



FERROTRAMVIARIA SPA
FERROVIE DEL NORD BARESE
RAILWAY

Railway Passenger Satisfaction Survey

JUNE 2011

(survey sample: 3148 passengers)

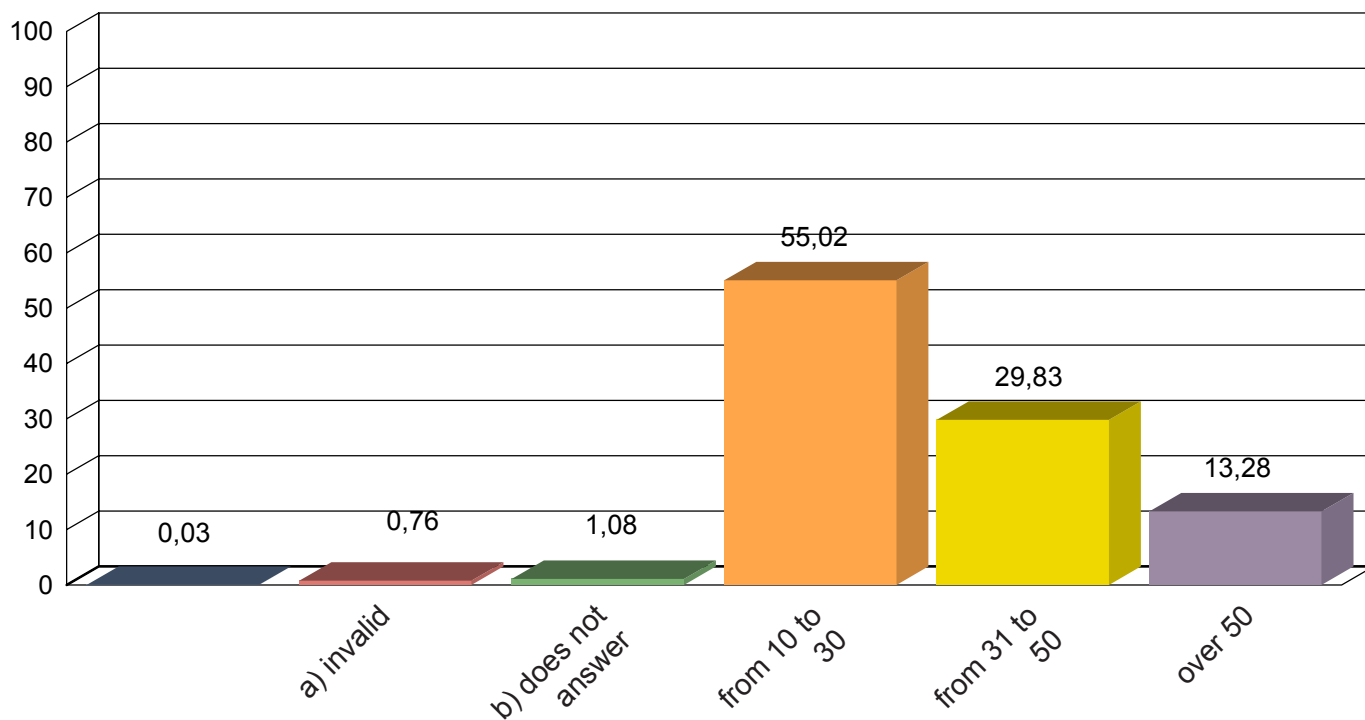


Railway Passenger Satisfaction Survey

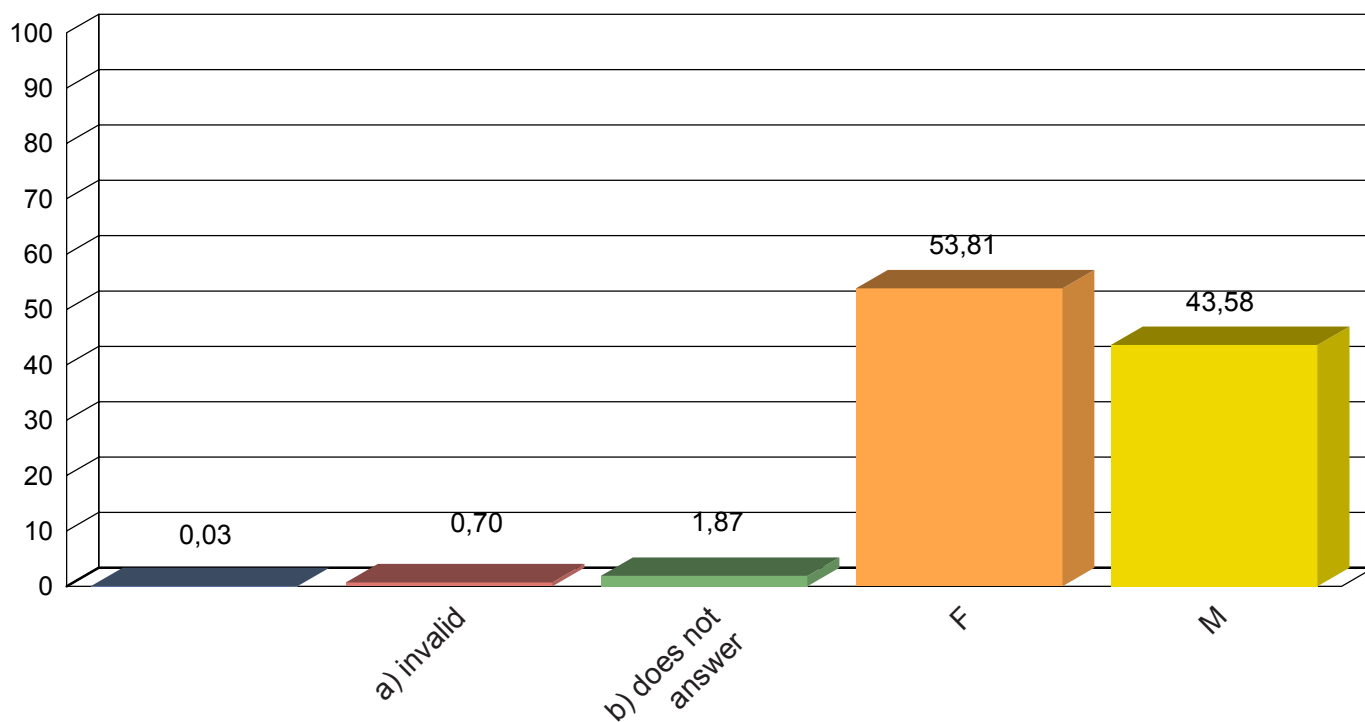


Routes: **RAILWAY** **June 2011**

3 Age



4 Sex

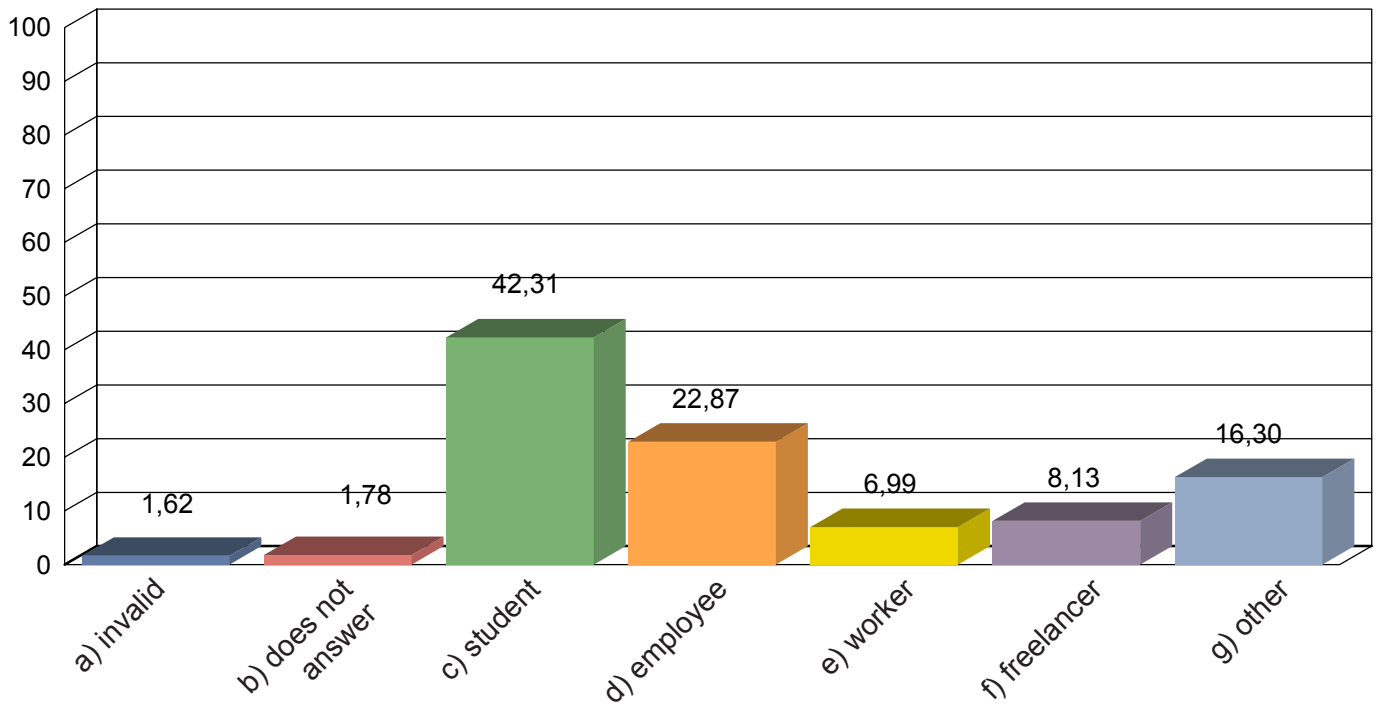


Railway Passenger Satisfaction Survey

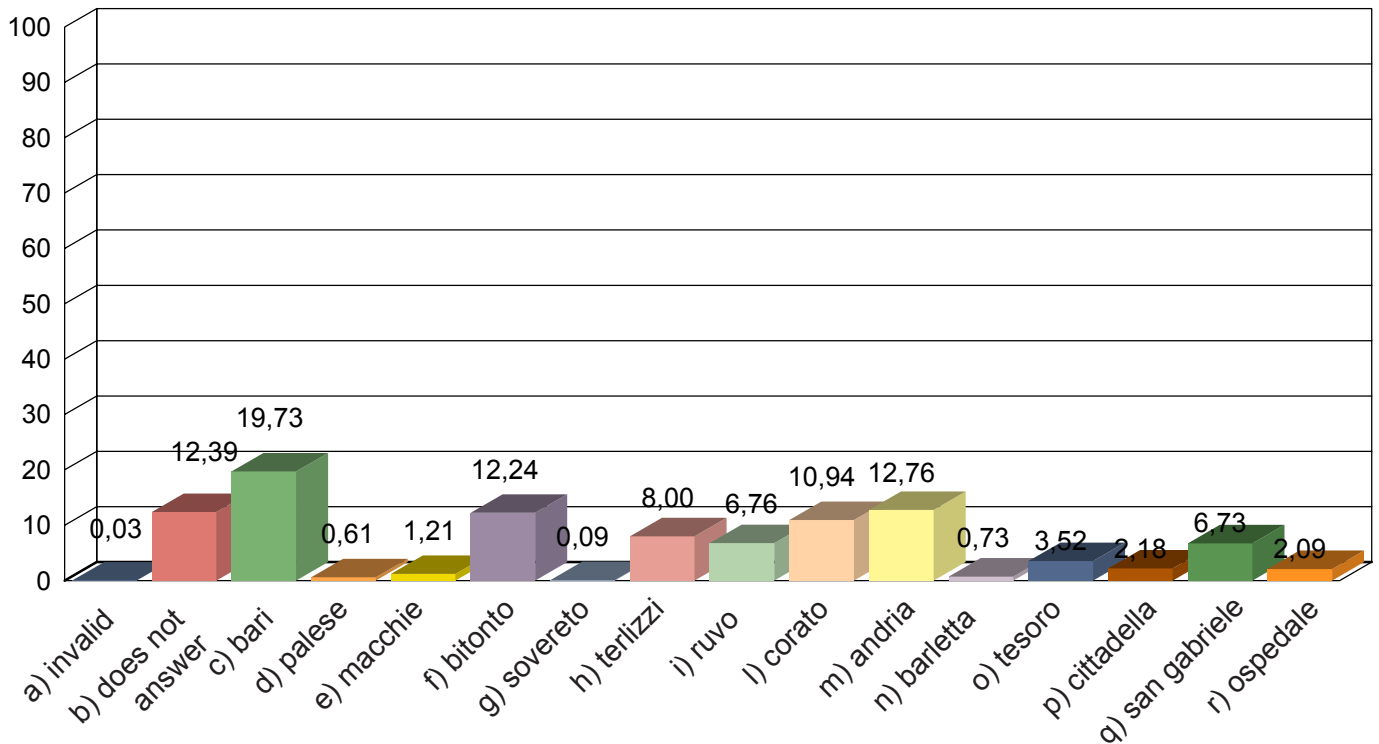


Routes: **RAILWAY** **June 2011**

5 Job



6 Departure

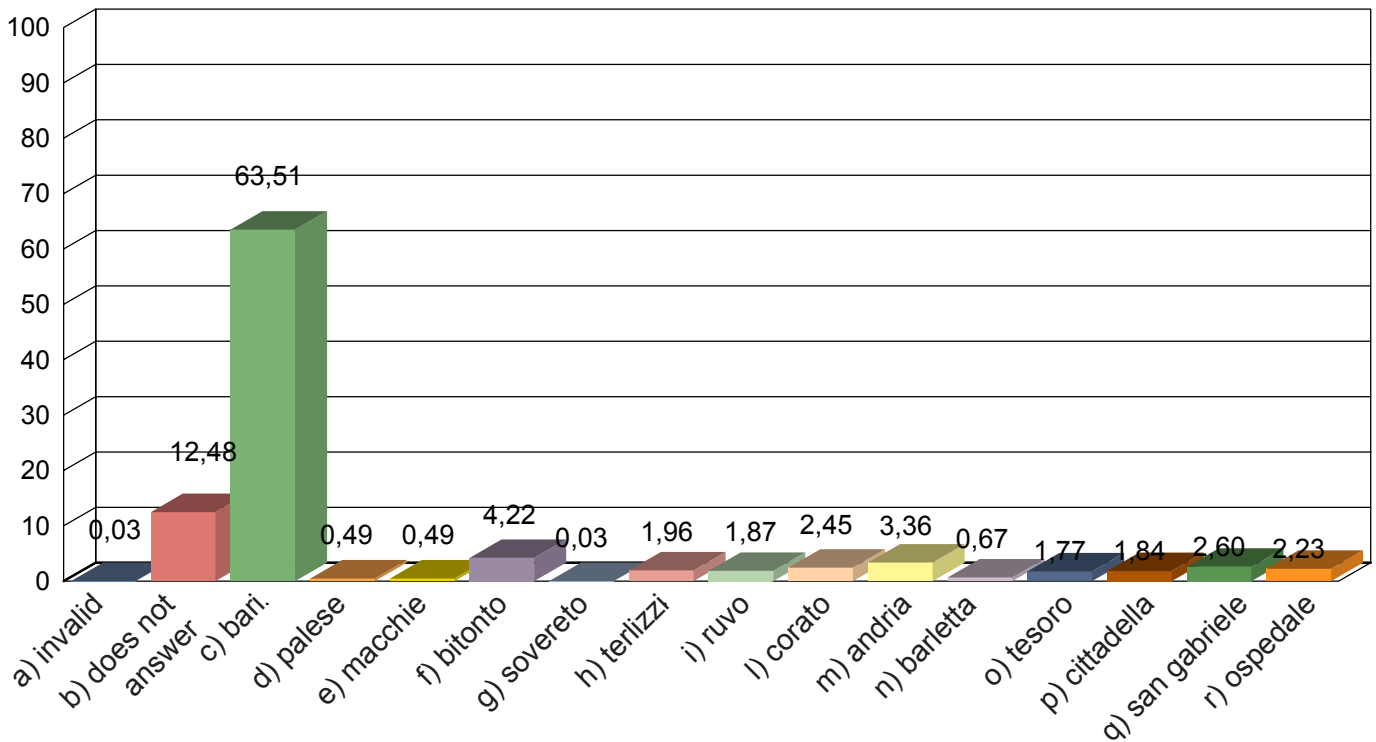


Railway Passenger Satisfaction Survey

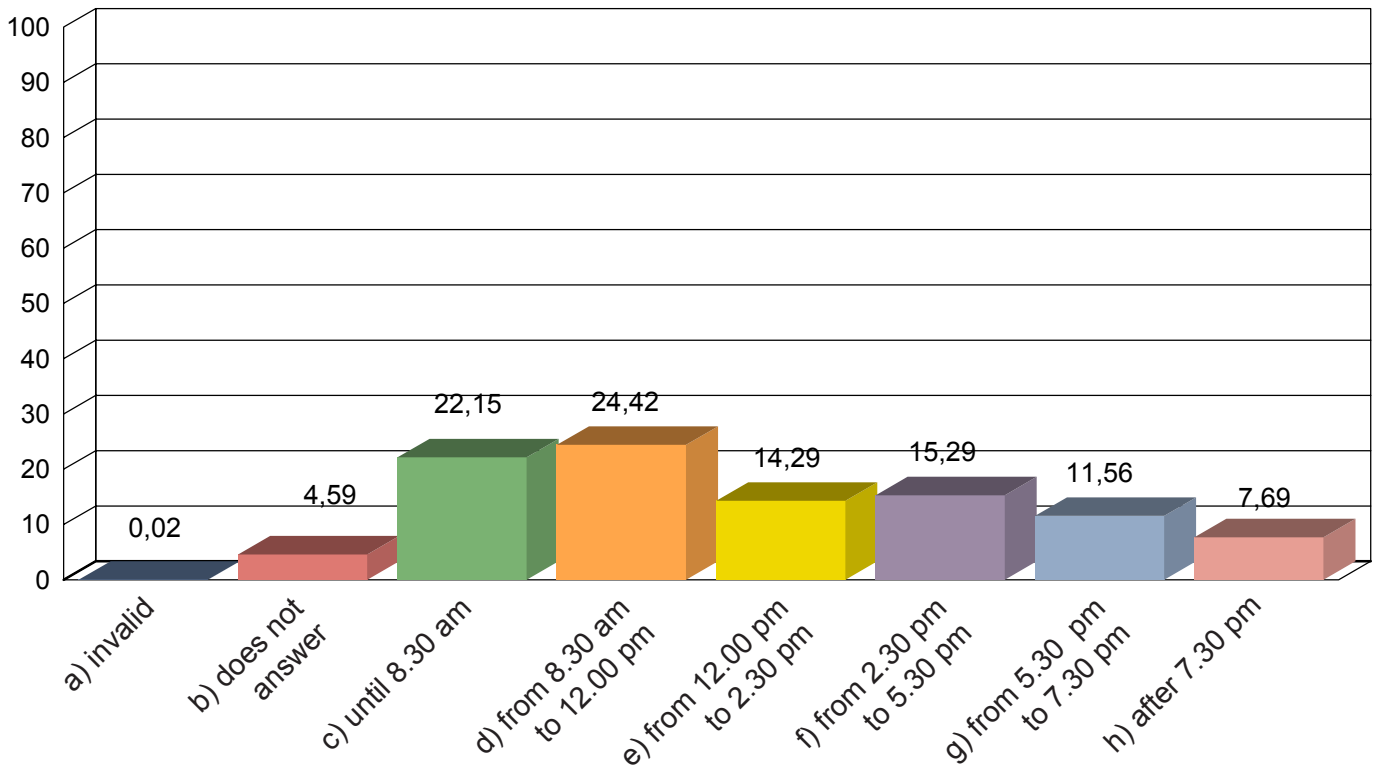


Routes: **RAILWAY** June 2011

7 Arrival



8 When do you usually use our means of transport?

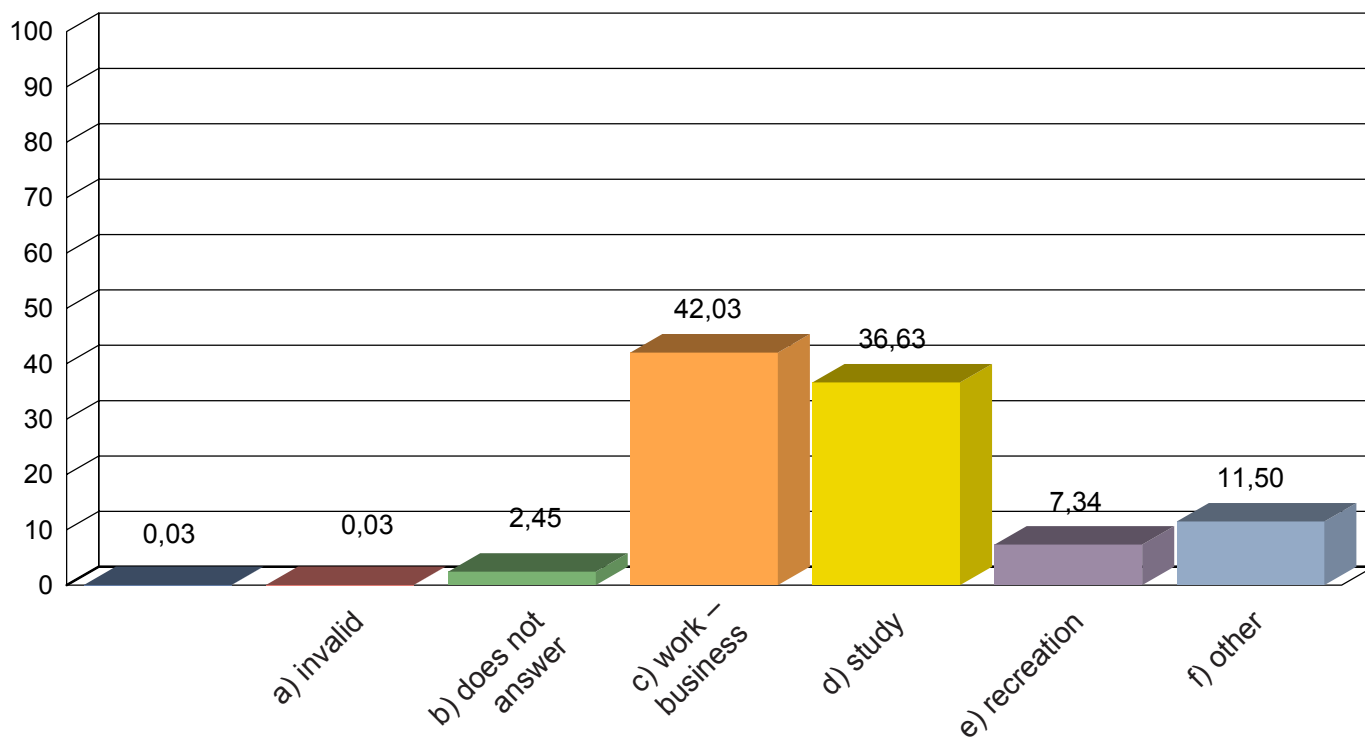


Railway Passenger Satisfaction Survey

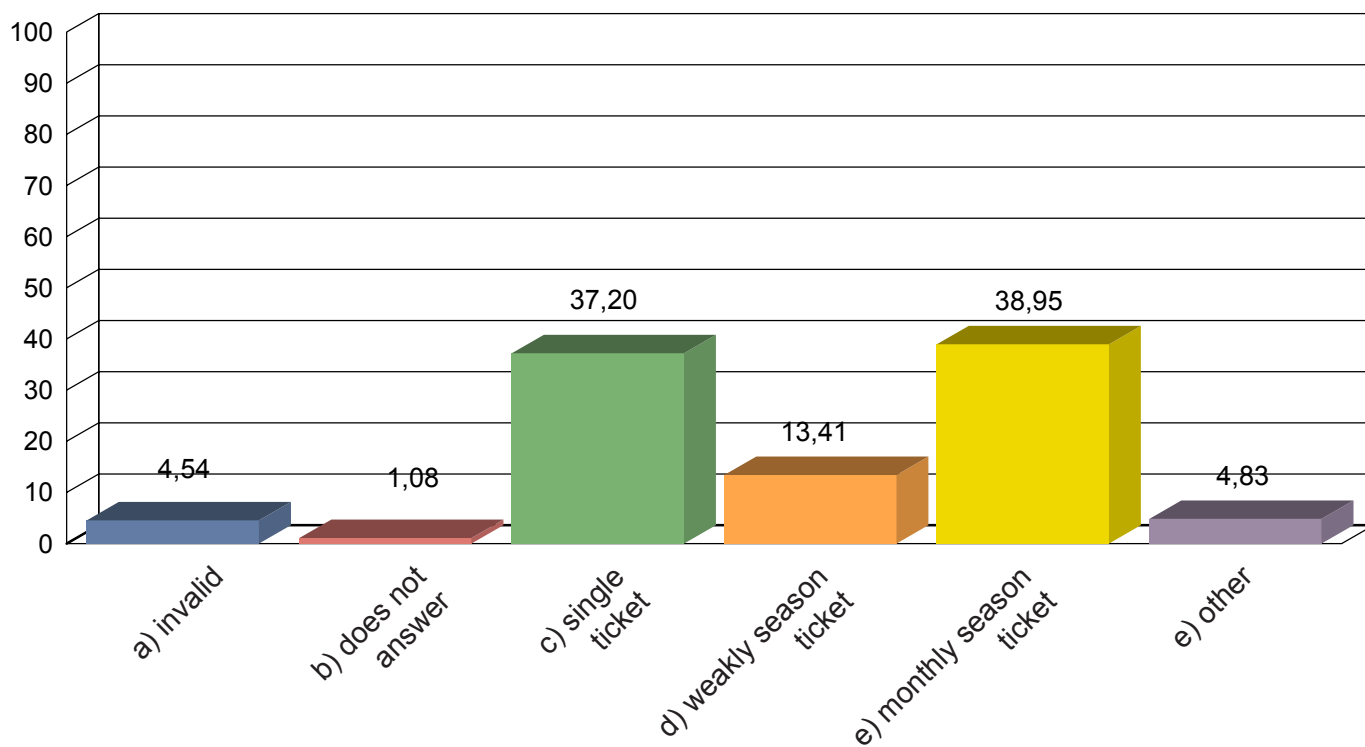


Routes: **RAILWAY** **June 2011**

9 Trip purpose



10 Tipe of ticket used

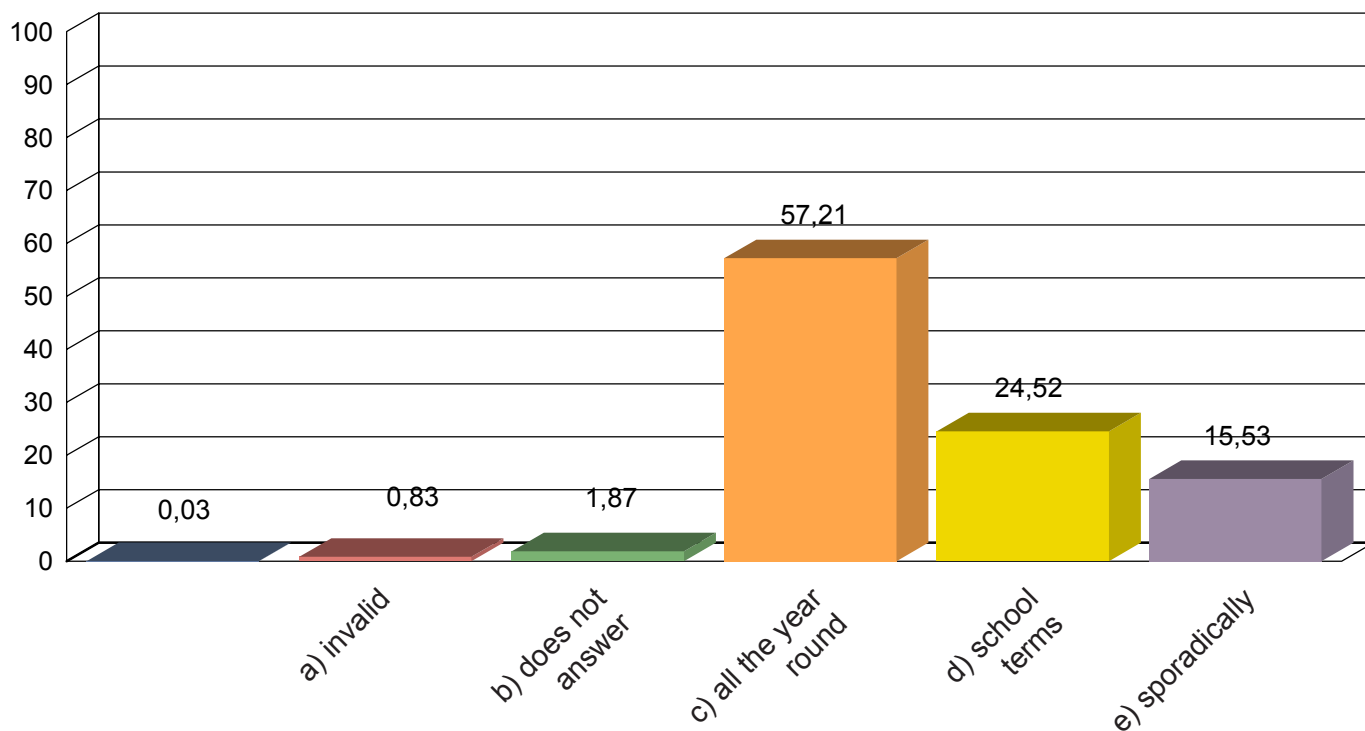


Railway Passenger Satisfaction Survey

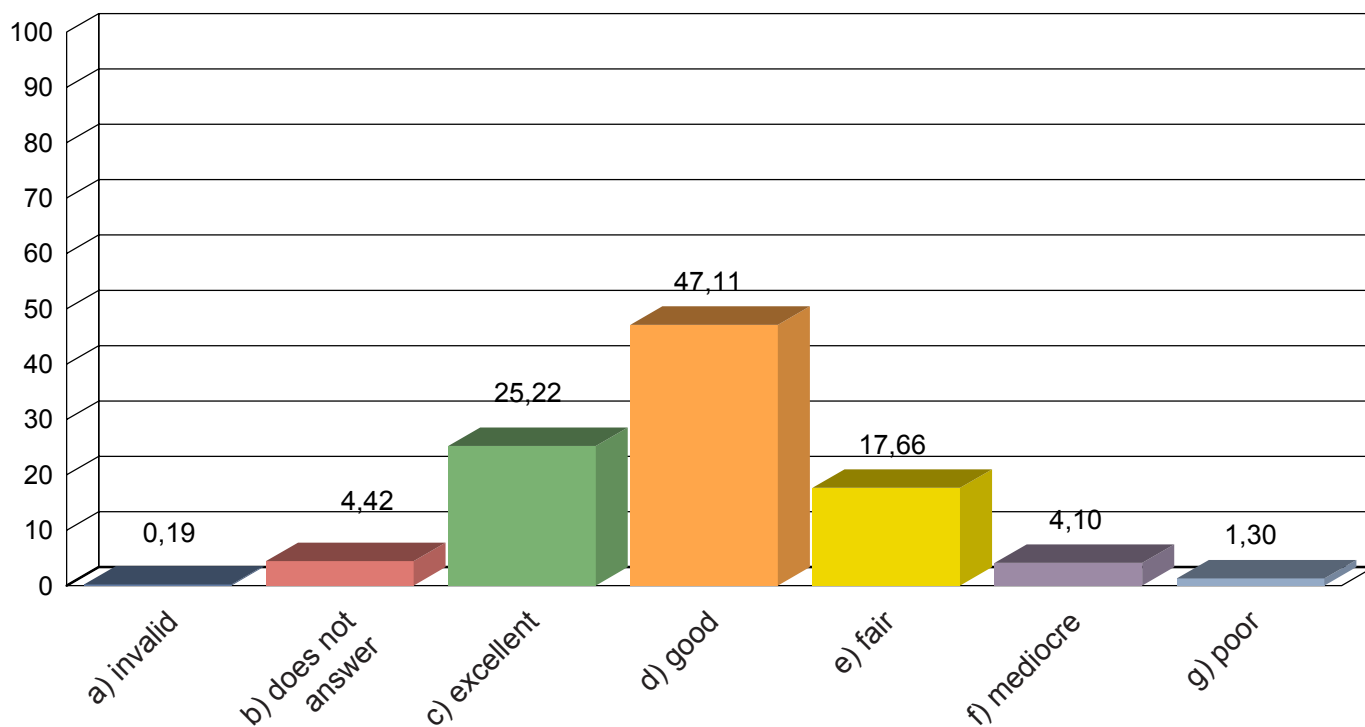
Routes: **RAILWAY** June 2011



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



12 Ticket availability

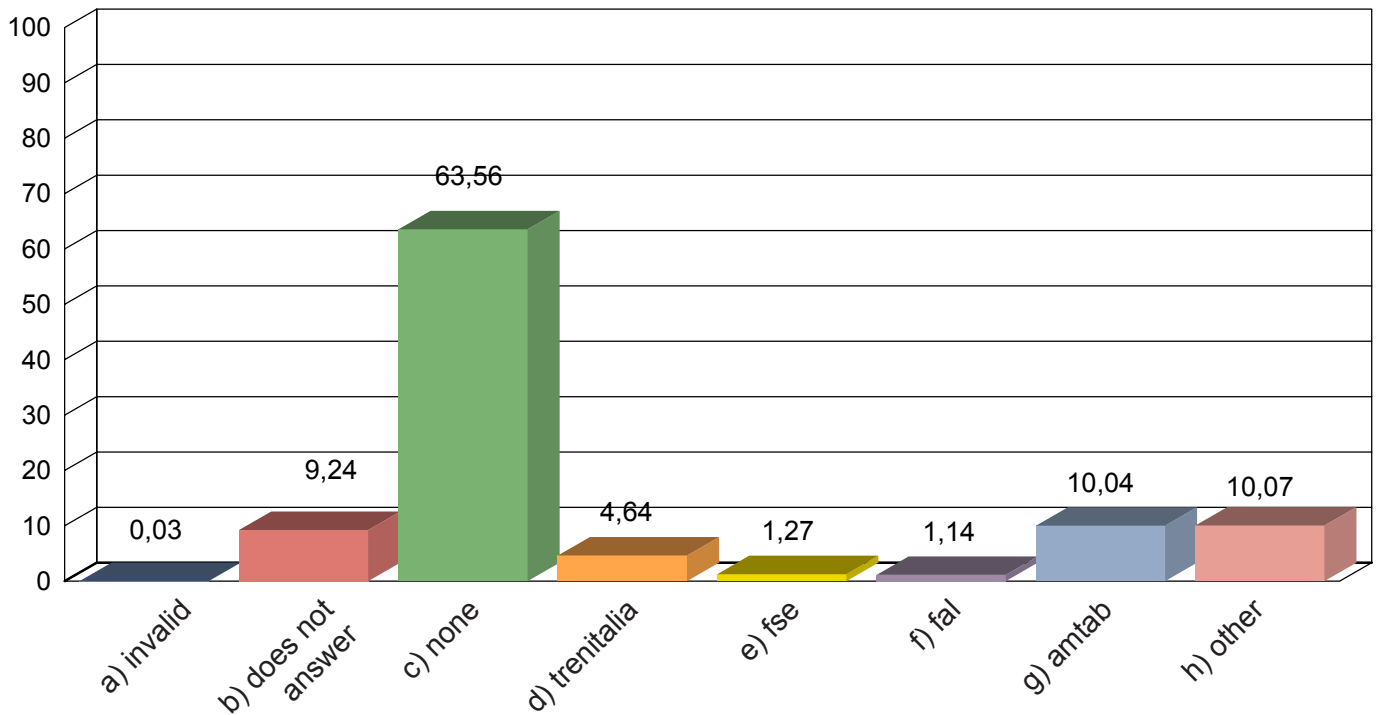


Railway Passenger Satisfaction Survey

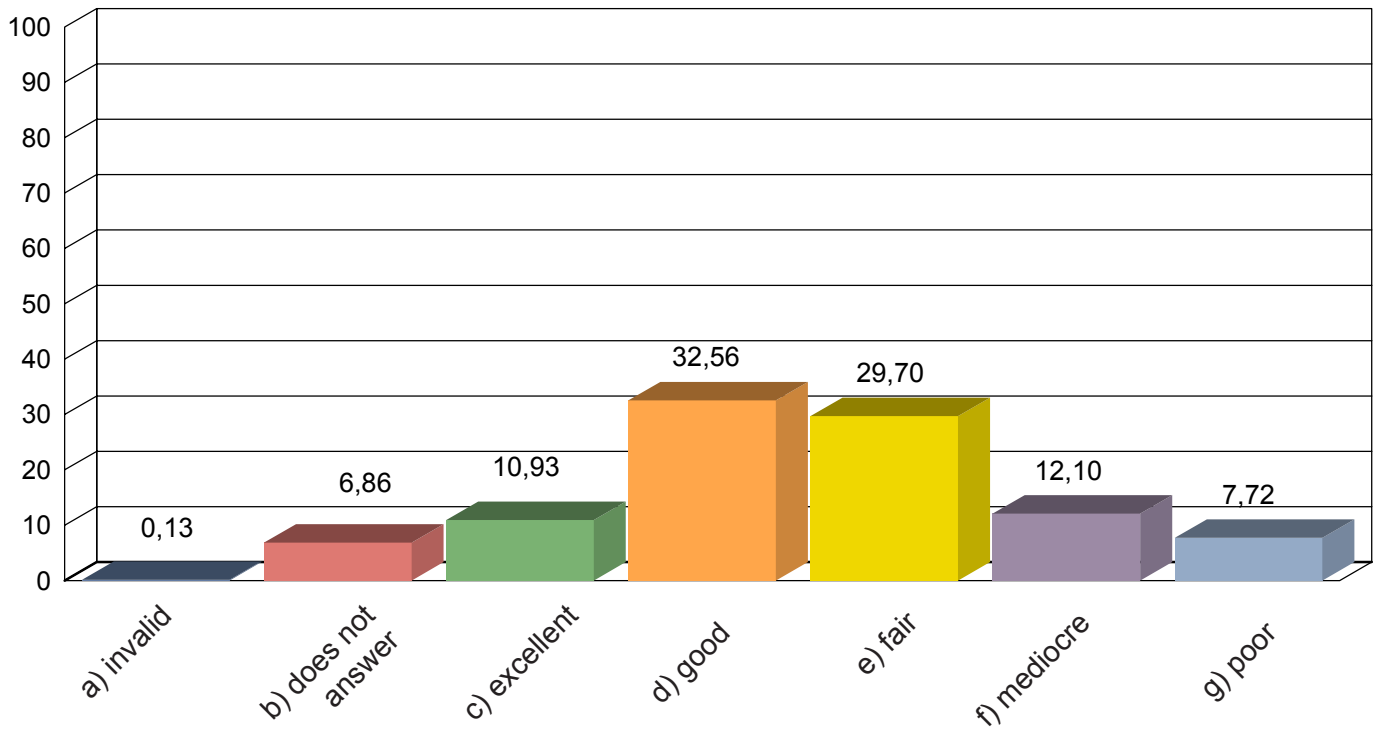


Routes: **RAILWAY** **June 2011**

13 Which means do you use to continue your trip?



14 How would you judge our response time to complaints?

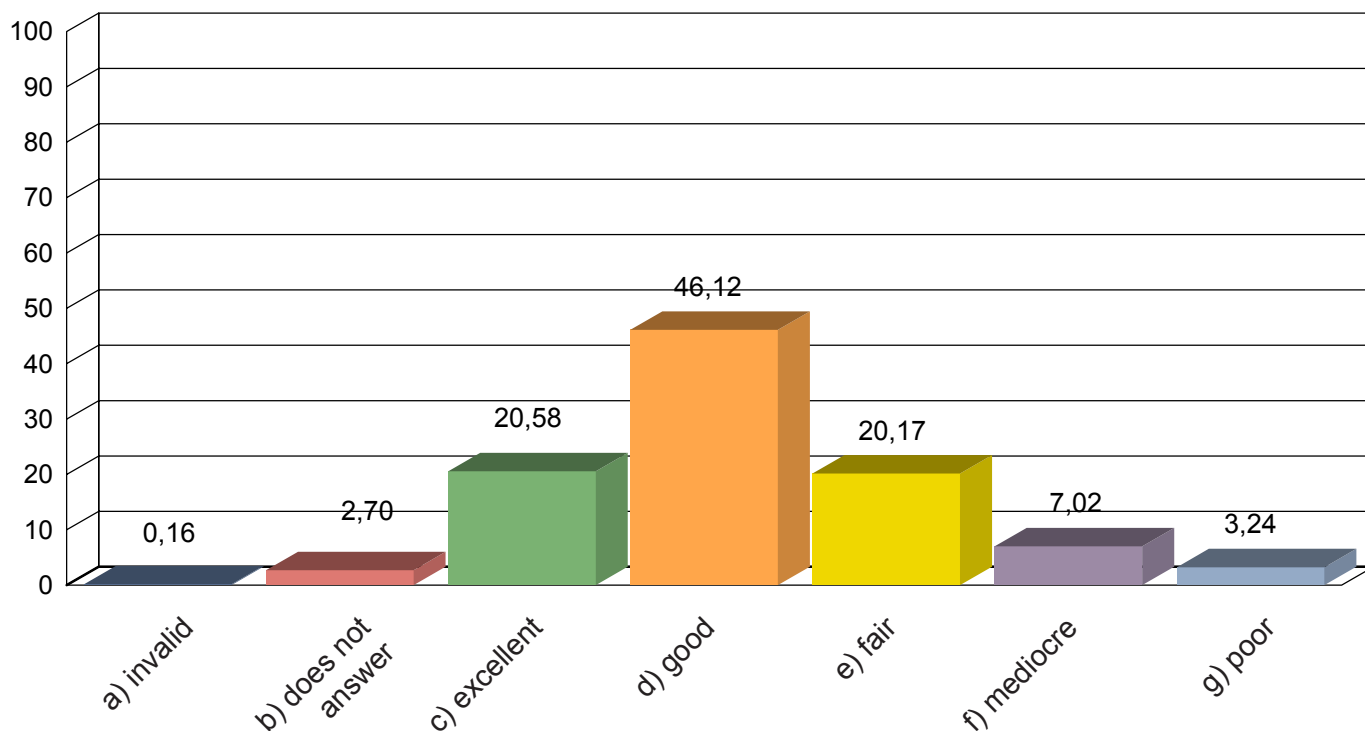


Railway Passenger Satisfaction Survey

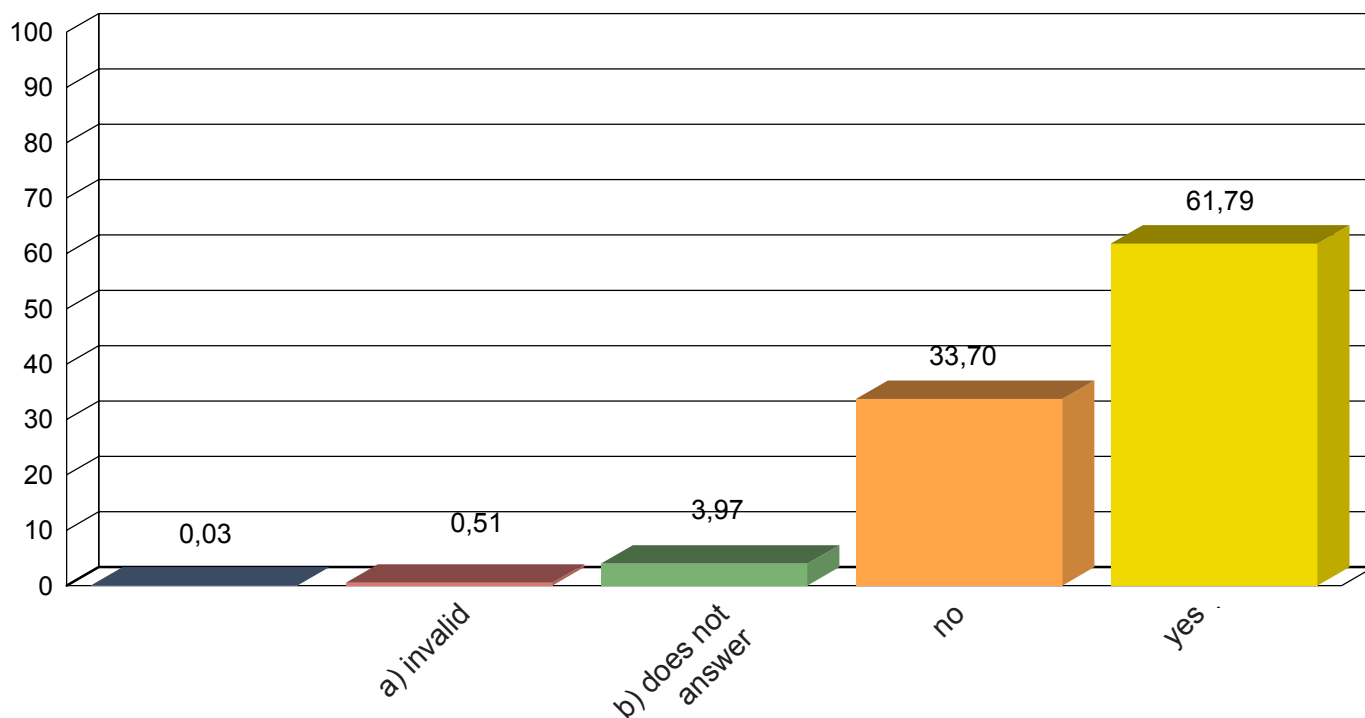


Routes: **RAILWAY** June 2011

15 Time information availability



16 Do you know the website of our company?

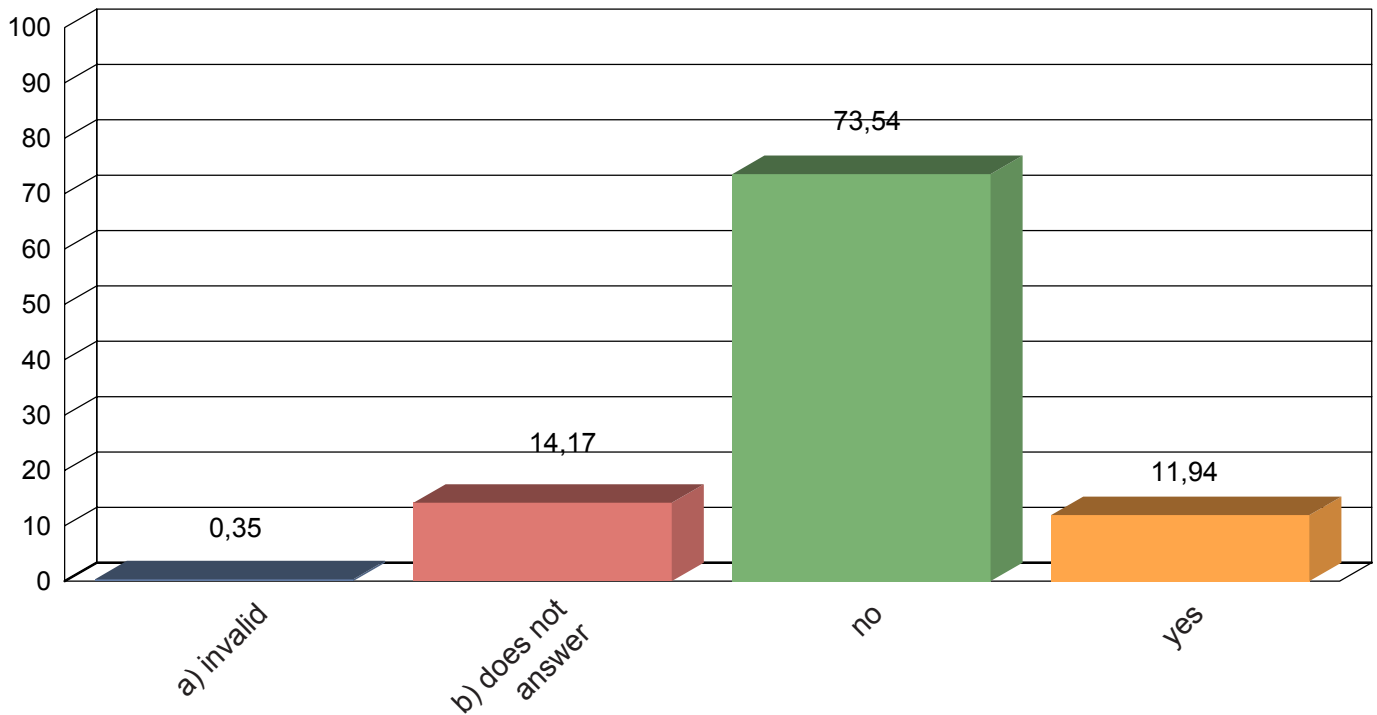


Railway Passenger Satisfaction Survey

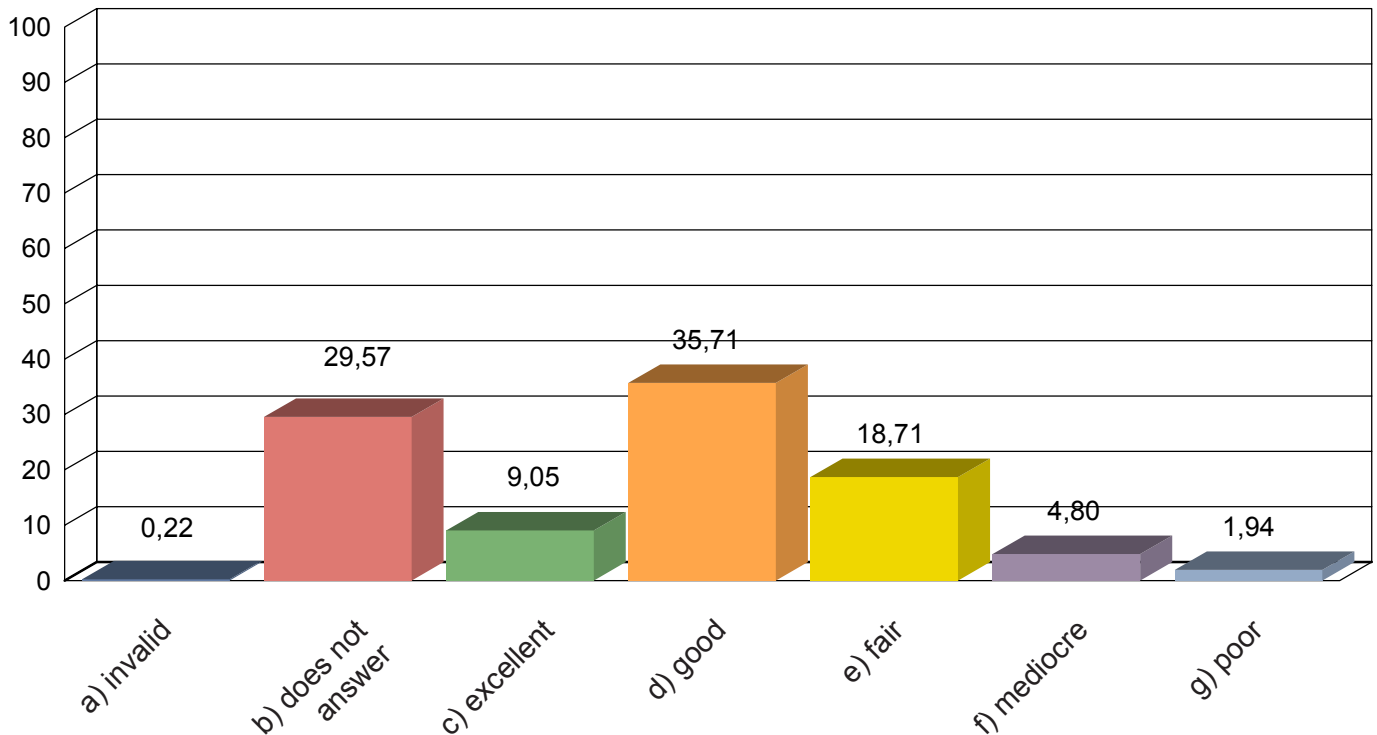
Routes: **RAILWAY** **June 2011**



17 Do you know the service card of our company?



18 How do you judge our website?

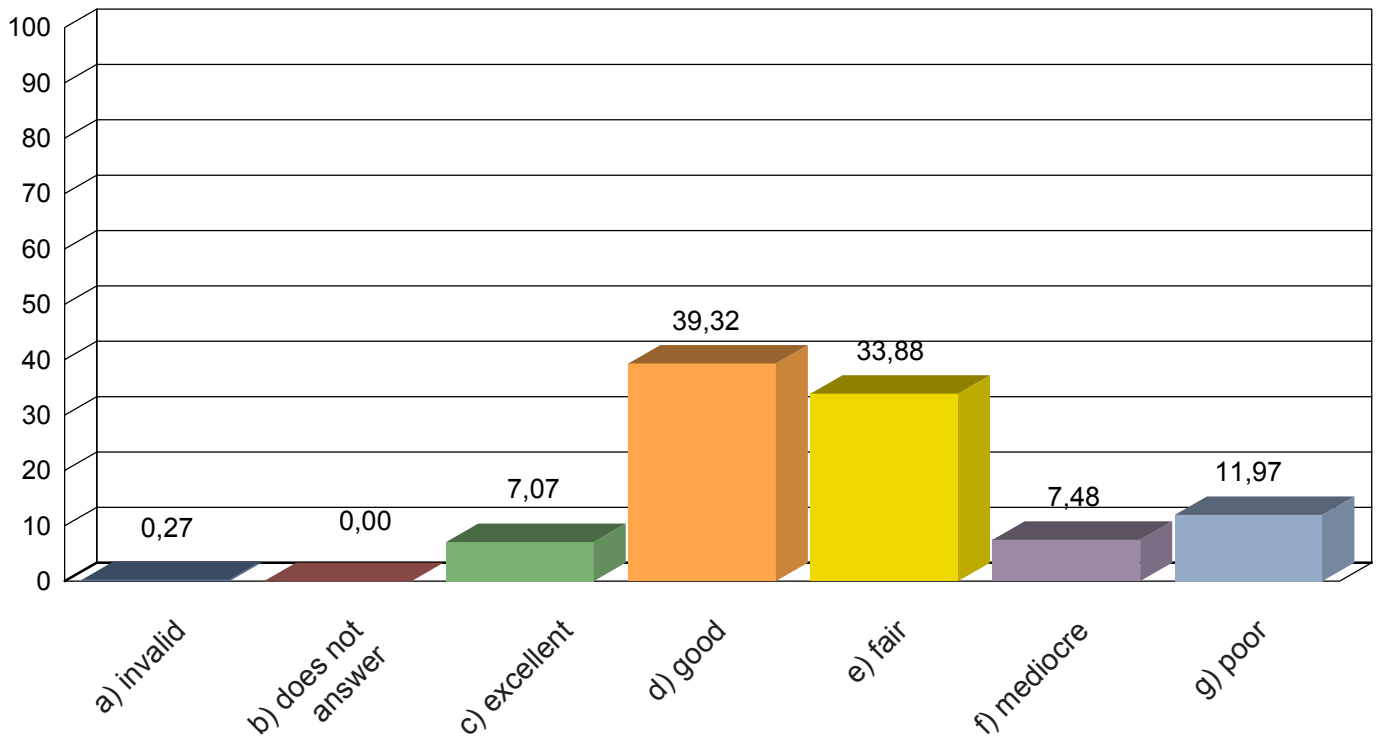


Railway Passenger Satisfaction Survey

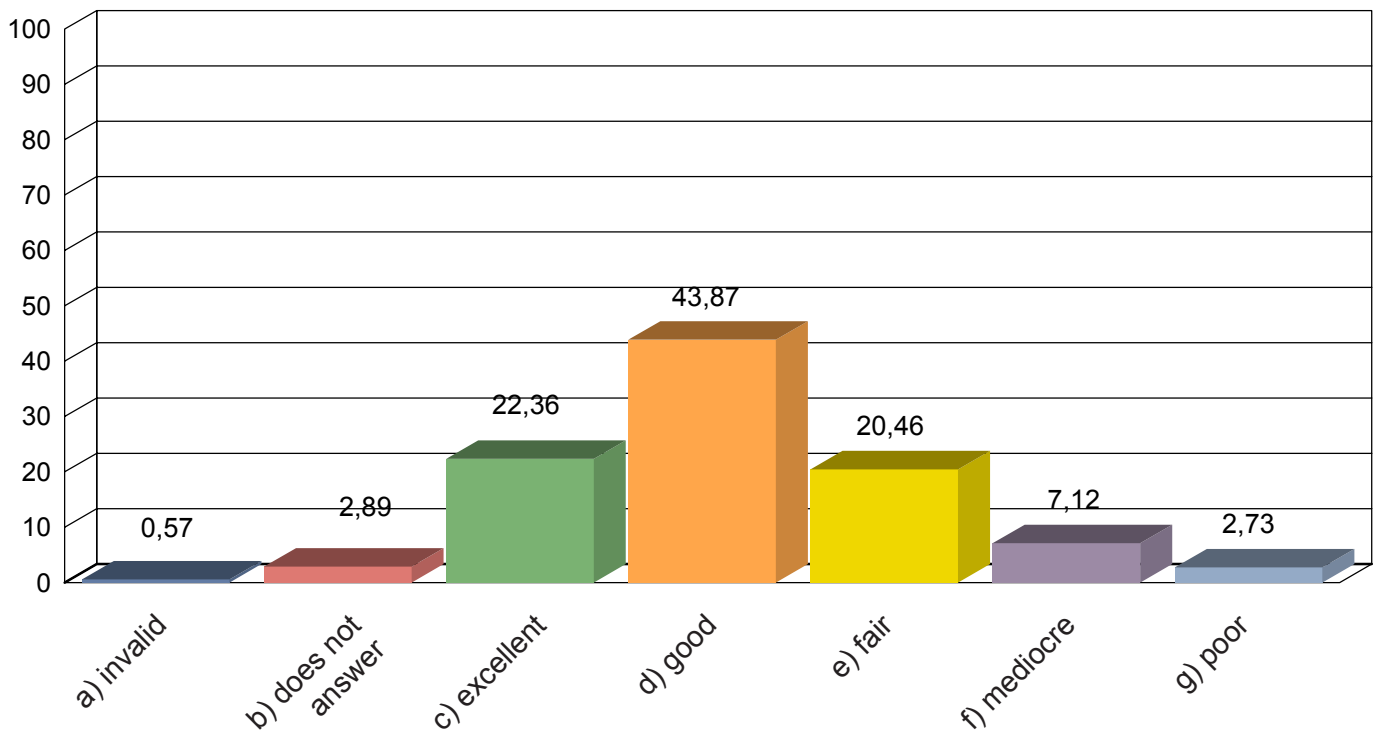


Routes: **RAILWAY** **June 2011**

19 How do you judge our service card?



22 Route timeliness / regularity

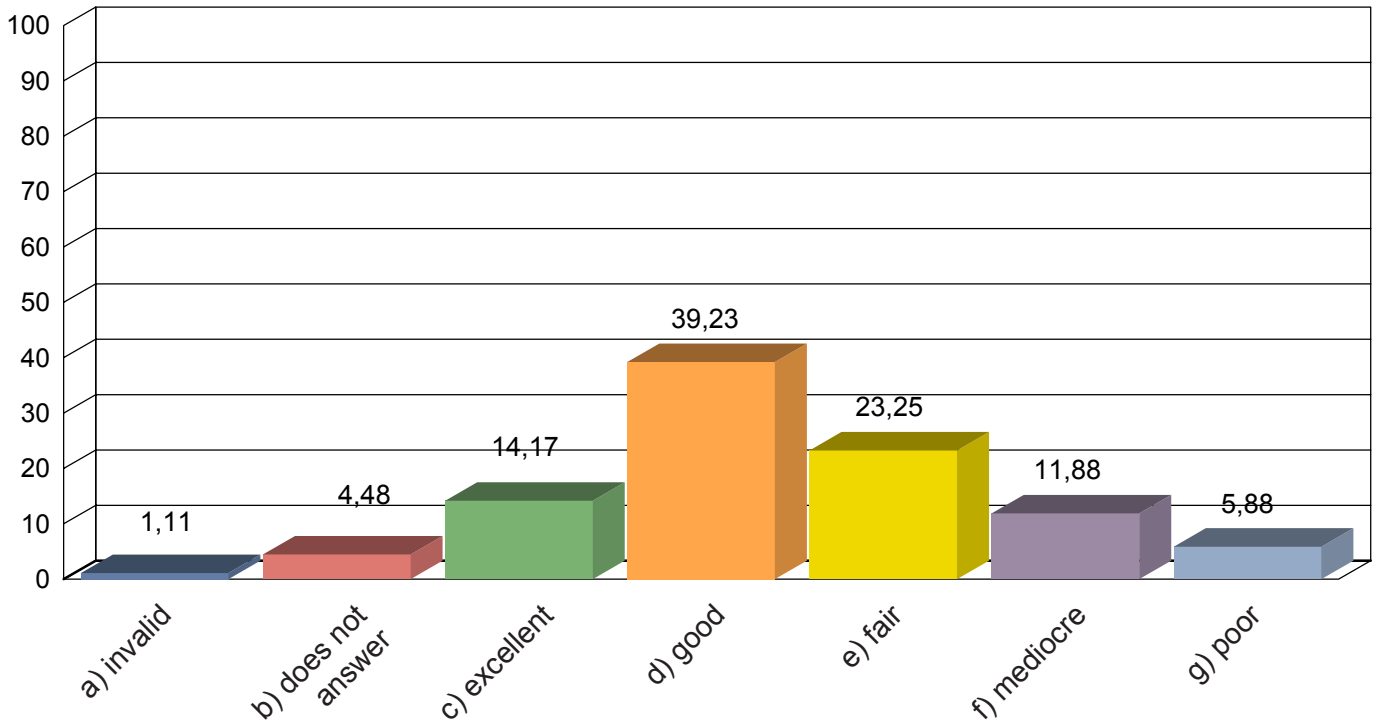


Railway Passenger Satisfaction Survey

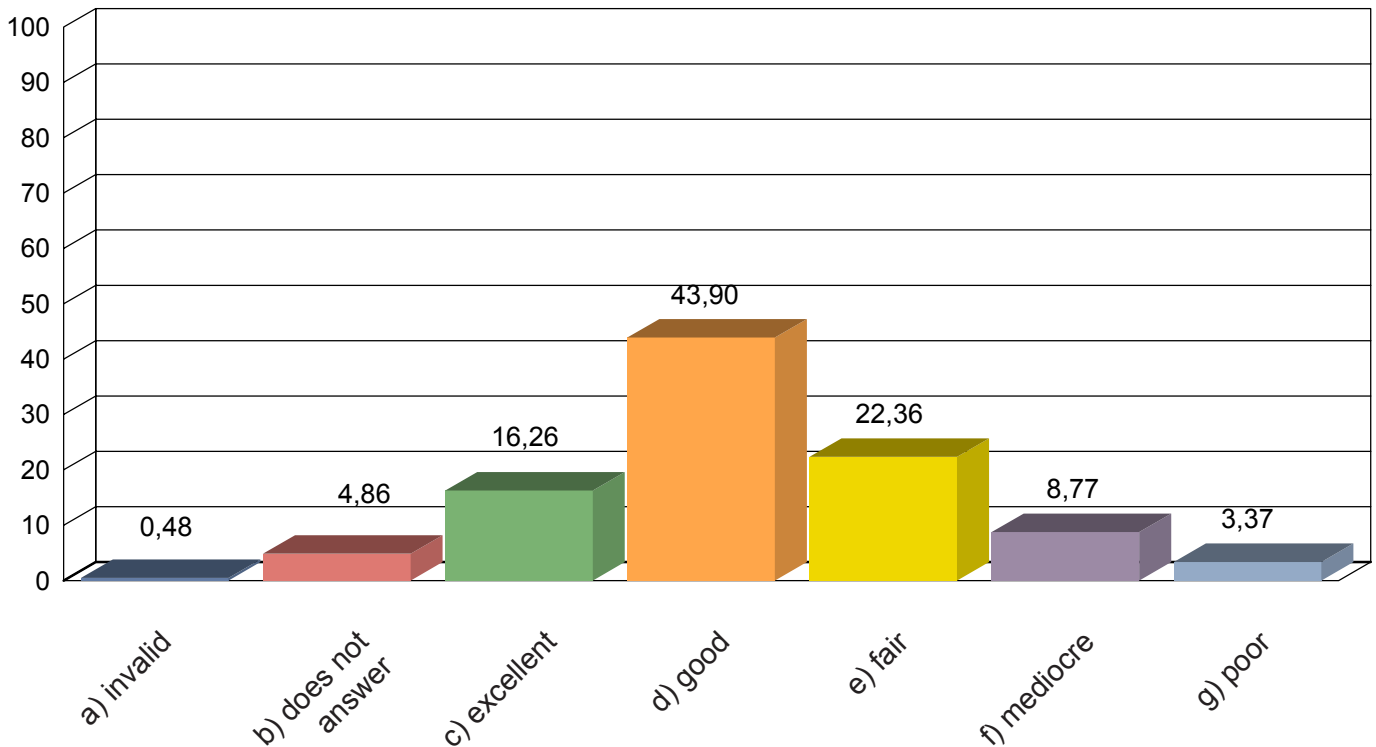


Routes: **RAILWAY** **June 2011**

23 Route frequency



24 Route travel time

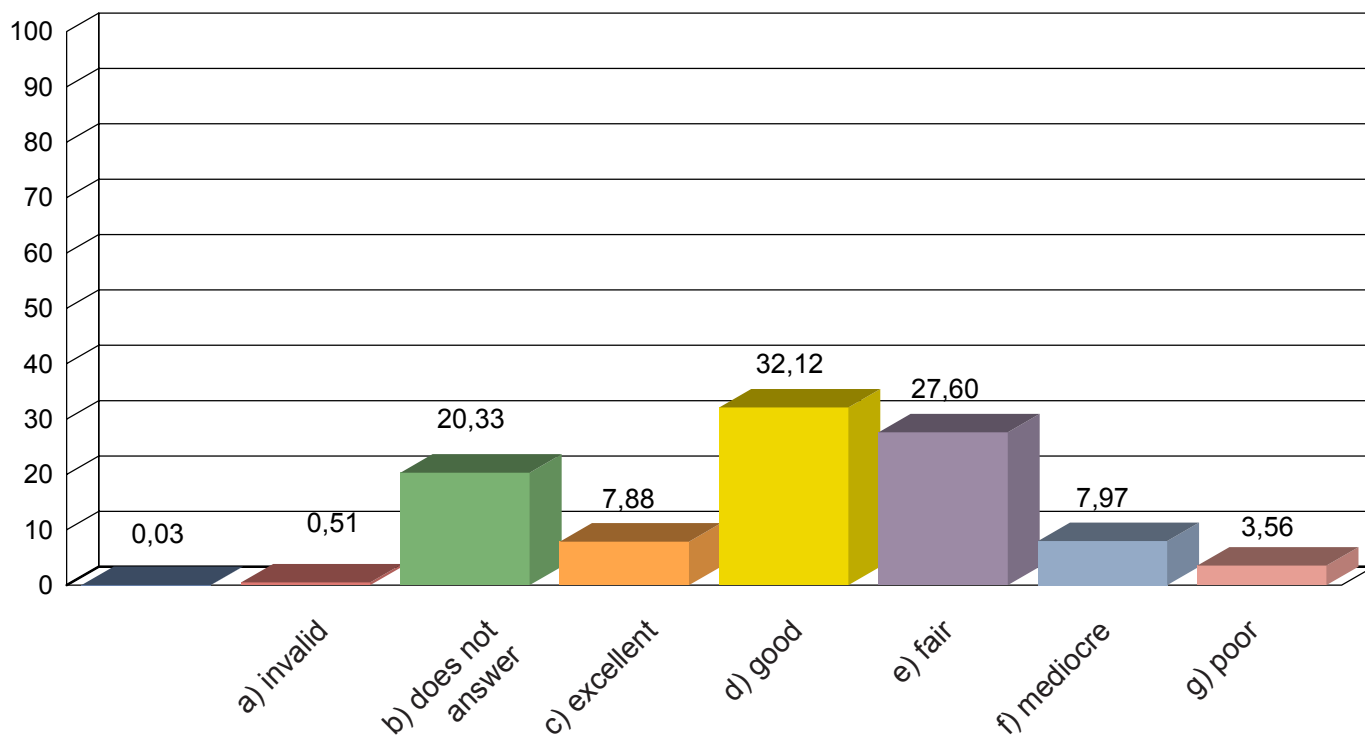


Railway Passenger Satisfaction Survey

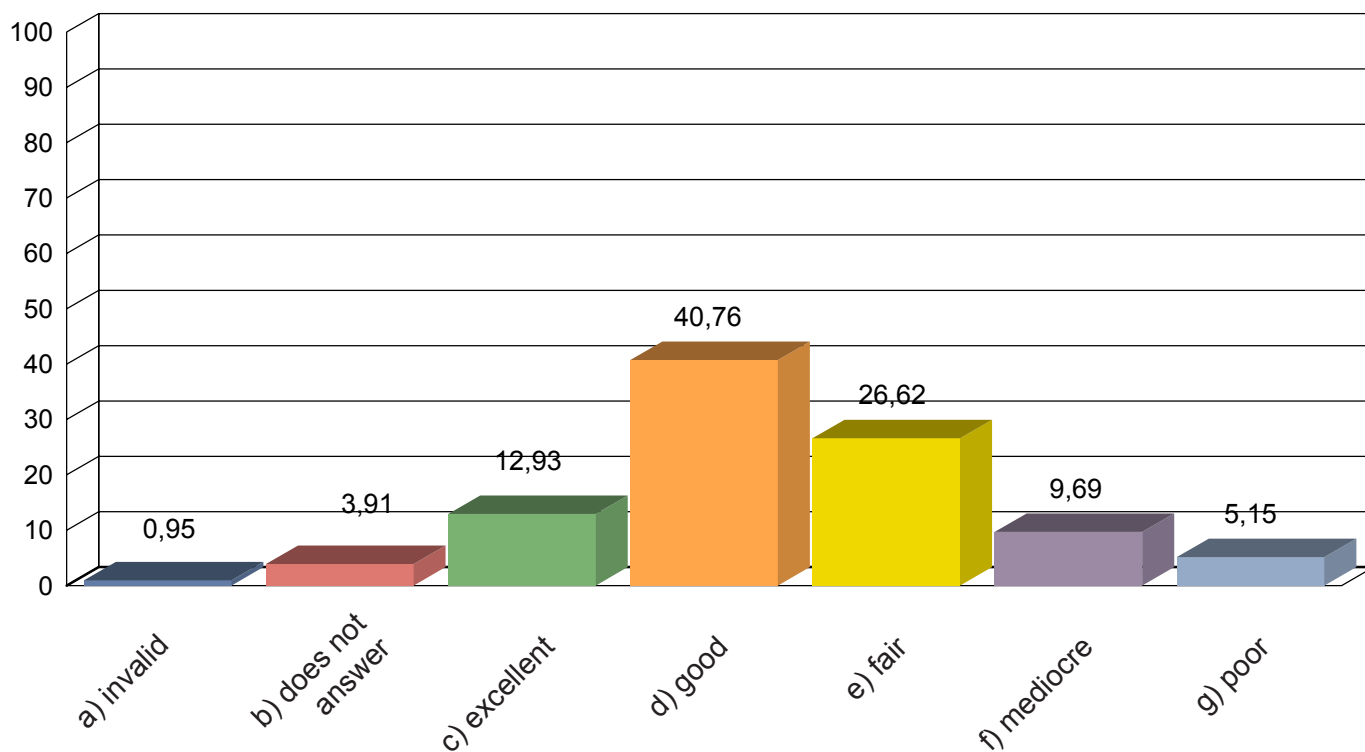


Routes: **RAILWAY** June 2011

25 Connection with other means of transport



26 Information at stops/stations

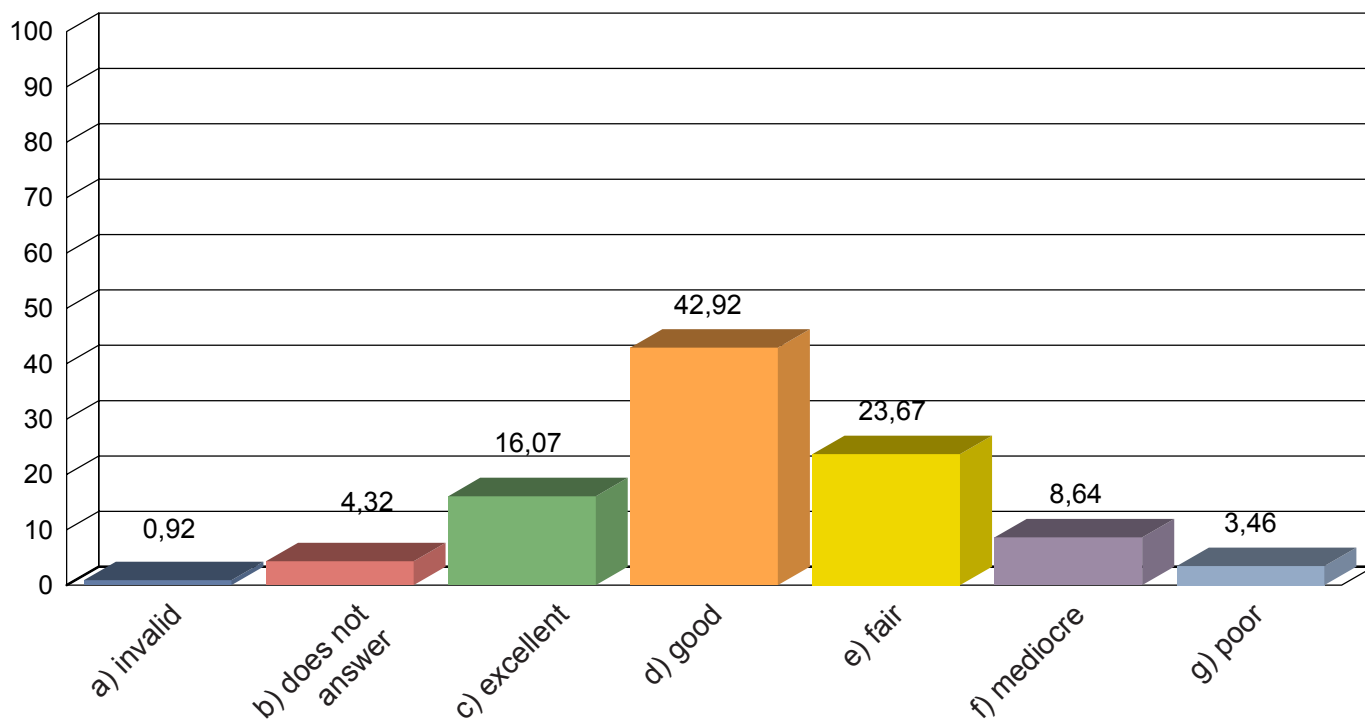


Railway Passenger Satisfaction Survey

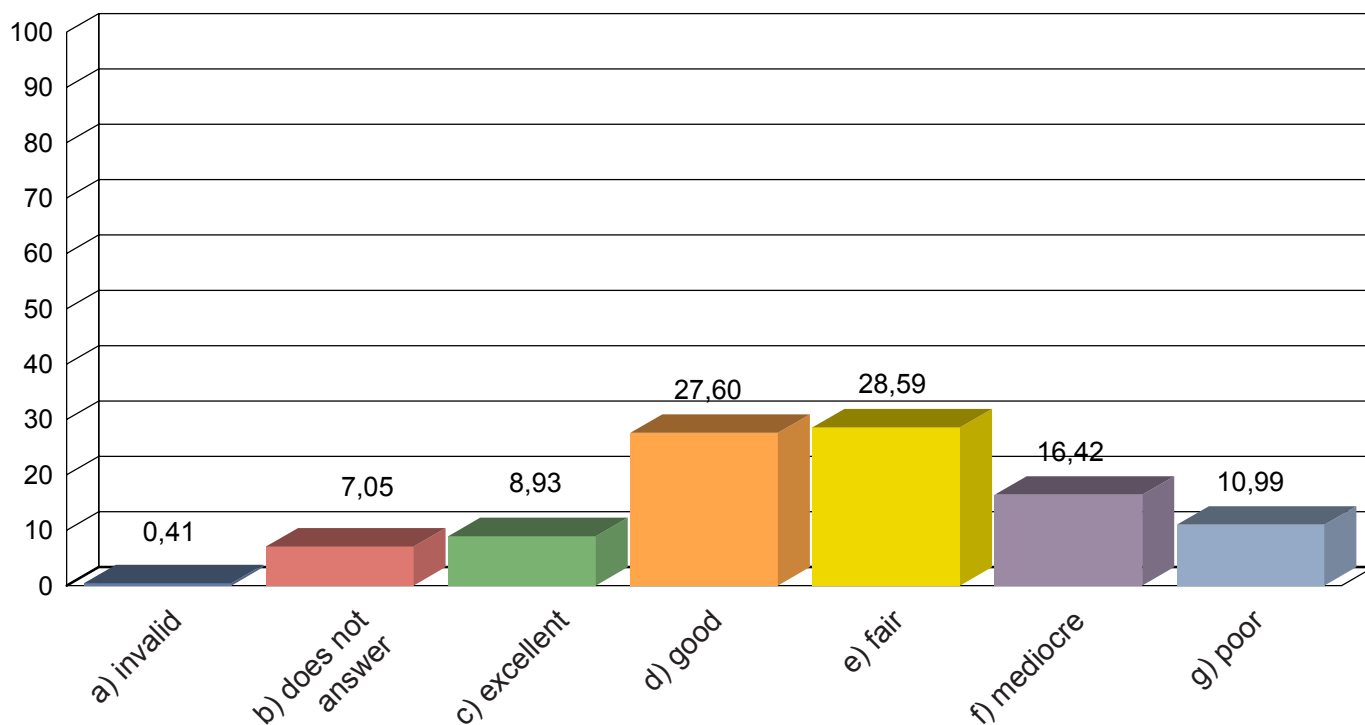


Routes: **RAILWAY** **June 2011**

27 Informations on board



28 Speed in providing information in case of inefficiency

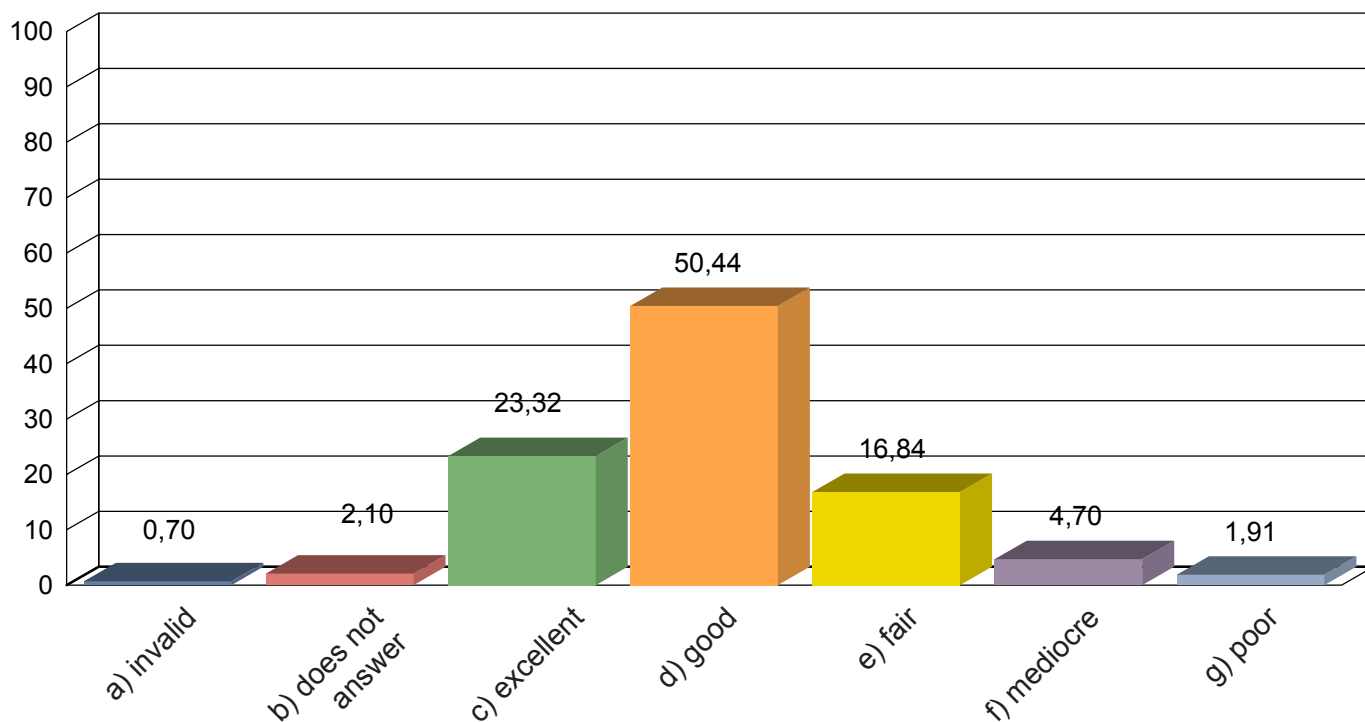


Railway Passenger Satisfaction Survey

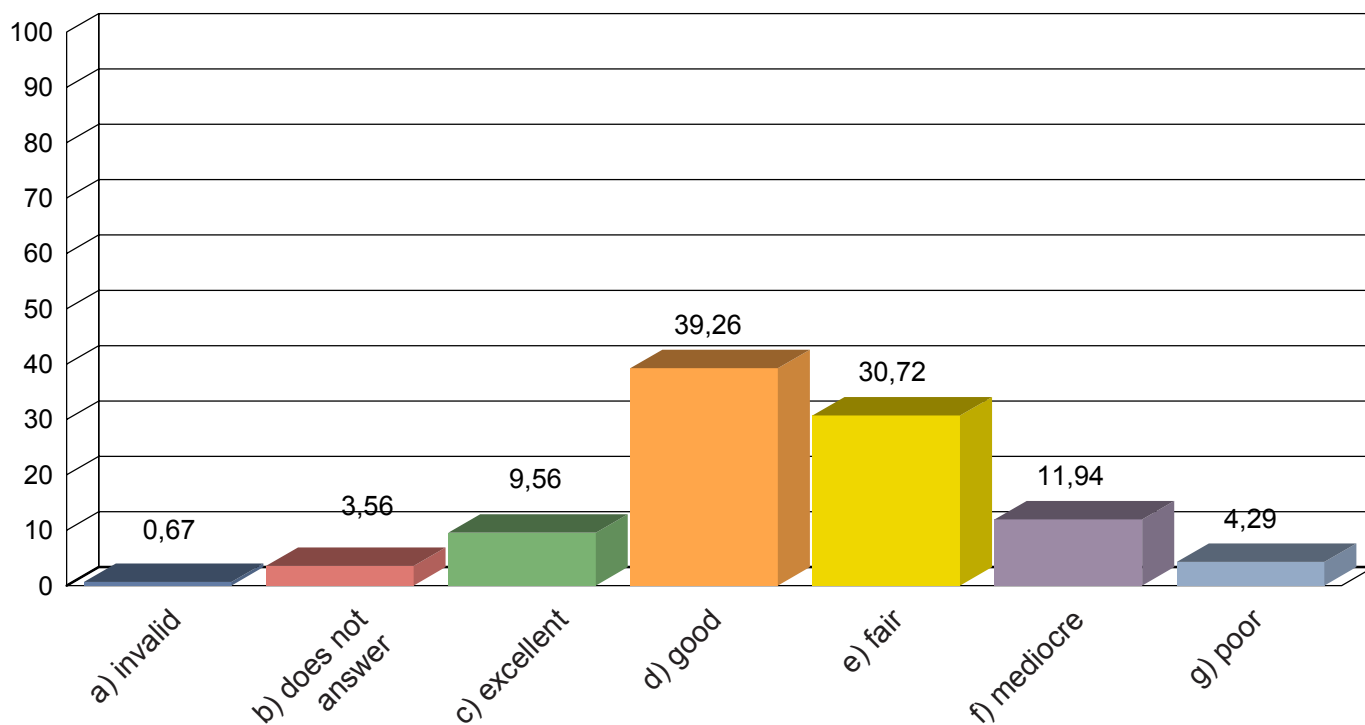


Routes: **RAILWAY** **June 2011**

29 Travel comfort



30 Comfort at the stops/stations

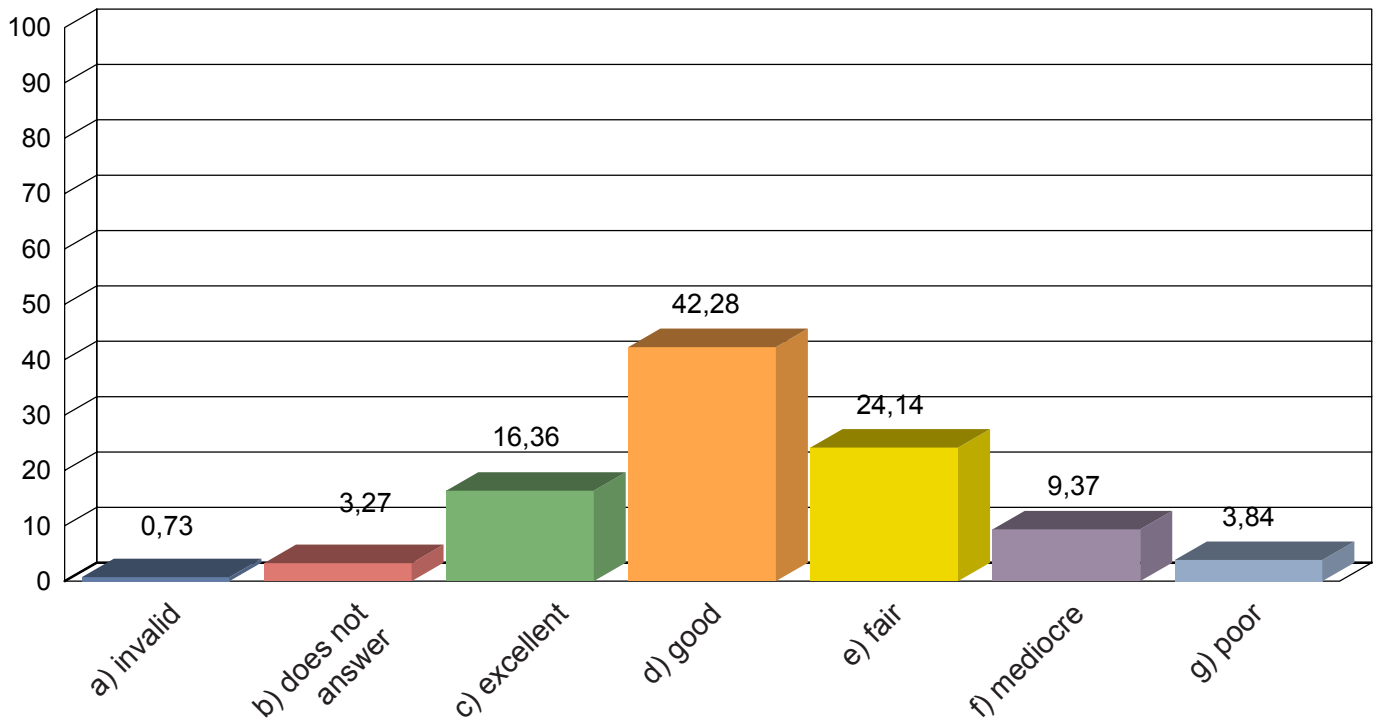


Railway Passenger Satisfaction Survey

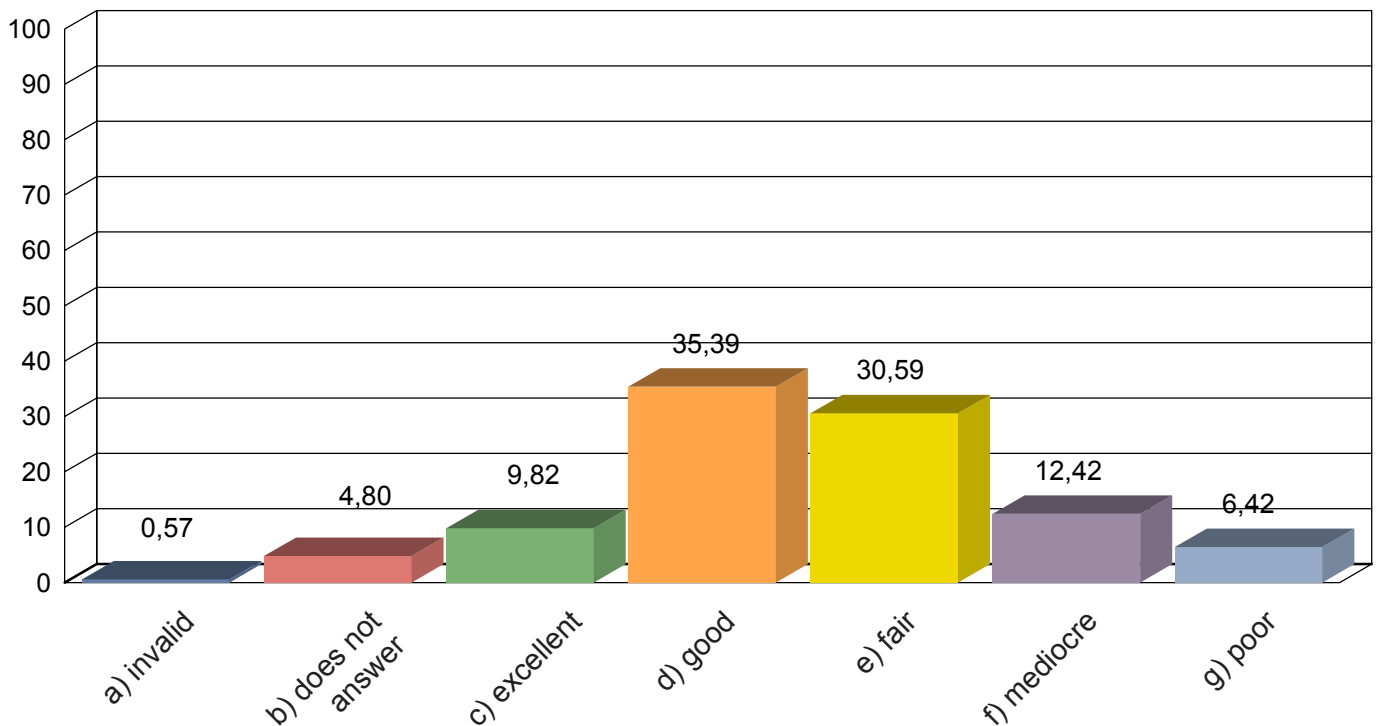


Routes: **RAILWAY** **June 2011**

31 Mean of transport cleaning



32 Railway room cleaning

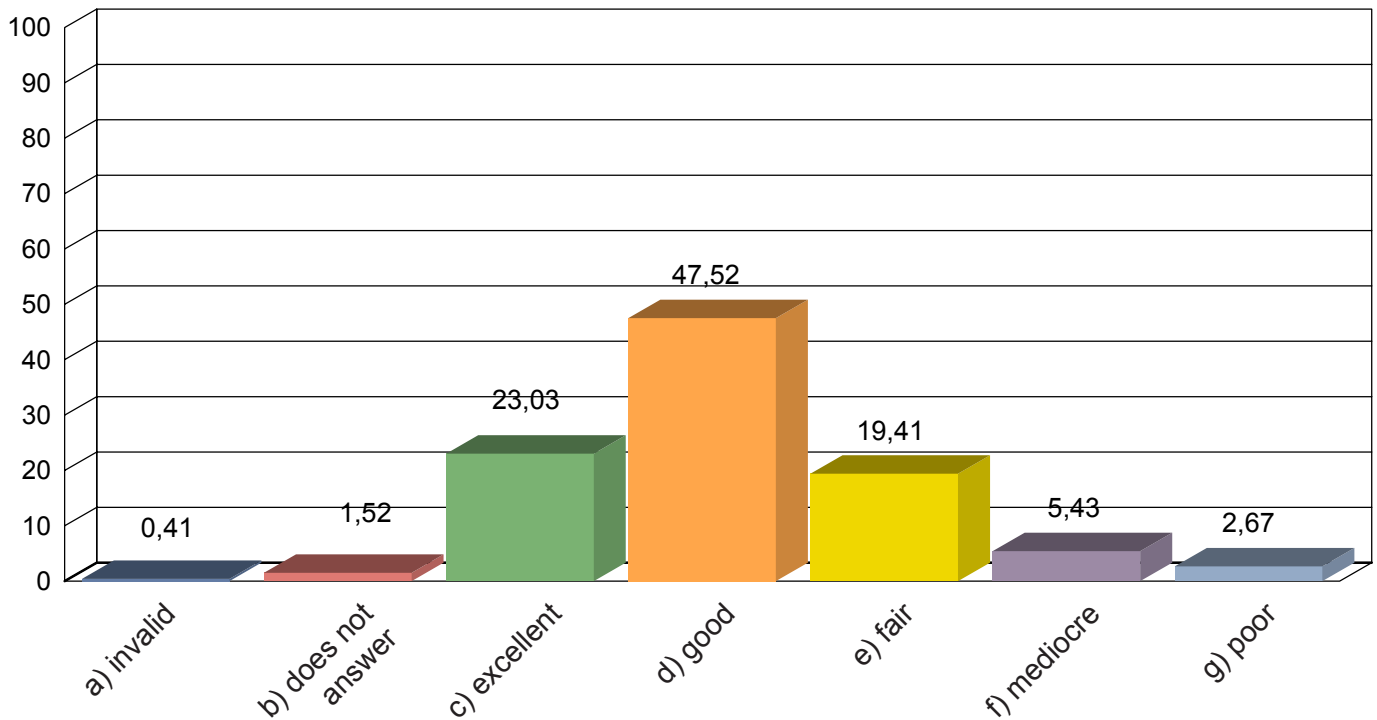


Railway Passenger Satisfaction Survey

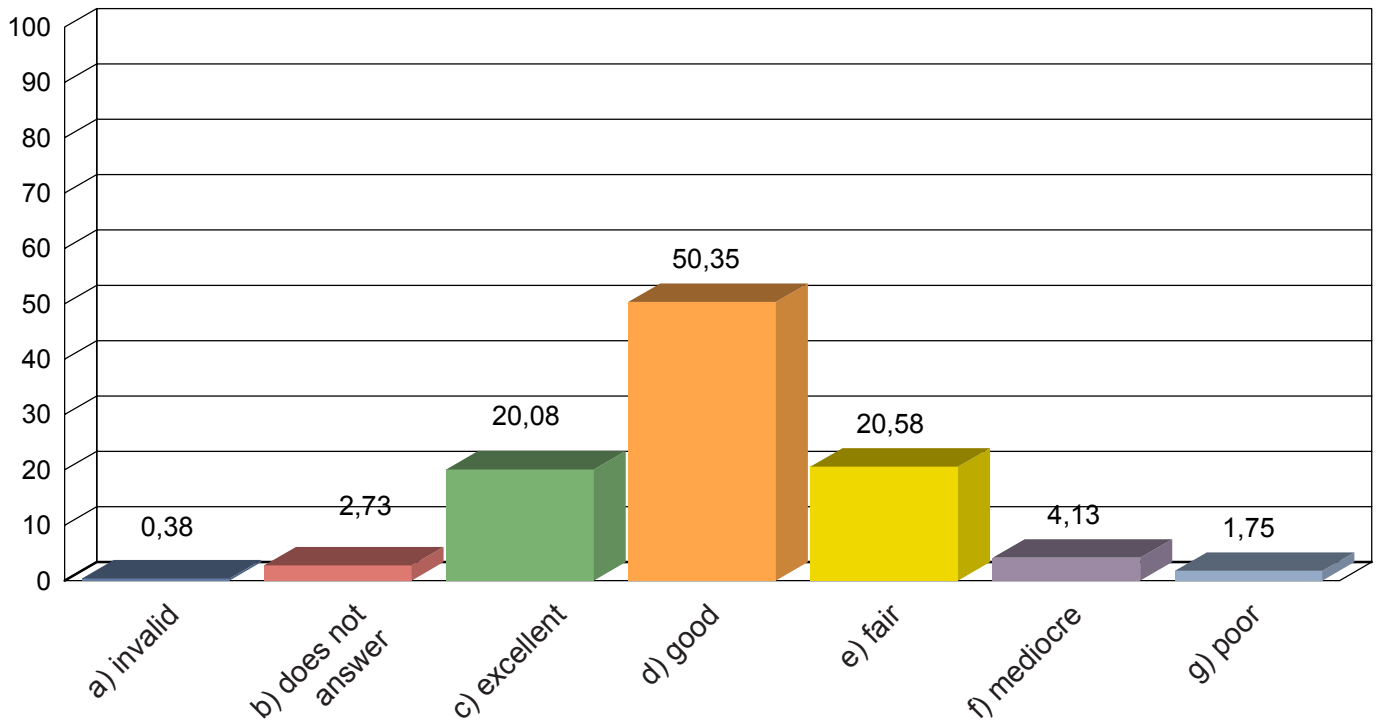


Routes: **RAILWAY** **June 2011**

33 Kindness / Helpfulness of the staff



34 Staff expertise

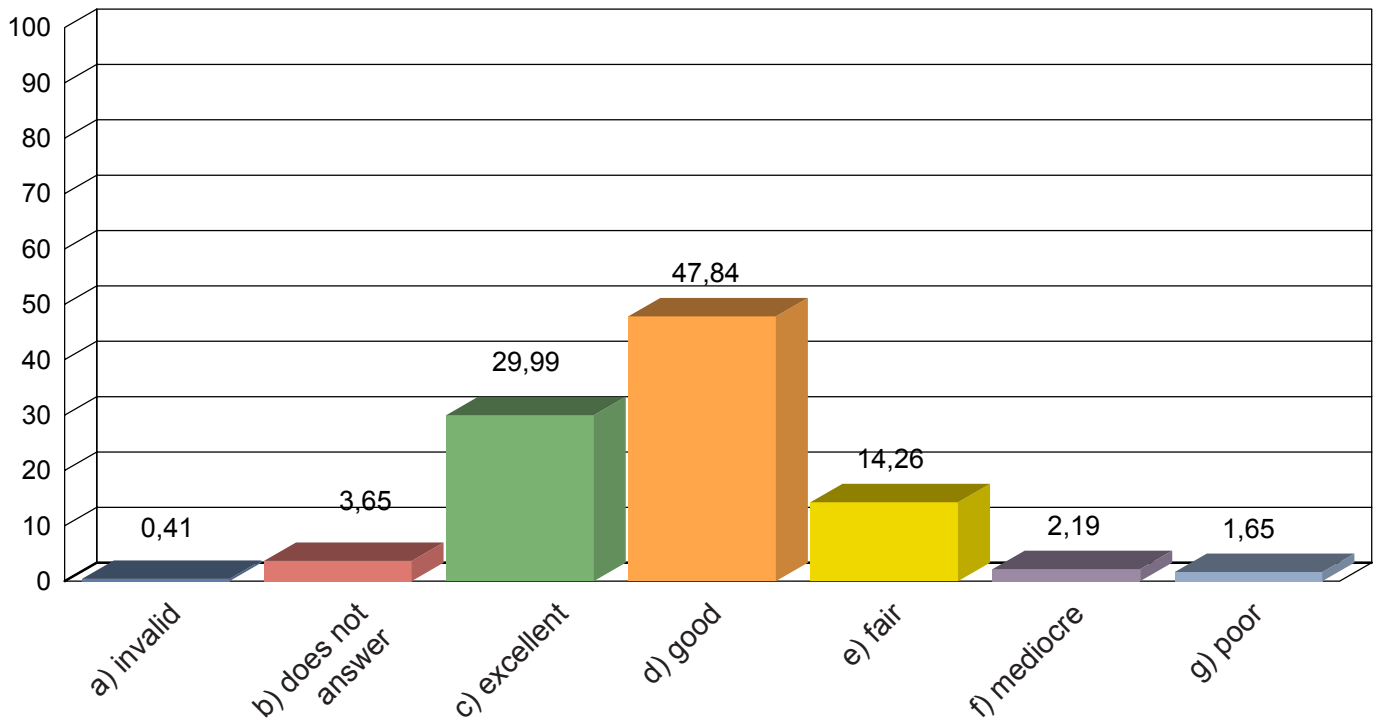


Railway Passenger Satisfaction Survey

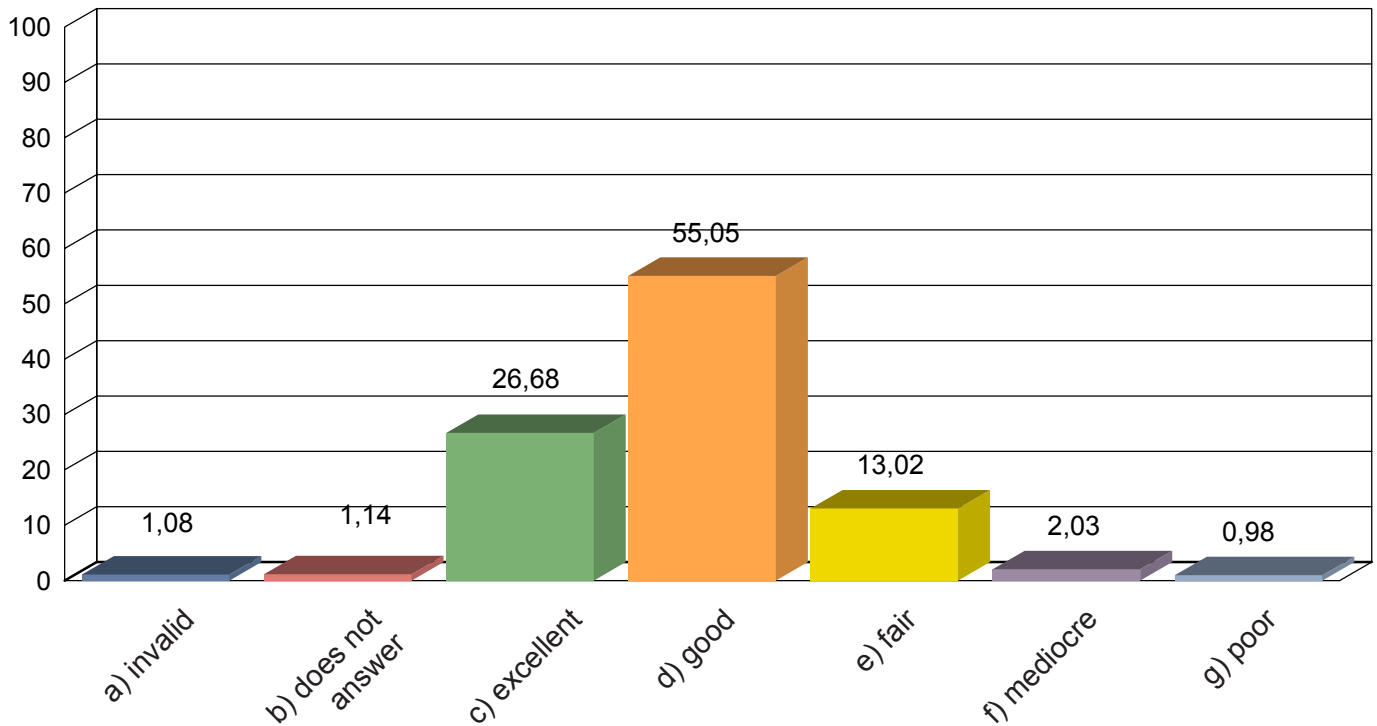


Routes: **RAILWAY** **June 2011**

35 Staff identification



36 Travel safety

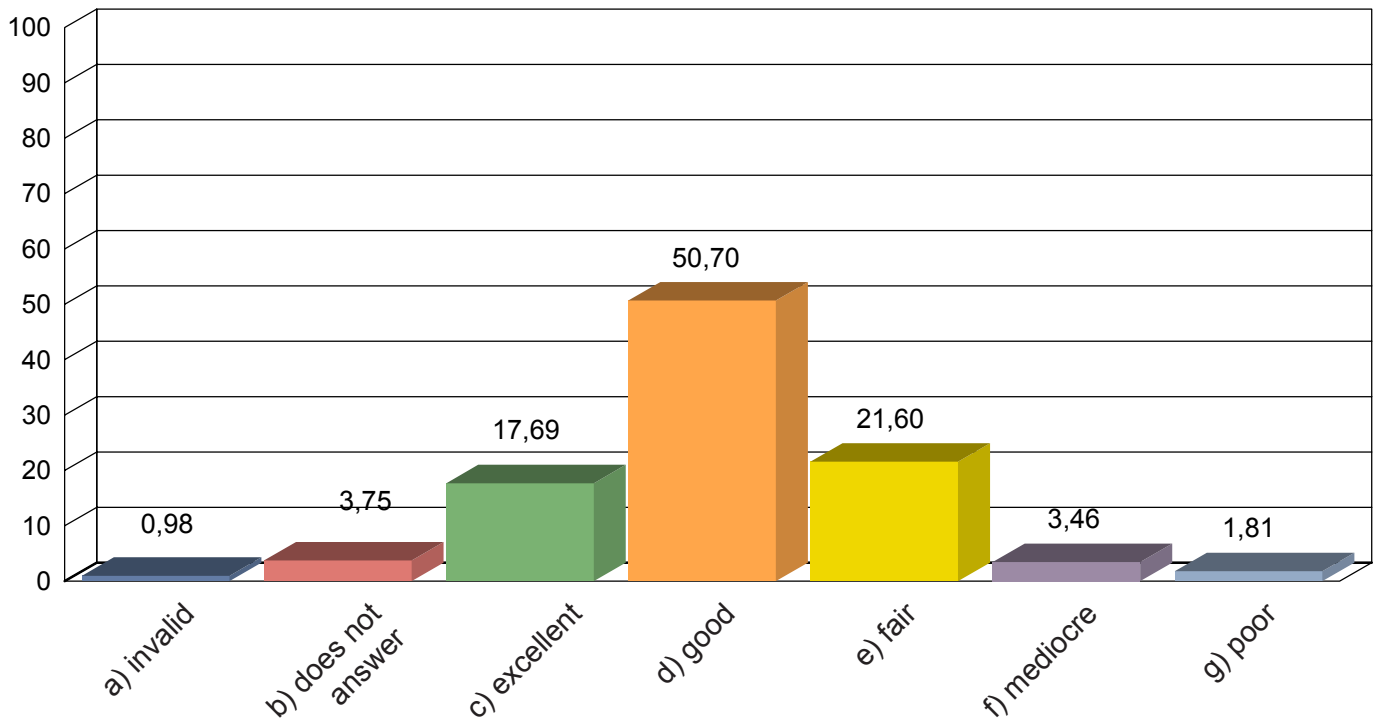


Railway Passenger Satisfaction Survey



Routes: **RAILWAY** **June 2011**

37 Personal and property safety



38 How would you judge the distribution of newspapers?

