



Customer Satisfaction Survey on Local Public Transport (LPT) road services in Calabria

This questionnaire, proposed by the Calabria Region in collaboration with local public transport operators in Calabria, aims to assess users' level of satisfaction with Local Public Transport (LPT) services operated by bus. Data will be collected anonymously.

PERSONAL INFORMATION

Gender: *

☐ Male	☐ Female
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Age group: *

☐ Up to 18 years	☐ 19 to 29 years	☐ 30 to 50 years	☐ 51 to 65 years	☐ Over 65 years
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Education level (indicate highest qualification obtained): *

☐ Primary school / no qualification	☐ Middle school	☐ Upper secondary diploma	☐ University degree	☐ Master or other postgraduate qualification
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Occupation: *

☐ Student	☐ Employee	☐ Worker	☐ Self-employed professional	☐ Teacher
☐ Unemployed / not employed	☐ Retired	☐ Craftsperson / shopkeeper	☐ Homemaker	☐ Other

TRAVEL CHARACTERISTICS

Reason for travel: *

☐ Work	☐ Study (school / university)	☐ Health	☐ Leisure / tourism	☐ Other reasons
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Frequency of LPT use: *

☐ Every day or almost every day	☐ All weekdays or almost all	☐ Only Saturdays and public holidays	☐ A few times (about 2/3) per week	☐ A few times (about 2/5) per month
☐ A few times (about 5/20) per year	☐ Rarely (less than 5 times per year)	☐	☐	☐

* Please select only one answer for each question

TO BE COMPLETED BY THE LOCAL PUBLIC TRANSPORT OPERATOR (after the interview)

Interviewer	First name: _____	Last name: _____
Date: _____	Bus (registration no.): _____	Regional route: _____



SERVICE QUALITY

Thinking about today's journey or another journey on the same route in the recent period (last six months), answer the following questions by selecting one score, where 1 means "completely dissatisfied", 6 means "adequate/sufficient" and 10 means "excellent".

PUNCTUALITY

How do you rate compliance with scheduled departure and arrival times?	1	2	3	4	5	6	7	8	9	10
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REGULARITY

How do you rate the regularity of the service (i.e. the occurrence of any service cancellations)?	1	2	3	4	5	6	7	8	9	10
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CLEANLINESS

How do you rate the cleanliness of the transport vehicle?	1	2	3	4	5	6	7	8	9	10
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COMFORT

How do you rate the transport vehicle in terms of comfort?	1	2	3	4	5	6	7	8	9	10
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SAFETY (risk of being a victim of intentional crime)

How do you rate safety on board the transport vehicle?	1	2	3	4	5	6	7	8	9	10
How do you rate safety at the stop?	1	2	3	4	5	6	7	8	9	10

PASSENGER INFORMATION

How do you rate the information available on service timetables?	1	2	3	4	5	6	7	8	9	10
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SALES CHANNELS

How do you rate the ease of purchasing travel tickets?	1	2	3	4	5	6	7	8	9	10
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ACCESSIBILITY FOR PASSENGERS WITH REDUCED MOBILITY

(ONLY for users with disabilities)

How do you rate the service in terms of ease of access to the transport vehicle?	1	2	3	4	5	6	7	8	9	10
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COMPLAINTS (ONLY for users who submitted complaints in the last six months)

How do you rate the response received to the complaints submitted?	1	2	3	4	5	6	7	8	9	10
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SUGGESTIONS AND NOTES
