


Il treno delle lingue
Il Tren des langues
The Train of languages
Der Zug der Sprachen
Vlak Jazykov

MICOTRA
MISCHLANDUNG COLLEGAMENTI TRANSFRONTALIERI



REGIONE AUTONOMA
FRIULI VENEZIA GIULIA

CUSTOMER SATISFACTION SURVEY
2024

Pagina 1 di 3

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@ferrovieudineciviale.it; Sito internet: www.ferrovieudineciviale.it

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 Country of residence:	<div></div> <div>age: <div></div> gender: (M/F) <div></div></div>
2 Job:	<div><div>1</div><div>2</div><div>3</div><div>4</div><div>5</div><div>6</div></div> <div>1 = self employed / manager; 2 = employee; 3 = unemployed; 4 = retired / housewife; 5 = student; 6 = other;</div>
3 Purpose of your journey:	<div><div>1</div><div>2</div><div>3</div><div>4</div><div>5</div></div> <div>1 = for job; 2 = study (secondary school); 3 = study (university, specialization training); 4 = tourism; 5 = other business (health services, public administration services);</div>
4 Ticket:	<div><div>1</div><div>2</div><div>3</div><div>4</div><div>5</div><div>6</div></div> <div>1 = ticket MICOTRA-FUC; 2 = ticket Trenitalia; 3 = ticket ÖBB; 4 = weekly ticket MICOTRA-FUC; 5 = montly subscription MICOTRA-FUC; 6 = montly subscription Trenitalia</div>
5 How often do you get this train?	<div><div>1</div><div>2</div><div>3</div><div>4</div><div>5</div><div>6</div></div> <div>1 = every working day; 2 = more than once a week; 3 = once a week; 4 = several times a month; 5 = a few times a year; 6 = occasionally;</div>
6 Your complete journey:	<div>departing place: <div></div></div> <div>final destination place <div></div></div>

F.00 - BIKE + TRAIN, CYCLING, TOURISM													
1 Do you know MICOTRA bike transport service ?	YES <input type="checkbox"/> NO <input type="checkbox"/>												
2 Do you use the bike transport service ?	<table><tr><td>never</td><td>I never have done but I'm interested</td><td>yes, sometimes</td><td>yes, often</td><td>always</td><td>another note</td></tr><tr><td><div></div></td><td><div></div></td><td><div></div></td><td><div></div></td><td><div></div></td><td></td></tr></table>	never	I never have done but I'm interested	yes, sometimes	yes, often	always	another note	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	
never	I never have done but I'm interested	yes, sometimes	yes, often	always	another note								
<div></div>	<div></div>	<div></div>	<div></div>	<div></div>									
3 If used, what is the typical duration of the outputs bike + train ?	<table><tr><td>roundtrip day</td><td>two /three days</td><td>longer periods</td><td colspan="3">another note</td></tr><tr><td><div></div></td><td><div></div></td><td><div></div></td><td colspan="3"></td></tr></table>	roundtrip day	two /three days	longer periods	another note			<div></div>	<div></div>	<div></div>			
roundtrip day	two /three days	longer periods	another note										
<div></div>	<div></div>	<div></div>											
4 Are you satisfied with the bike transport service ?	<table><tr><td>very dissatisfied</td><td>dissatisfied</td><td>just satisfied</td><td>satisfied</td><td>very satisfied</td><td>Importance (1÷6)</td></tr><tr><td><div></div></td><td><div></div></td><td><div></div></td><td><div></div></td><td><div></div></td><td><div></div></td></tr></table>	very dissatisfied	dissatisfied	just satisfied	satisfied	very satisfied	Importance (1÷6)	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
very dissatisfied	dissatisfied	just satisfied	satisfied	very satisfied	Importance (1÷6)								
<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>								
5 Accessibility to the stations (for bike)	<table><tr><td><div></div></td><td><div></div></td><td><div></div></td><td><div></div></td><td><div></div></td><td><div></div></td></tr></table>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>						
<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>								
6 Further suggestion and remarks about bike transport on public transport													
7 Suggestions for further bike services													
8 Do you know Alpe Adria cycle path (cycle path connecting Salzburg to Grado) ?	<table><tr><td>I don't know it</td><td>I know but still never used</td><td>I used it</td><td>I use in combination with Micotra</td><td>I am interested</td><td>another note</td></tr><tr><td><div></div></td><td><div></div></td><td><div></div></td><td><div></div></td><td><div></div></td><td></td></tr></table>	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	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	
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THE MANAGEMENT.

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 www.ferrovieudinecividale.it 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