



REGIONE AUTONOMA  
FRIULI VENEZIA GIULIA

## CUSTOMER SATISFACTION SURVEY 2022

Società soggetta a Direzione e Coordinamento della Regione F.V.G

Via Peschiera, 30 - 33100 UDINE - Tel. 0432 581844; Fax 0432 581883

E-mail: [info@ferrovieudinecivildale.it](mailto:info@ferrovieudinecivildale.it); Sito internet: [www.ferrovieudinecivildale.it](http://www.ferrovieudinecivildale.it)

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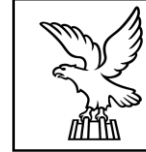
Dear Passenger,

in order to monitor our service quality, we kindly ask you to fill in these form and to give it back to our staff. You need to fill in every answer with a "X". In the last column we ask you to indicate the importance of every point from 1 to 6, where 1 means "not important" and 6 "very important". Thank you for your kind attention.

THE MANAGEMENT.

### F.0 - GENERAL INFORMATIONS - TRAVELER PROFILE

|    |  |   |
|----|--|---|
| 1  | <b>Country of residence:</b>                                       | <input type="text"/>  |
|    |  | age: <input type="text"/> gender: (M/F) <input type="text"/>  |
| 2  | <b>Job:</b>  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6<br>1 = self employed / manager; 2 = employee; 3 = unemployed;<br>4 = retired / housewife; 5 = student; 6 = other;   |
| 3  | <b>Purpose of your journey:</b>                                    | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5<br>1 = for job; 2 = study (secondary school); 3 = study (university, specialization training); 4 = tourism; 5 = other business (health services, public administration services ....);   |
| 4  | <b>Ticket:</b>   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6<br>1 = ticket MICOTRA-FUC;<br>2 = ticket Trenitalia;<br>3 = ticket ÖBB; 4 = weekly ticket MICOTRA-FUC;<br>5 = montly subscription MICOTRA-FUC; 6 = montly subscription Trenitalia   |
| 5  | <b>How often do you get this train?</b>                            | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6<br>1 = every working day; 2 = more than once a week; 3 = once a week;<br>4 = several times a month; 5 = a few times a year; 6 = occasionally;   |
| 6  | <b>Your complete journey:</b>                                      | departing place: <input type="text"/><br>final destination place: <input type="text"/><br>total duration of trip: <input type="text"/> h <input type="text"/> min   |
| 7  | <b>How do you arrive at the departure station?</b>                 | driving my own car <input type="checkbox"/> accompanied by car <input type="checkbox"/><br>in car pooling with other colleagues/students <input type="checkbox"/><br>by bus <input type="checkbox"/> by train <input type="checkbox"/> by taxi <input type="checkbox"/><br>by motorbike <input type="checkbox"/> by bike <input type="checkbox"/> on foot <input type="checkbox"/><br>bike sharing <input type="checkbox"/> |
| 8  | <b>How do you continue your journey from the arriving station?</b> | driving my own car <input type="checkbox"/> accompanied by car <input type="checkbox"/><br>in car pooling with other colleagues/students <input type="checkbox"/><br>by bus <input type="checkbox"/> by train <input type="checkbox"/> by taxi <input type="checkbox"/><br>by motorbike <input type="checkbox"/> by bike <input type="checkbox"/> on foot <input type="checkbox"/><br>bike sharing <input type="checkbox"/> |
| 9  | <b>Your return trip:</b>   | during the day <input type="checkbox"/> the day after <input type="checkbox"/> after more days <input type="checkbox"/><br><i>return by train:</i><br>by MICOTRA <input type="checkbox"/> by another train <input type="checkbox"/><br><i>return by other vehicle:</i><br>yes <input type="checkbox"/> which: <input type="text"/>  |
| 10 | <b>Train travel in group:</b>                                      | never/almost never <input type="checkbox"/> sometimes <input type="checkbox"/> often/always <input type="checkbox"/><br>by MICOTRA <input type="checkbox"/> by another train <input type="checkbox"/>   |



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### F.00 - BIKE + TRAIN, CYCLING, TOURISM

|    |   |   |                                      |  |   |   |                          |
|----|---|---|--------------------------------------|--|---|---|--------------------------|
| 1  | <b>Do you know MICOTRA bike transport service ?</b>   | YES <input type="checkbox"/> NO <input type="checkbox"/>        |                                      |  |   |   |                          |
| 2  | <b>Do you use the bike transport service ?</b>  | never   | I never have done but I'm interested | yes, sometimes                               | yes, often                                    | always  | another note             |
|    |   | <input type="checkbox"/>  | <input type="checkbox"/>             | <input type="checkbox"/>                     | <input type="checkbox"/>                      | <input type="checkbox"/>                              |                          |
| 3  | <b>If used, what is the typical duration of the outputs bike + train ?</b>  | roundtrip day   | two /three days                      | longer periods                               | another note                                  |   |                          |
|    |   | <input type="checkbox"/>  | <input type="checkbox"/>             | <input type="checkbox"/>                     |   |   |                          |
| 4  | <b>Are you satisfied with the bike transport service ?</b>  | very dissatisfied   | dissatisfied                         | just satisfied                               | satisfied                                     | very satisfied  | <b>Importance (1÷6)</b>  |
|    |   | <input type="checkbox"/>  | <input type="checkbox"/>             | <input type="checkbox"/>                     | <input type="checkbox"/>                      | <input type="checkbox"/>                              | <input type="checkbox"/> |
| 5  | <b>Accessibility to the stations (for bike)</b>   | <input type="checkbox"/>  | <input type="checkbox"/>             | <input type="checkbox"/>                     | <input type="checkbox"/>                      | <input type="checkbox"/>                              | <input type="checkbox"/> |
| 6  | <b>Further suggestion and remarks about bike transport on public transport</b>  |   |                                      |  |   |   |                          |
| 7  | <b>Suggestions for further bike services</b>  |   |                                      |  |   |   |                          |
| 8  | <b>Do you know Alpe Adria cycle path (cycle path connecting Salzburg to Grado) ?</b>  | I don't know it   | I know but still never used          | I used it                                    | I use in combination with Micotra             | I am interested                                       | another note             |
|    |   | <input type="checkbox"/>  | <input type="checkbox"/>             | <input type="checkbox"/>                     | <input type="checkbox"/>                      | <input type="checkbox"/>                              |                          |
| 9  | <b>Are you interested in the tourist destinations along the Alpe Adria cycle path and the MICOTRA route ?</b>   | I know them   | of interest                          | interest to make excursions / tours by train | interest to make excursions / tours with bike | interest to make excursions / tours with bike + train |                          |
|    |   | <input type="checkbox"/>  | <input type="checkbox"/>             | <input type="checkbox"/>                     | <input type="checkbox"/>                      | <input type="checkbox"/>                              |                          |
| 10 | <b>Have you ever used our train at events organized in Friuli Venezia Giulia or Austria (for example: Friuli Doc, Beer Festival in Villach...)</b>  | YES <input type="checkbox"/> NO <input type="checkbox"/> notes: |                                      |  |   |   |                          |
| 11 | <b>Interest to cycling offer "packages"</b><br>interest in purchase packages of integrated services for cycling (transport, rental, accomodation, entrance tickets to tourist resources and/or event) | YES <input type="checkbox"/> NO <input type="checkbox"/> notes: |                                      |  |   |   |                          |
| 12 | <b>Bike sharing, bike rent in the stations:</b>   | very interested   | quite interested                     | not interested                               | notes: locality where you would like service  |   |                          |
|    |   | <input type="checkbox"/>  | <input type="checkbox"/>             | <input type="checkbox"/>                     |   |   |                          |



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| F.1 - COMFORT   | very bad                 | insufficient             | just sufficient          | good                     | excellent                | Importance (1÷6)         |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 How do you find the availability of seats on board ?                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 How is the <i>outside</i> cleaning of the means ?                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 How is the <i>internal</i> cleaning of the means ?                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 How do you evaluate the service of issuing tickets on board?              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 Assess the equipment on board of the train                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 How is the temperature on board ?   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 How do you find the accessibility to the train? (getting on/off, etc....) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 Overall, how to evaluate the comfort aboard our train?                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| F. 2 - TIME  | very bad                 | insufficient             | just sufficient          | good                     | excellent                | Importance (1÷6)         |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 How do you find the train punctuality?                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 Do you find the timetable suitable to your mobility needs? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 How do you find the train frequency?                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| F. 3 - INFORMATION  | very bad                     | insufficient             | just sufficient             | good                     | excellent                | Importance (1÷6)         |
|---|------------------------------|--------------------------|-----------------------------|--------------------------|--------------------------|--------------------------|
| 1 How do you find the information provided at the station? (timetable, opening time of the ticket office, useful numbers...)                | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 How do you find the information provided on board of Mi.Co.Tra?   | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 How do you find our staff willingness in providing information?   | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 Is the provided information clear and exhaustive?   | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 Do you know our internet website <a href="http://www.ferrovieudinecividale.it">www.ferrovieudinecividale.it</a> and our customer service? | YES <input type="checkbox"/> |                          | NO <input type="checkbox"/> |                          |                          |                          |
| 6 If yes, are you satisfied with the information provided?  | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 How do you find the information provided in case of cancelled trains, strikes and delays?   | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 How do you find the information provided in case of damage to the train/line?   | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| F.4 - ACCESSIBILITY AND CUSTOMER CARE  | very bad                     | insufficient             | just sufficient             | good                     | excellent                | Importance (1÷6)         |
|--|------------------------------|--------------------------|-----------------------------|--------------------------|--------------------------|--------------------------|
| 1 How do you assess the accessibility to the service ( proximity of the station to housing, work , etc . ) ? | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 How do you find the willingness and kindness of our customer service?                                      | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 How do you find the willingness and kindness of our train staff?   | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 Is our staff easily recognizable? (uniform, personal card...)  | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 Did you never addressed to our customer service for complaints or reports ?                                | YES <input type="checkbox"/> |                          | NO <input type="checkbox"/> |                          |                          |                          |
| 6 Did you get a quick answer to your complaints and suggestions?   | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| F.5 - SAFETY AND ENVIRONMENT  | very bad                 | insufficient             | just sufficient          | good                     | excellent                | Importance (1÷6)         |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 Do you feel safe regarding thefts, harassments, assaults?   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 How do you consider the Company's adoption of environmentally friendly measures (for example, the offer of the bike transport service, to promote a greater use of the train than the car)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

## OBSERVATIONS AND PROPOSALS