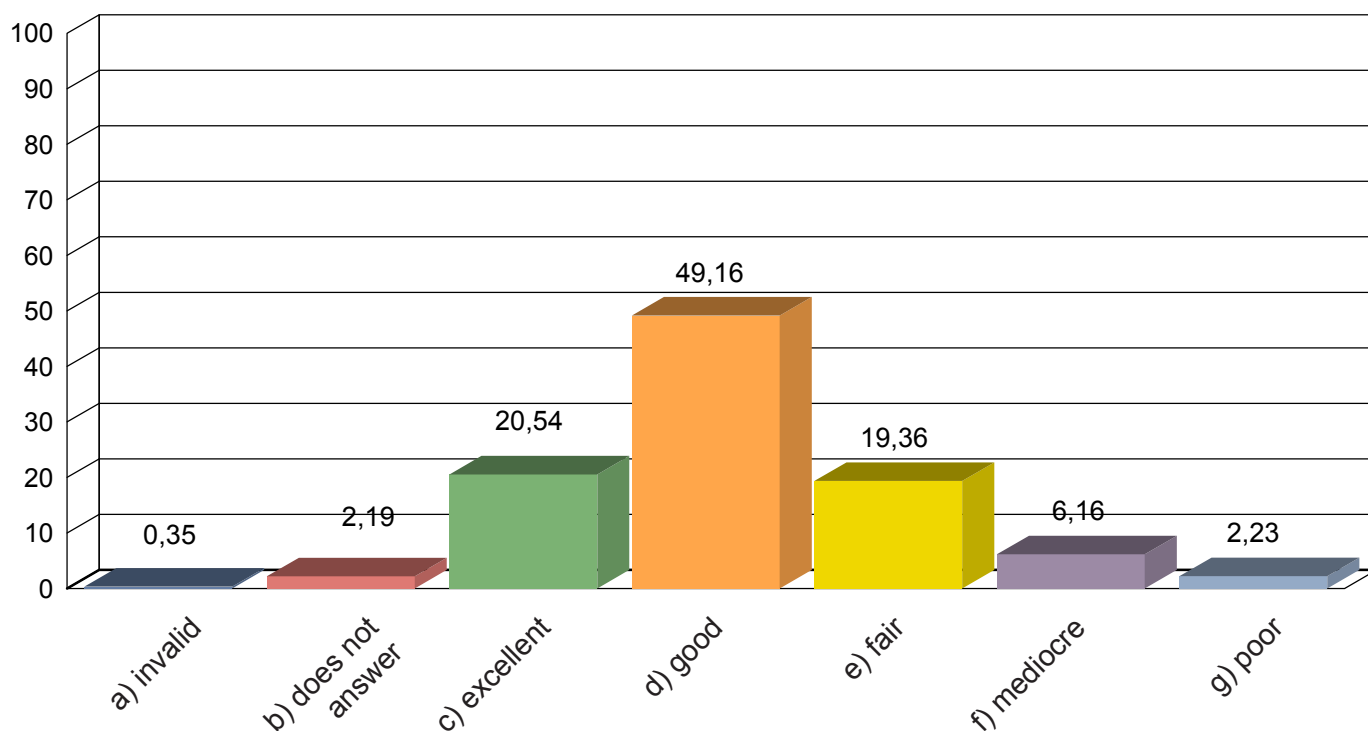


14 How would you judge our response time to complaints?

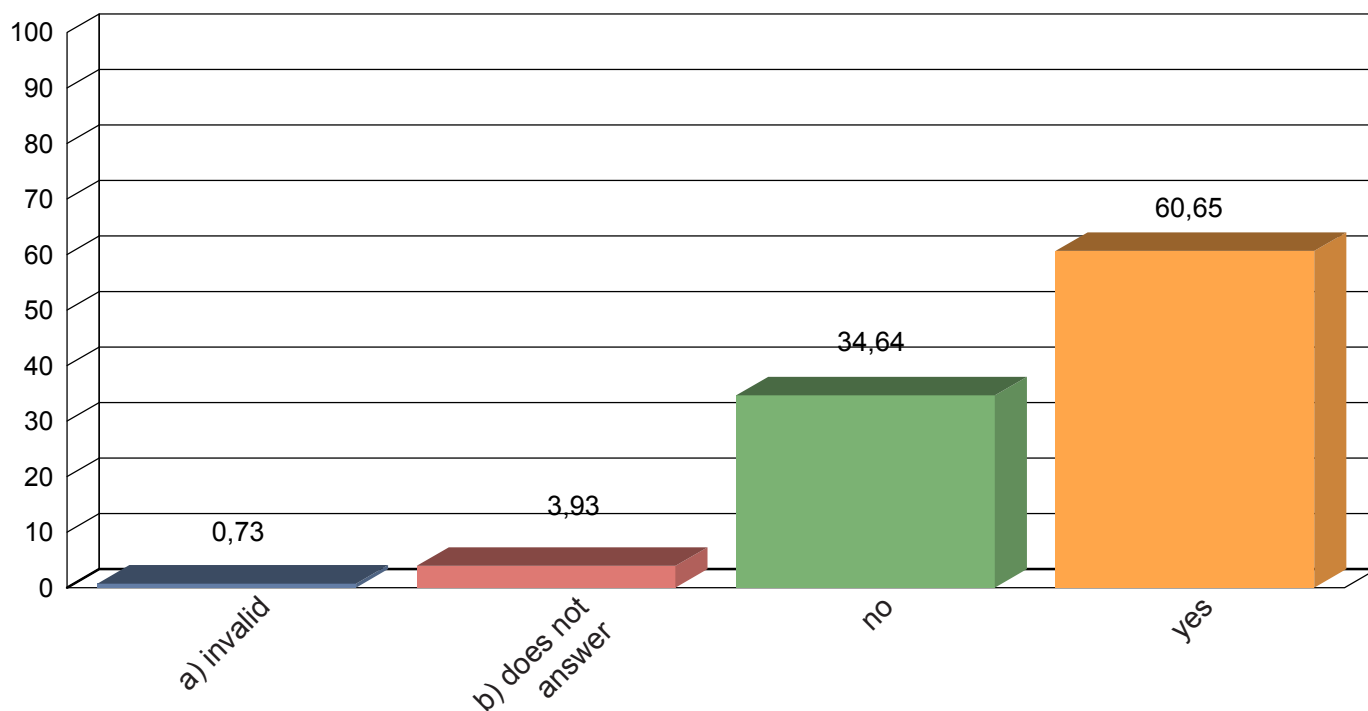




15 Time information availability

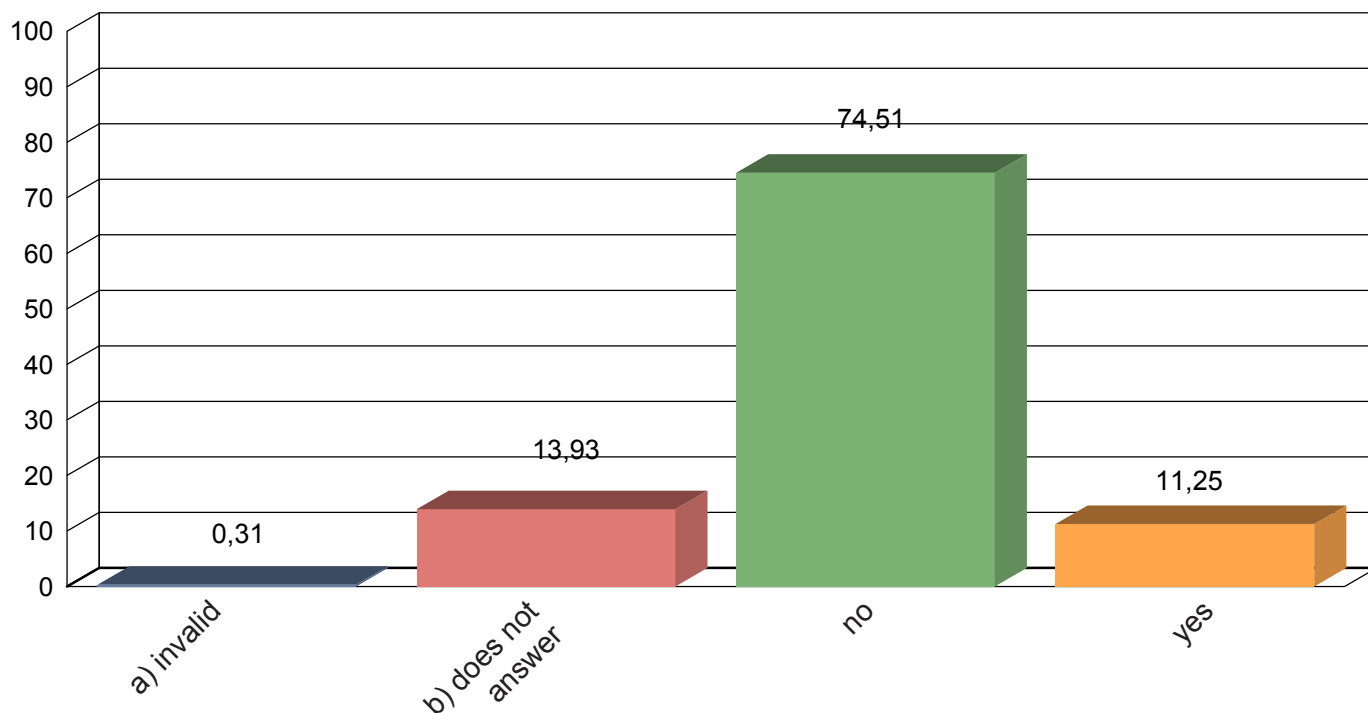


16 Do you know the website of our company?

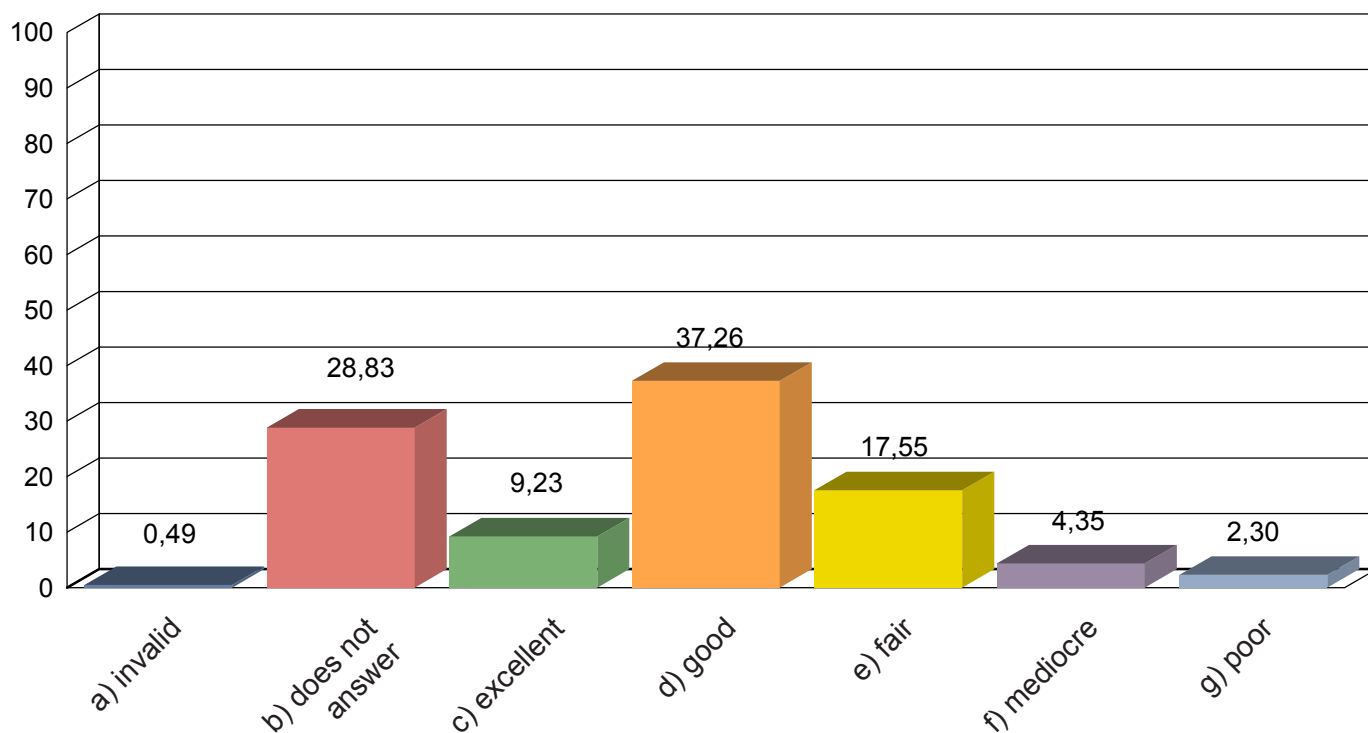




17 Do you know the service card of our company?

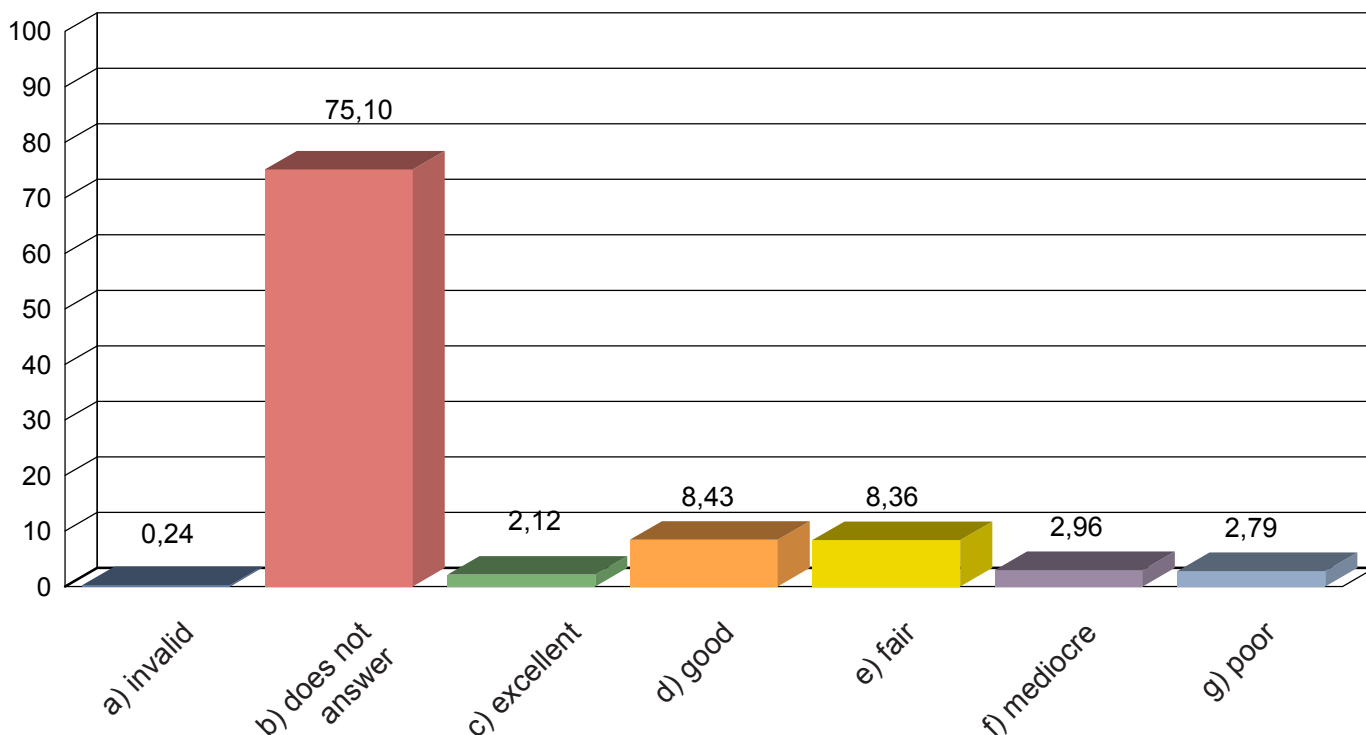


18 How do you judge our website?

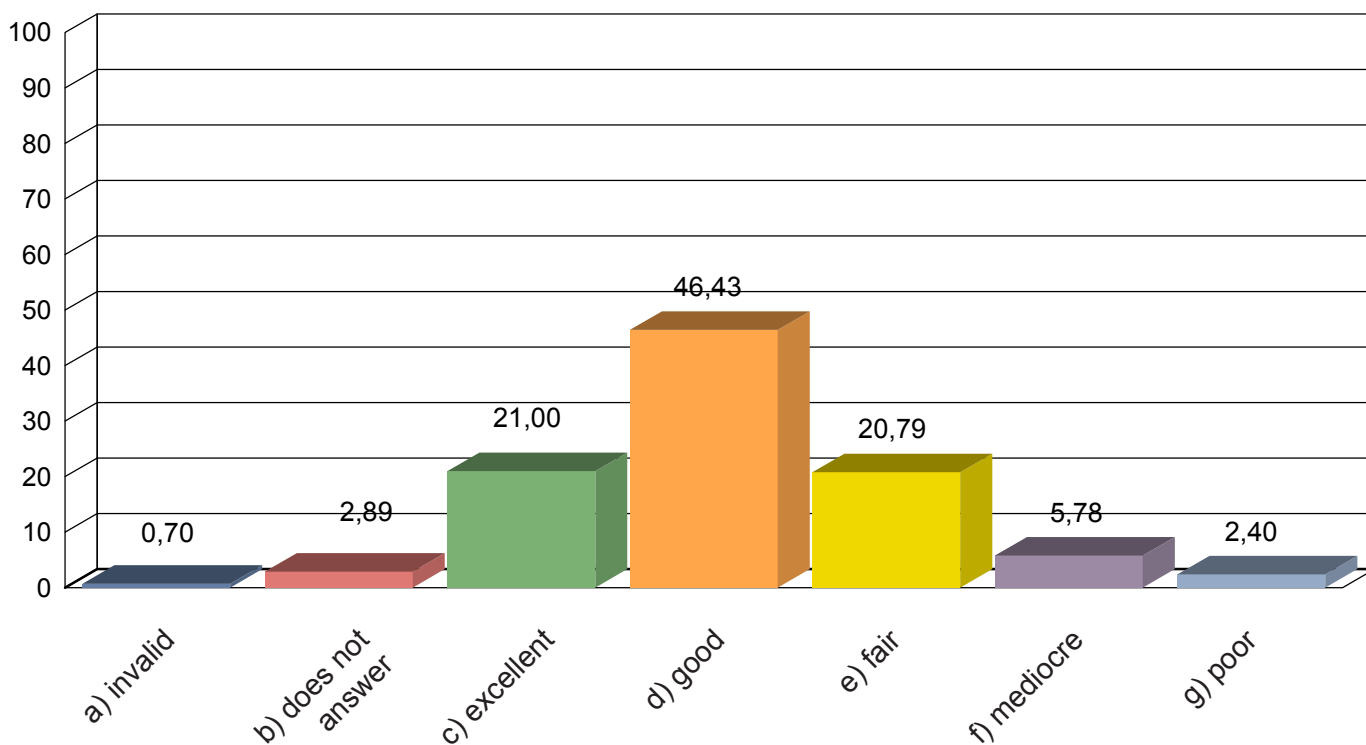




19 How do you judge our service card?

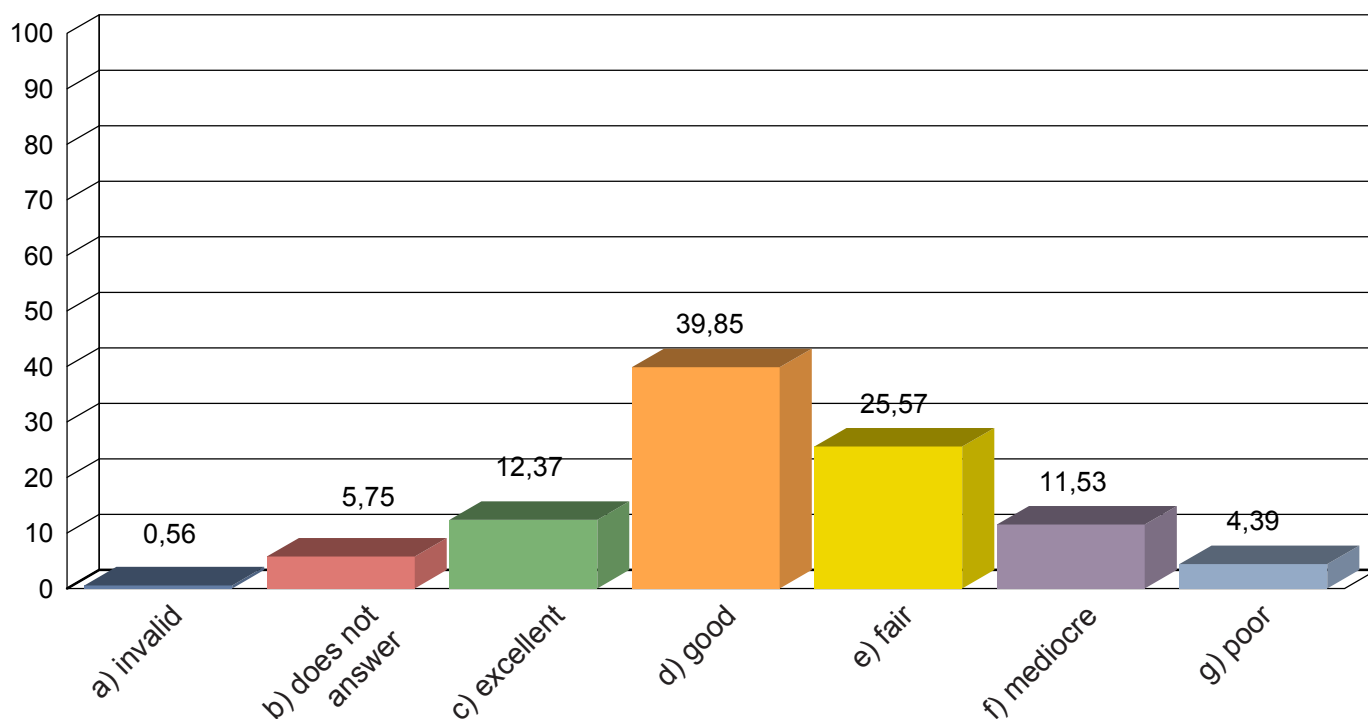


22 Route timeliness / regularity

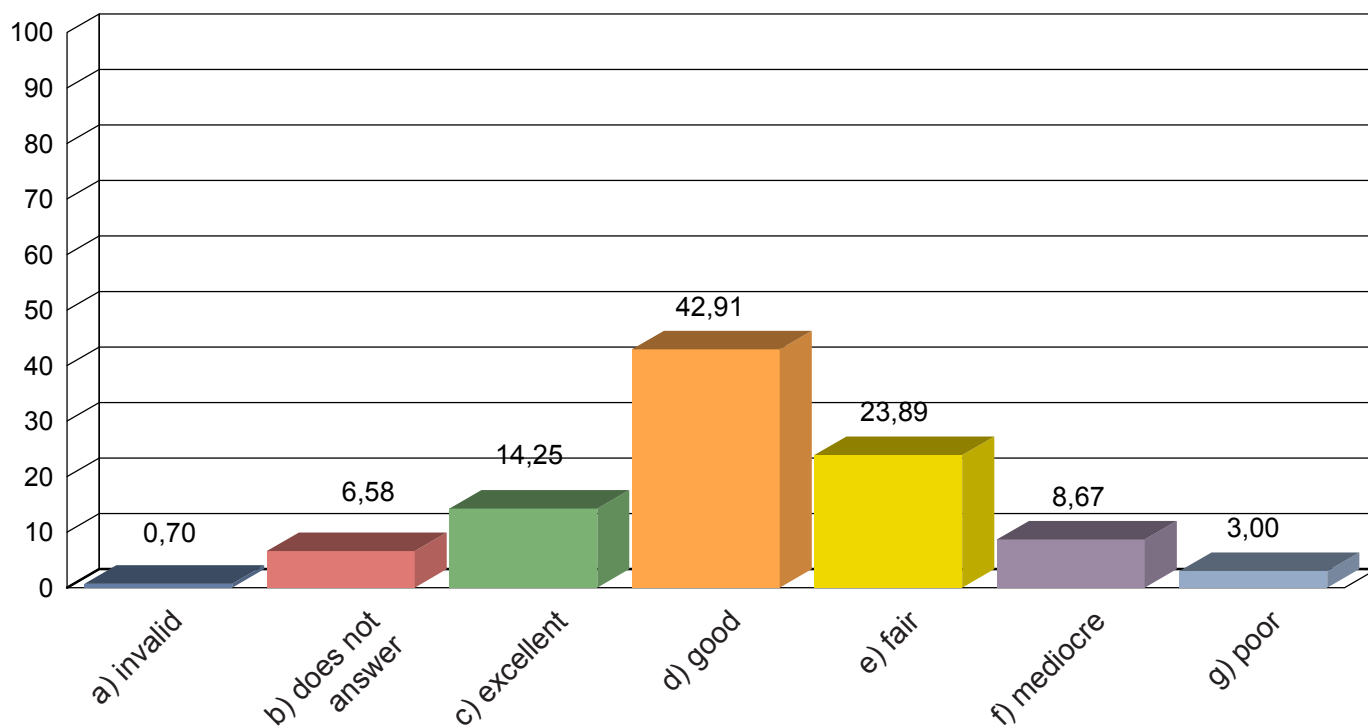




23 Route frequency

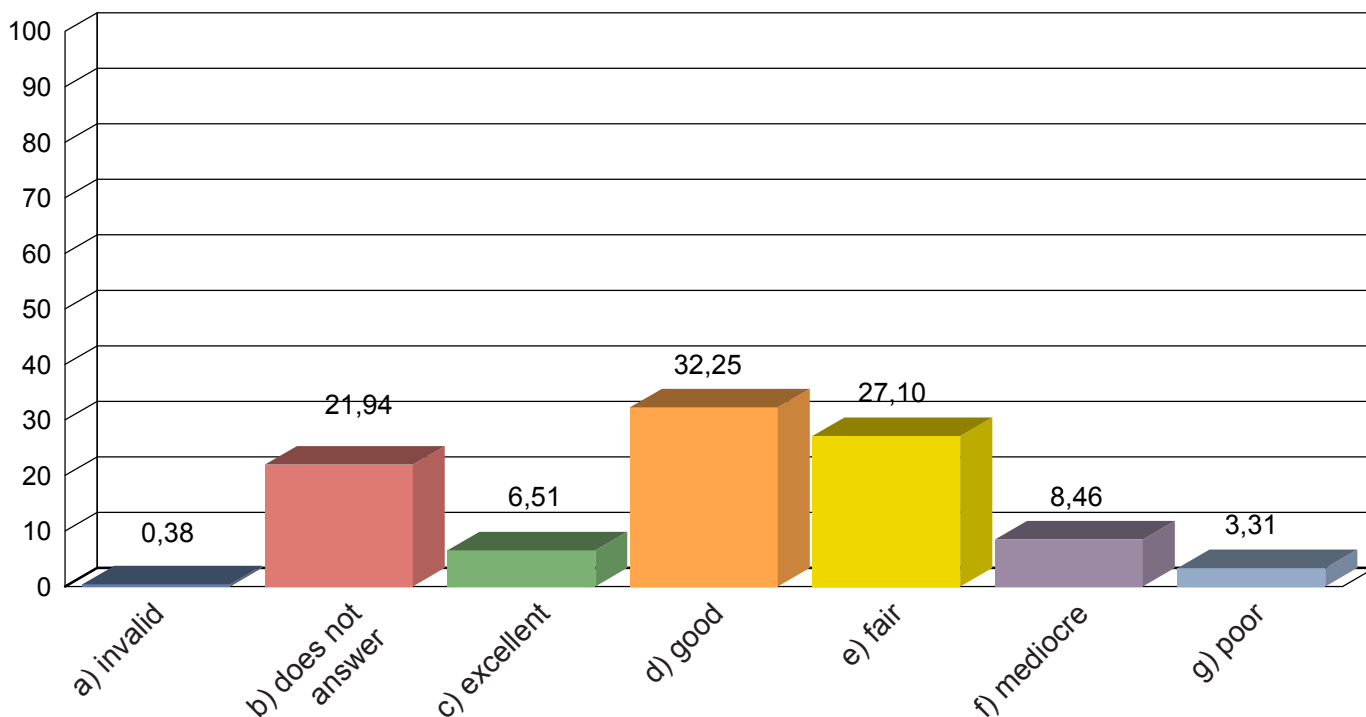


24 Route travel time

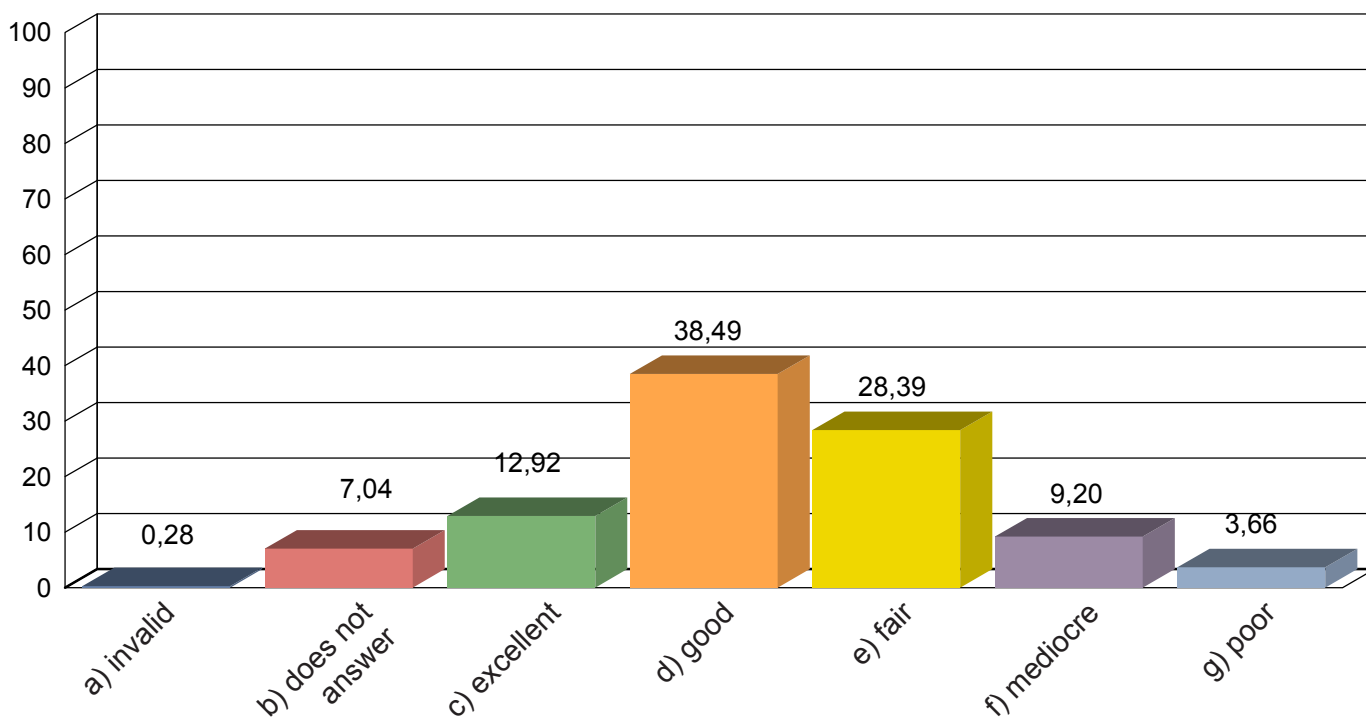




25 Connection with other means of transport

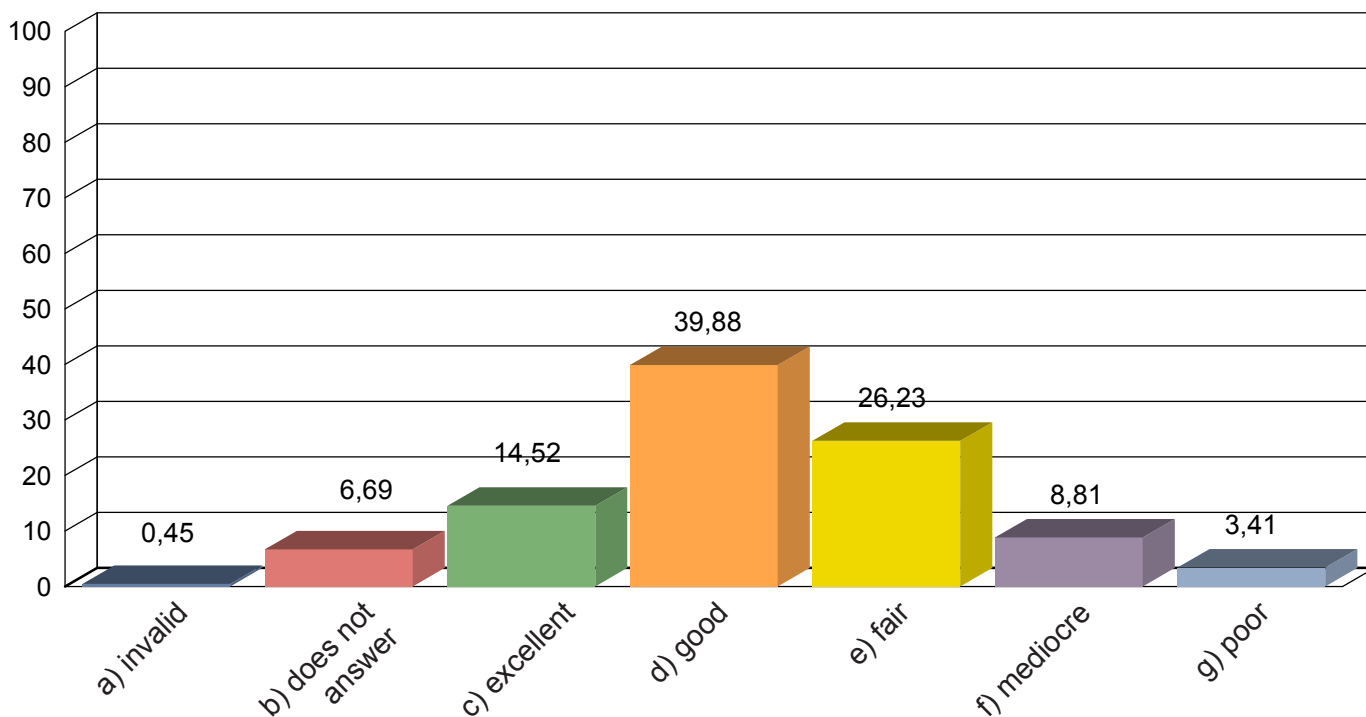


26 Information at stops/stations

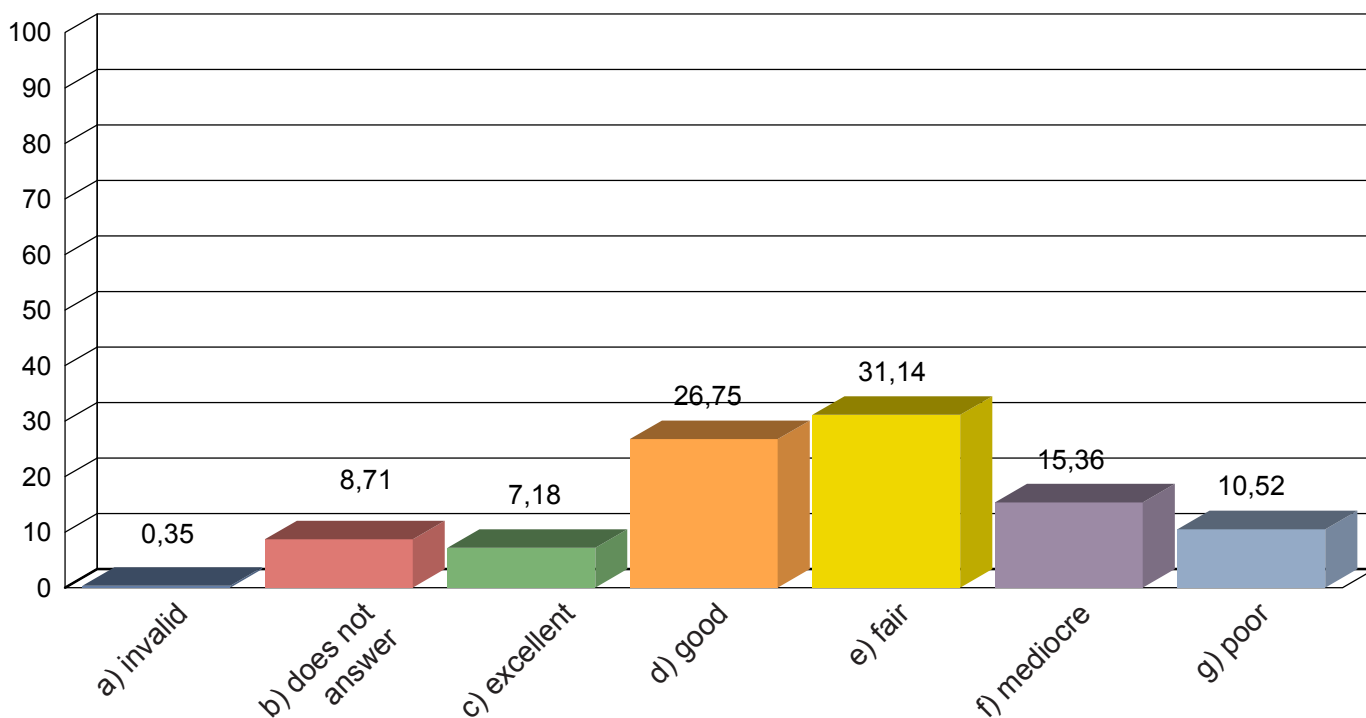




27 Informations on board

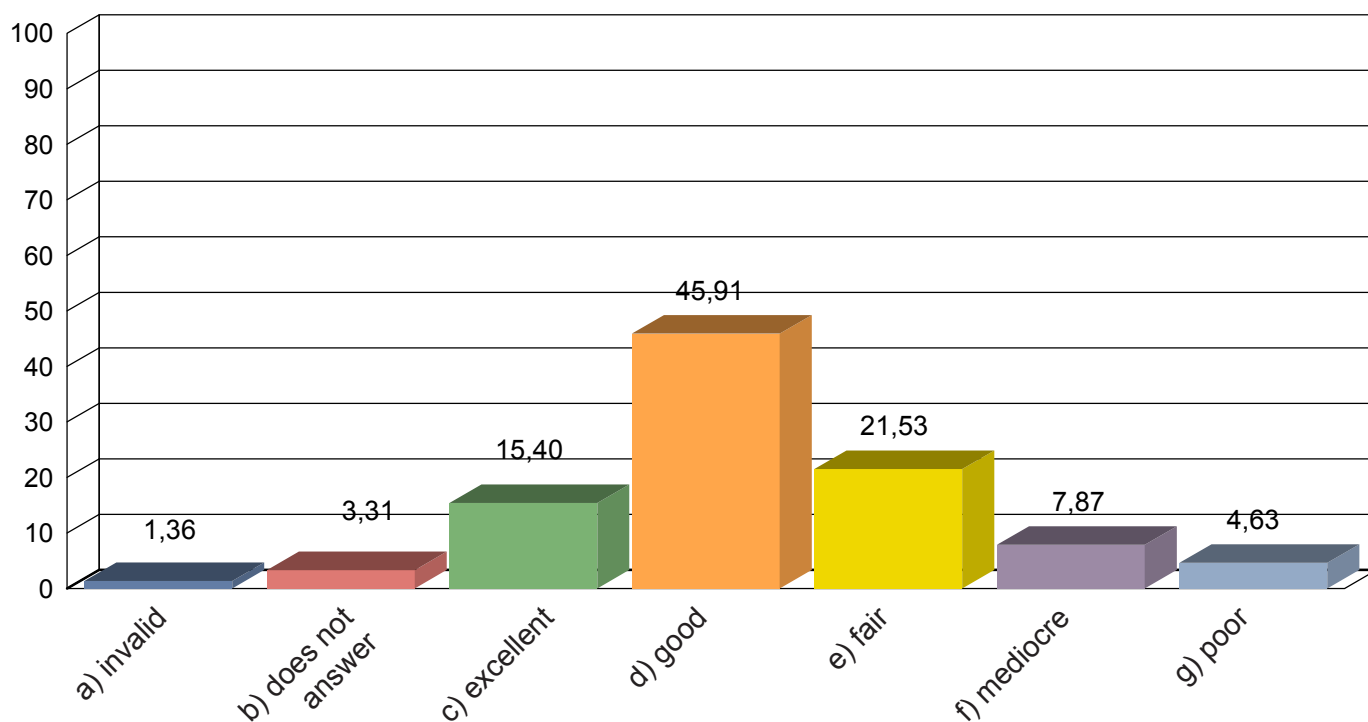


28 Speed in providing information in case of inefficiency

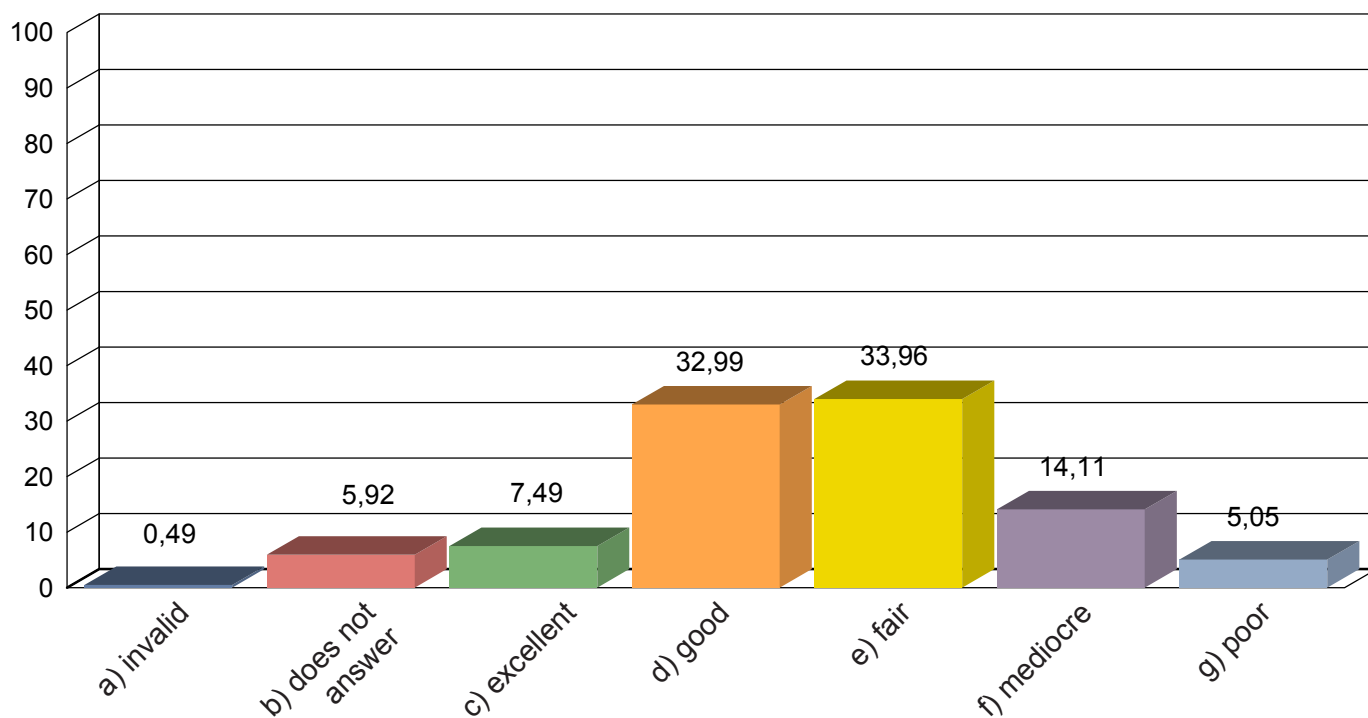




29 Travel comfort

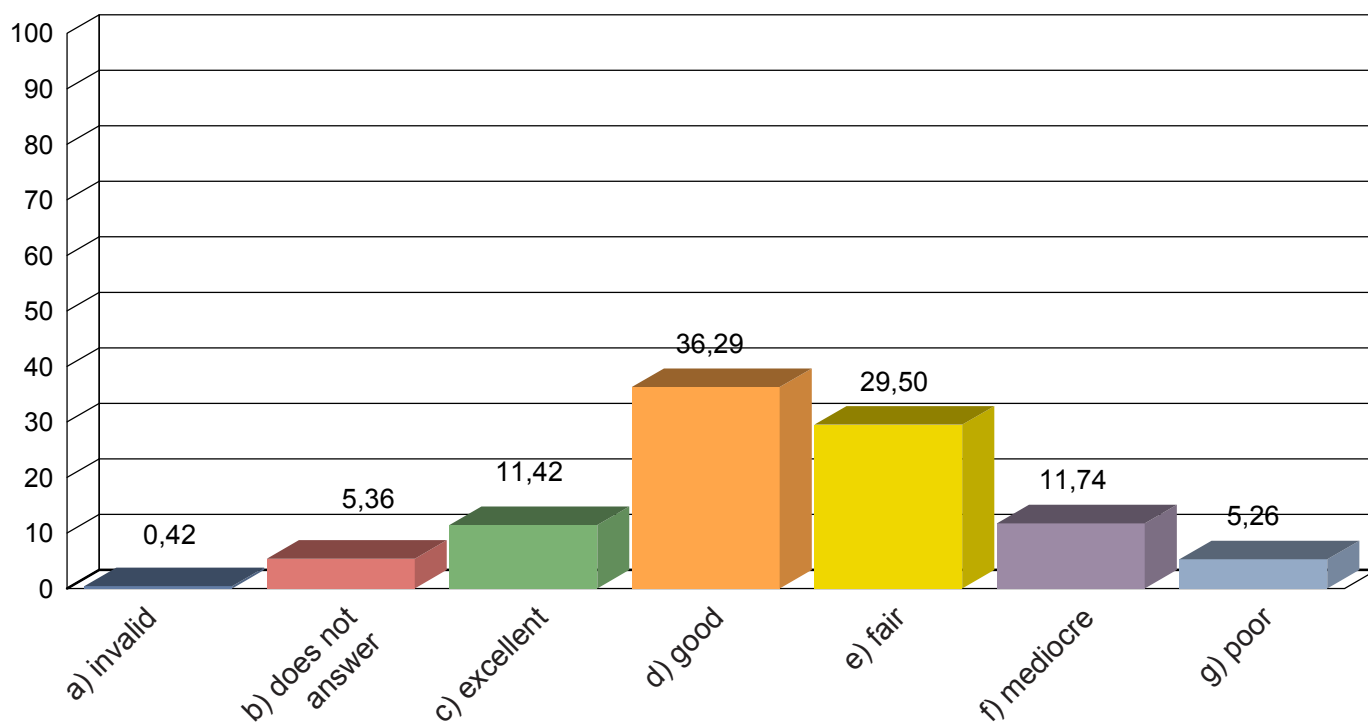


30 Comfort at the stop/station

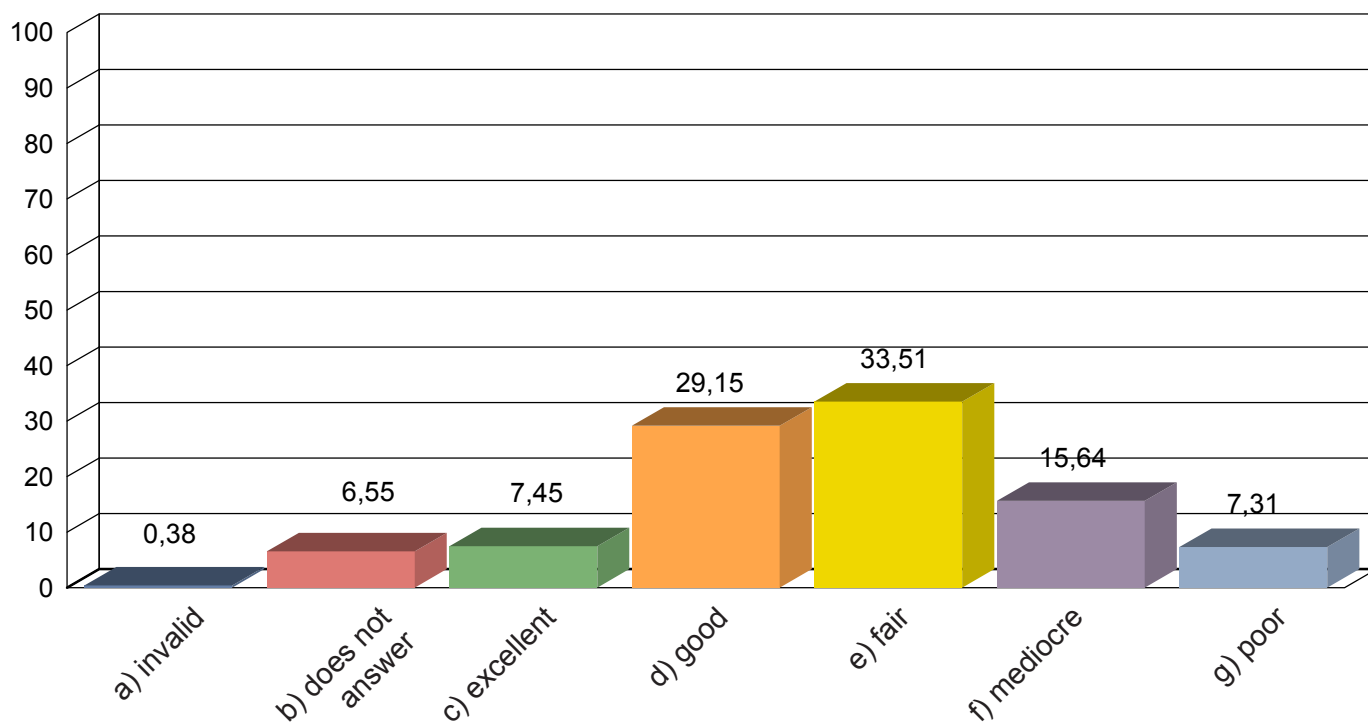




31 Mean of transport cleaning

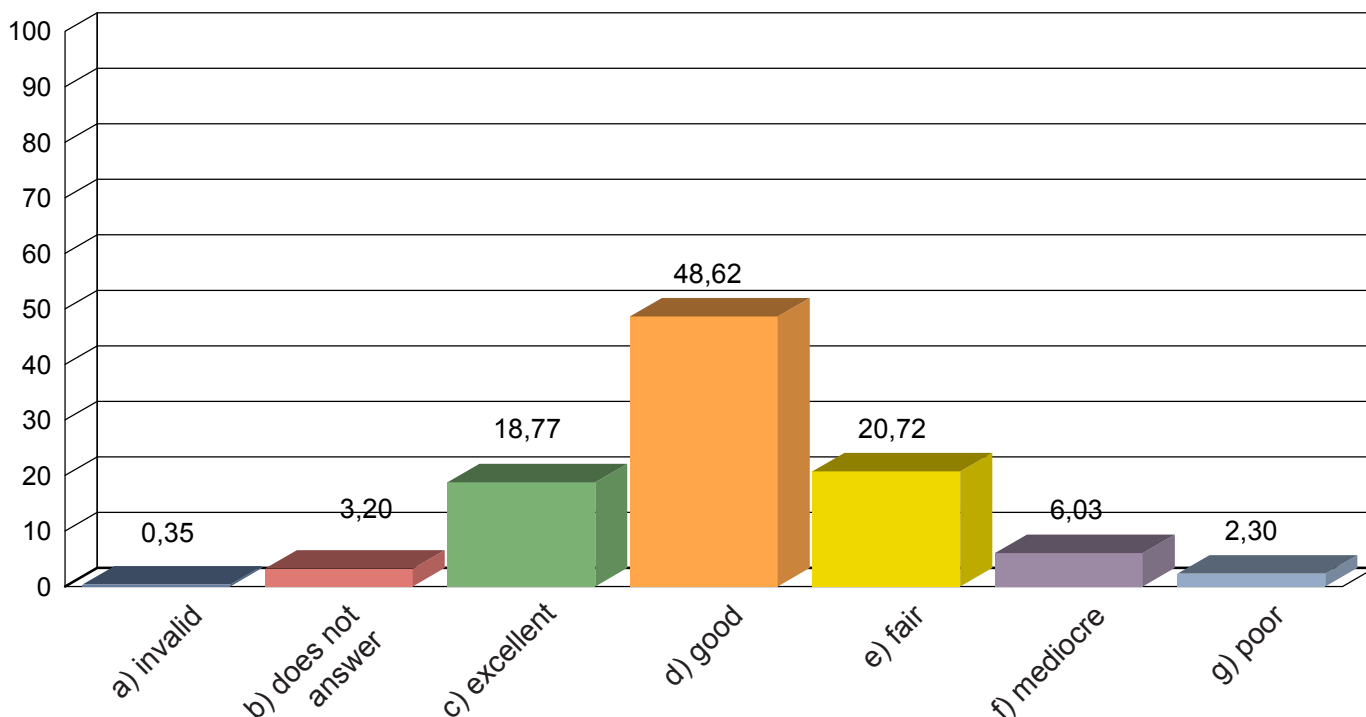


32 Railway room cleaning

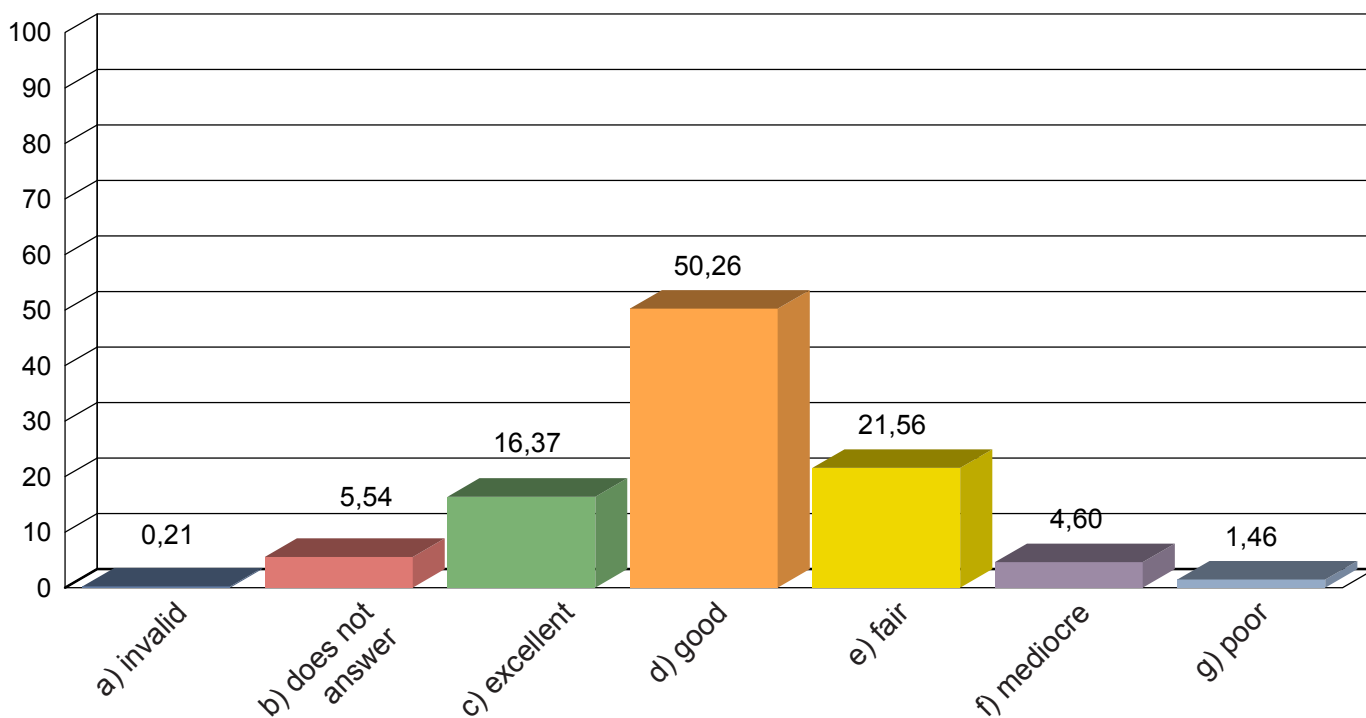




33 Kindness / Helpfulness of the staff

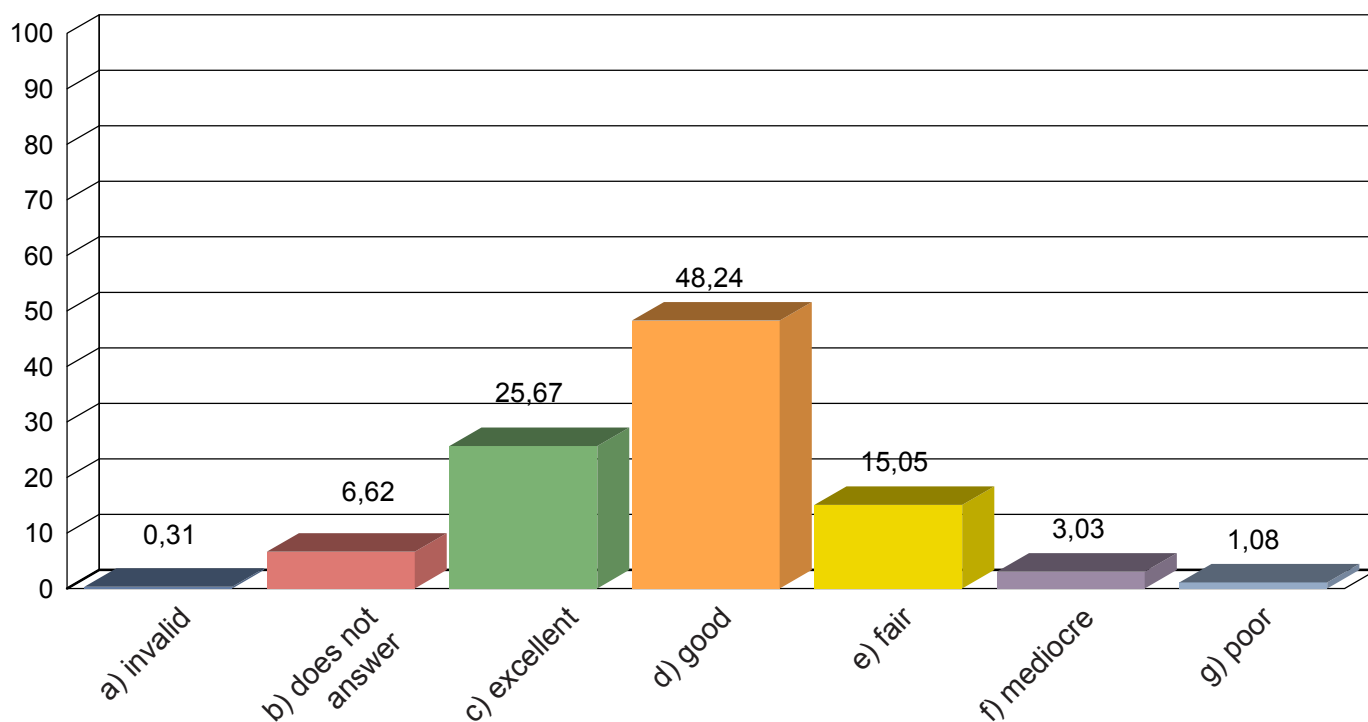


34 Staff expertise

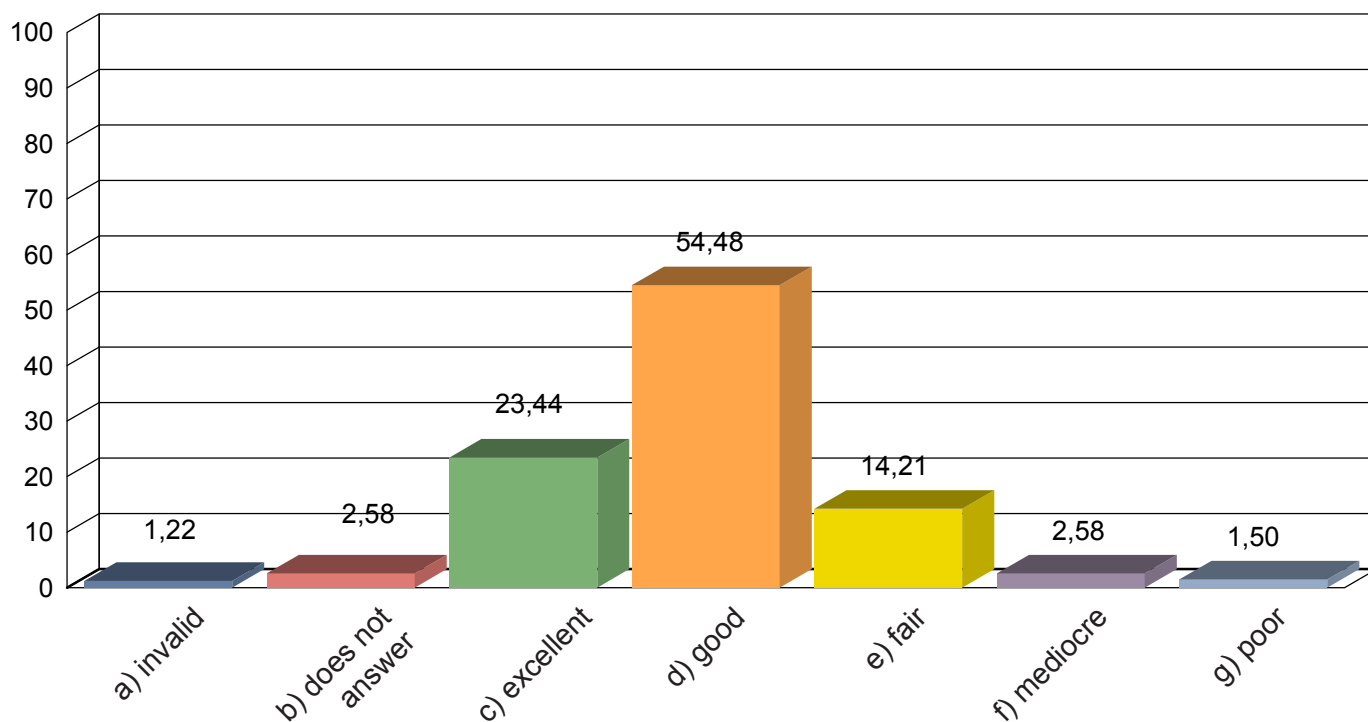




35 Staff identification

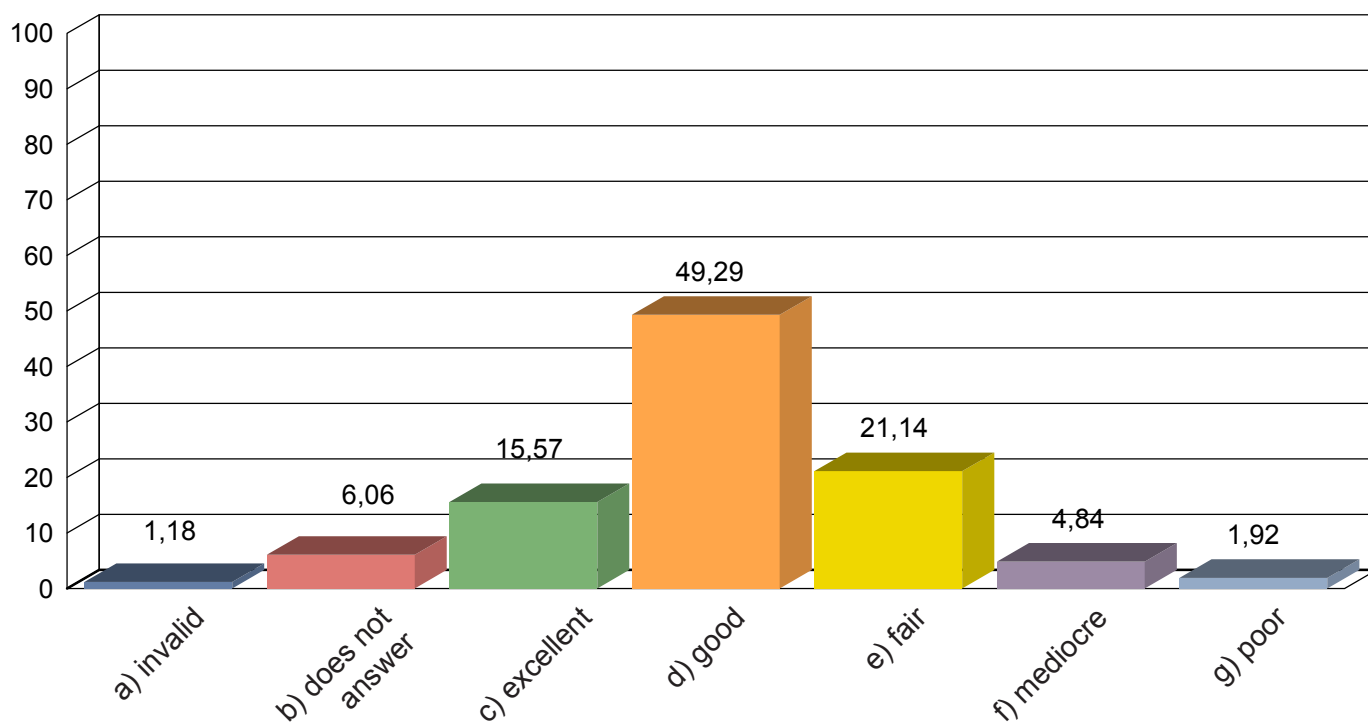


36 Travel safety





37 Personal and property safety



38 How would you judge the distribution of newspapers?

