Deliverable T1.3.2 «Users need surveys & experts opinion capturing»

FINAL REPORT

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1. Introduction

1.1 Work package 1; "Setting the scene for intermodality enhancement and rail reform in ADRION"

The first technical WP of Inter-Connect project, consisting of 3 activities, aims to capitalize on the existing knowledge in passengers' intermodal transportation and rail use deriving from policy documents and strategies (regional/national/transnational) search as well as from international real cases experience (best practices) review. WPT1 continuous with the formulation of ADRION's transnational connectivity map; starting from an in depth analysis of transnational transport flows (demand) and supply analysis and continuing with users' needs and expectations analysis along with experts opinion capturing procedures, future scenarios for ADRION's connectivity are developed (2020,2030 time horizons). Existing investments and plans for ADRION's interconnection will be taken into account during the scenarios formulation phase in order to maximize projects effects and mainstream its activities into transnational policies. RDA LUR (SL), having to present a considerable experience coming from its participation in a number of projects dealing with sustainable transport interventions ranging from the macro perspective of TEN-T corridors to regional/local projects, leads WPT1 which has as a final output the development of a strong network structure; Inter-Connect's cooperation platform, an extended list of stakeholders at all three levels in transportation examination (local/regional, national, transnational) supporting project's objectives. The bases of platform's development are placed in WPT1, transnational stakeholders are engaged and regional – national stakeholders are identified (thereinafter engaged in WPT2). The current and future situation in ADRION's connectivity, in terms of intermodality Public Transport (PuT) and rail based, as resulted from WPT1 will feed the Roadmap formulation of WPT3, consisting simultaneously a core input to the "Intermodality understanding tool" of Act. 3.3 (part of the capacity building toolkit).

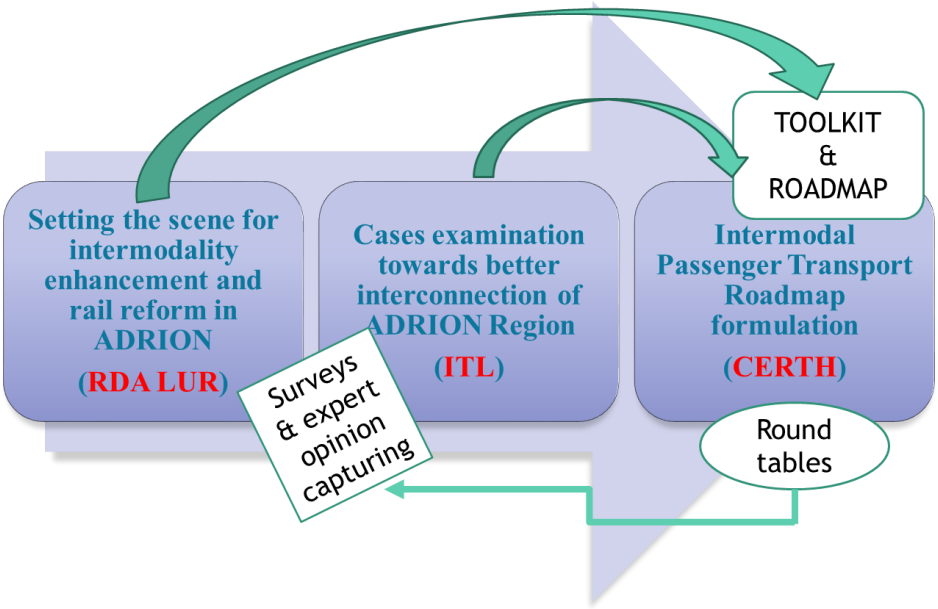

Figure 1: The technical work packages of Inter-Connect project and liaison points

The review of the policies and strategies aiming to strengthen intermodal and rail transport along with the best practices report are two outputs that can be used by every interested body across Europe since

they are the apothegm of a generalized research study not focusing only in ADRION area. As for the methodology for demand and supply analysis determining the current and future connectivity of ADRION, this can be also used to gain a common understanding for other areas too (generalized methods to analyze passengers' connectivity). Instructions on how to plan and execute users' and experts' surveys are also provided as general principles for opinion capturing mechanisms. Finally, stakeholders' identification steps and the respective engagement strategy used for the formulation of Inter-Connect's Cooperation Platform are useful tools to be used by other cases too (either addressing transport issues or projects on other fields as well).

The major output of the first technical WP is the action plan on strengthening intermodal passenger transportation for achieving better (and low carbon) connectivity in ADRION Region. The action plan is basically recommendations regarding intermodal transport interventions that can guarantee upgraded environmental performance. The recommendations will come as a result of the understanding of transport policies at European level, the respective adoption rate at national, regional and local level and the needs as expressed by experts and real transport systems users, thus travellers.

1.2 Activity 1.3; "ADRION transnational connectivity"

Act.1.3 consists of all necessary actions to formulate ADRION's current&future connectivity map; • Quantitative/qualitative analysis of transnational demand and supply under an intermodal perspective – current ADRION's interconnectivity • Scenarios (2020,2030) for the future of ADRION's connectivity • User needs & experts' opinions capturing feeding current & future ADRION's connectivity map WPT1 closes with the definition/engagement of stakeholders at transnational level to participate in Inter-Connect's Cooperation Platform, a wide forum of key actors involved directly & indirectly in mobility that supports project's results sustainability (based on a sound engagement strategy). Through best practices experience, the partnership will also define regional/national actors to be involved in the Platform (engaged in WP2). The Cooperation Platform has started being formulated already from proposal phase with 24 bodies supporting project's implementation (LoS and associated). The signing of an MoU among the partners, the associated partners and the supporting bodies as well as with the identified-engaged stakeholders (with transnational role) will launch the fruitful cooperation for improving intermodality in ADRION. Later, during the WPT2, the MoU will be enhanced with the regional - national and local engaged stakeholders that expresses their commitment in Inter-Connect's goals.

The goals of activity 1.3, served by 4 deliverables (Table 1), can be summarized at the following;

Table 1: Activity 1.3 deliverables

Deliverable	Short description
Deliverable T1.3.1 Demand and Supply analysis of current situation in ADRION	The report presents the analysis of ADRION transport demand and supply (quantitative/qualitative technical analyses of transnational flows) defining in this way region's intermodal reference network (operational positioning of hubs).
Deliverable T1.3.2 Users need surveys & experts opinion capturing	The current deliverable presents the analysis of the users' needs and experts' opinions for higher interconnectivity & accessibility at transnational level in an intermodal perspective with a special focus on PuT and rail. The deliverable is highly linked to the DT2.1.1 where mobility needs at local level are presented, however, the presentation of the results is divided into two deliverables that serve the scope of each technical WP; the first one refers to the ADRION as a whole, the second goes deeper in local needs and the 3rd presents the complementary and continuity of proposed interventions at the two levels (ROADMAP).
Deliverable T1.3.3 Future scenarios development for ADRION's connectivity	Report with the analysis of intermodal (PuT and rail based) transport scenarios (2020,2030 horizons) as derived through the examination of the captive/generating traffic poles in ADRION.
Deliverable T1.3.4	A living document describing platform's objectives, the engagement procedure to attract members'

Cooperation Platform	support, its members, the main discussion topics and the results of their activities. The current deliverable and in order to guarantee the well-cooperation and commitment among involved parties, will be accompanied with an MoU signed among them.

* Cases understanding & clustering
* Transport demand and supply data collection
    * User needs & experts' opinions capturing – surveys and interviews
    * Desktop survey
* Quantitative/qualitative analysis of transnational demand and supply under an intermodal perspective – current ADRION's interconnectivity
* Formulation of Scenarios (2020,2030) for the future of ADRION's connectivity
* ADRION's transnational connectivity map development
* Inter-Connect's Cooperation Platform formulation – MoUs signing

1.3 Deliverable T1.3.2 "Users need surveys & experts opinion capturing"

Deliverable 1.3.2, entitled "Users need surveys & experts opinion capturing", presents the analysis of the users' needs and experts' opinions for higher interconnectivity & accessibility at transnational level in an intermodal perspective with a special focus on PuT, maritime and rail based. The deliverable is highly linked to the DT2.1.1 where mobility needs at local level are presented, however, the presentation of the results is divided into two deliverables that serve the scope of each technical WP; the first one refers to the ADRION as a whole, the second goes deeper in local needs and the 3rd presents the complementary and continuity of proposed interventions at the two levels (ROADMAP).

For capturing travellers' view, a two-session survey is scheduled; the first session aims to collect input for the assessment of the transnational connectivity among ADRION countries (ANNEX I) while the second aims to facilitate cases examination. Furthermore, the 1st dissemination events to be held in each Inter-Connect case will add on the deepening on users' (travellers') perception for the current and future of ADRION's connectivity and sustainability.

From the other hand, the 1st Round table and the face-to-face discussions with stakeholders directly and indirectly involved in passengers' transportation in ADRION will serve experts'opinion capturing on the main strengths and threats of intermodality promotion in the area.

The remainder of the deliverable presents the results of the surveys and the meetings with the stakeholders.

2. Capturing travellers' needs and opinions for ADRION's transnational connectivity

For identifying real users' (travellers) view and perception, a transnational survey is organized. ANNEX I presents the 4 subparts of the questionnaire (personal data, trip diary, satisfaction of the transport mode used and Stated Preference survey).

The first 3 subparts are common for all cases, while the stated preference part is case-to-case tailored.

Based on the preliminary flow analysis (Del. 1.3.1) and the realization that the touristic flow among Inter-Connect cases catchment areas are very limited, the following instructions were given to the partners;

1. Surveys should ideally take place – equally distributed - at transport terminals (ports, international bus stations, airports, railway stations) and hotels (to capture road users) are very useful and necessary in order to understand the current trips puzzle and to identify needs and satisfaction from the used transport mode – SO SURVEYS AT REAL TRAVELLERS are the first target of this survey
2. Given the limited current demand and budget restrictions, a minimum number of 100 travellers travelling to/from the rest Inter-Connect cases was set, for example for Igoumenitsa the minimum numbers are:

100 Croatian travellers
100 Italian travellers
100 Slovenian travellers
100 Albanian travellers
100 Montenegrin travellers
100 Serbian travellers

3. Since latent demand may exist and in the cases that real travellers from-to specific pairs are not found, the remainder sample (per pair) should be complemented with hypothetical stated preference surveys to local inhabitants. In the same example of Igoumenitsa:

Table 2: Sampling methodology example

	STEP 1		**Step 2**
TARGET for Igoumenitsa	**Reached in the main transport terminals (interurban bus station, airport of Ioannina, port of Igoumenitsa)**	**Hotels in the catchment area**	**LOCALs – hypothetically *(if you would visit xxx, which mode you will choose)****
100 Croatian travellers	2	50	**48**
100 Italian travellers	100		
100 Slovenian travellers	5	30	**65**
100 Albanian travellers	30	40	**30**
100 Montenegrin travellers	6	20	**74**
100 Serbian travellers	10	20	**70**

*The subparts of the survey that will be made in the case of local people is limited to part 1 and 4.

Table 3: Parts of the questionnaire – transnational approach

PARTs	**To be completed by participants from STEPS…**
Personal data	1 and 2
TRIP diary	1
Satisfaction – current mode	1
SP survey	1 and 2

	STEP 1		Step 3
TARGET for Igoumenitsa	Reached in the main terminals (interurban bus station, airport of Ioannina, port of Igoumenitsa)	Hotels in the catchment area	LOCALs – hypothetically (if you would visit xxx, which mode you will choose)
100 Croatian travellers	2	50	48
100 Italian travellers	100		
100 Slovenian travellers	5	30	65
100 Albanian travellers	30	40	30
100 Montenegrin travellers	6	20	74
100 Serbian travellers	10	20	70

For these categories, the questionnaire for the stated preference refers just to their case, for example for an Italian tourist coming to Igoumenitsa port we are asking just the stated preference questions that refer to Trieste – Igoumenitsa and Bologna – Igoumenitsa

At step number 2, we can ask one person for two or three cases out of the 6 but in total the stated preference surveys per case must be the numbers mentioned in the boxes e.g. we need to have answers from 48 locals on how they would travel to Croatia, 65 answered SP questionnaires for hypothetically travelling to Slovenia etc.

The current deliverable presents the results from parts 1, 2 and 3, helping eliciting information for better understanding of the current ADRION connectivity. The stated preference surveys will be described in detail in the next deliverable (Del.1.3.3) where the input of the cards will feed logit models able to reveal shift towards more sustainable ways of transport potentials. In Annex I, the reader can find the questionnaires while in Annex II, detailed descriptive statistics per case are presented.

2.1 Results of the surveys

2.1.1 The case of Igoumenitsa, GR

2.1.1.1 Methodology

The survey was conducted in the period July - August 2019 by specially trained personnel who addressed a random sample of tourists (335 in number) that came to the wider area of Igoumenitsa from the countries of Italy, Slovenia, Croatia, Montenegro, Serbia and Albania. In particular, the distribution of the number of 335 questionnaires per participants' origin country is shown in the table below.

Table 4: Igoumenitsa's number of questionnaires / interviews per nationality of interviewee

Country	**Number of questionnaires / interviews**
Albania	78
Croatia	45
Italy	100
Montenegro	12
Slovenia	27
Serbia	73
TOTAL	**335**

2.1.1.2 Main results

All respondents travelled to Greece for holidays (trip purpose) and belong to the majority in the age group of 35-55 years, as reflected in the figure below.

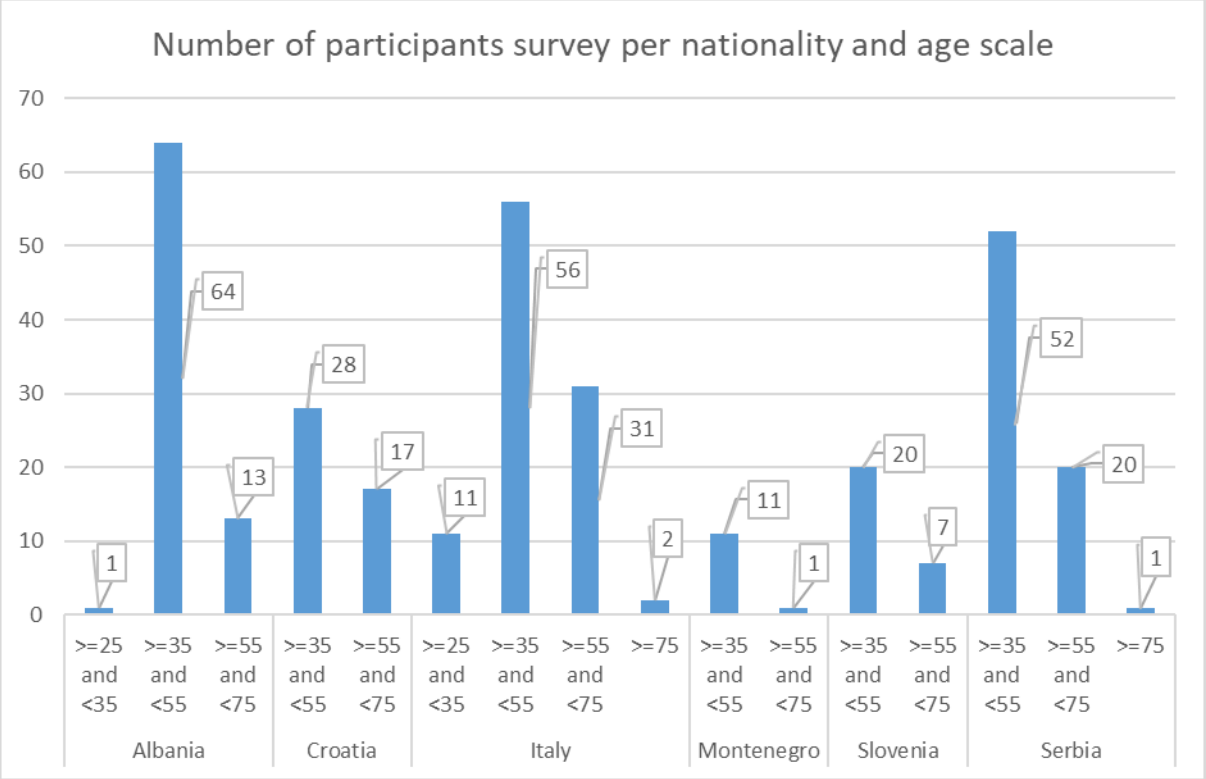

Figure 2: Number of participants per nationality and age scale, Igoumenitsa case

92% of respondents (308 out of 335) are holders of both a driving licence and a private car. Just 2 people (Italians) from 335 said they neither drive nor possess a private car.

Particularly high is the educational level of the people who participated in the survey, only 10 of the 335 participants are graduates of secondary education, while everyone else is at least higher education degree holders.

Finally, high incomes are placed the majority of the participants as 50% of them are full-time employees with annual incomes between 30.000 and 40.000 euros. The following diagram details all the relevant data.

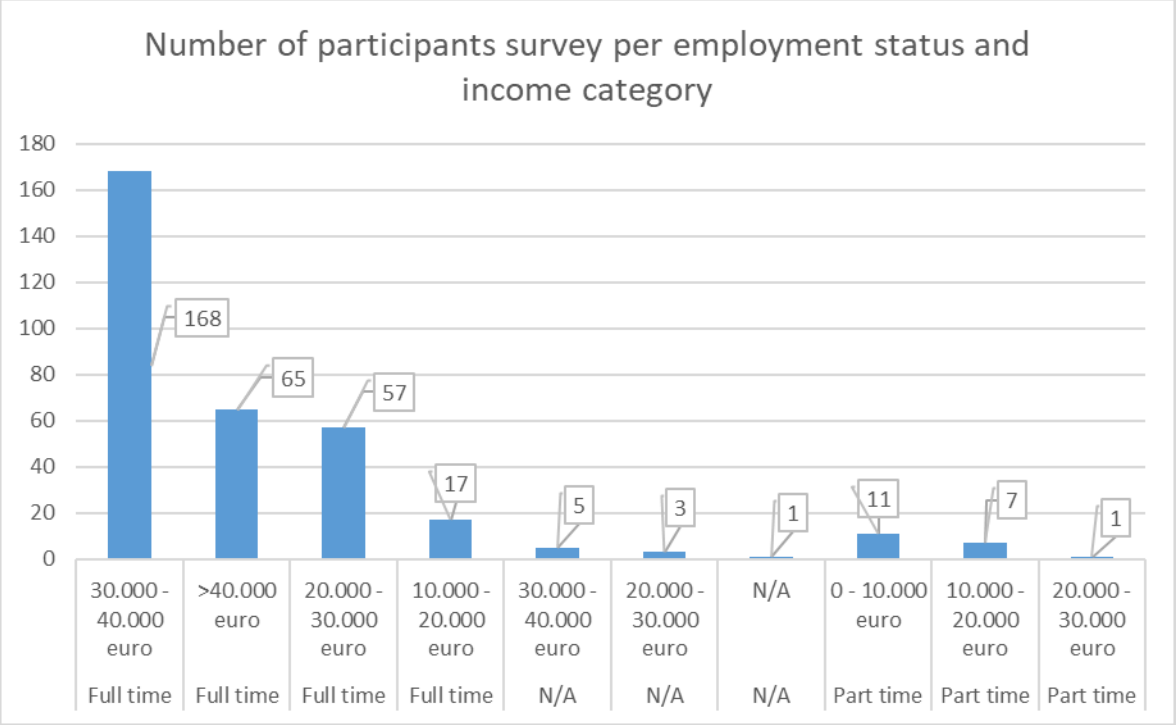

Figure 3: Participants per employment status and income category, Igoumenitsa case

The main conclusions are:

- 92% of participants (307 out of 335) are fully employed, while part time employees are only 6% (19 people). The rest survey participants didn't want to answer.
- More than 50% of the participants belong to the income category 30.000 – 40.000 euros.

The distribution of collected questionnaires by origin country and mode of transport is shown in the table below.

Table 5: Number of questionnaires / interviews per origin country & main mode used, Igoumenitsa case

Sum of Number Column Labels				
Row Labels	**Air**	**Car**	**Ferry**	**Grand Total**
Albania		78		78
Croatia	34	6	5	45
Italy			100	100
Montenegro	4	8		12
Serbia	15	58		73
Slovenia	19	3	5	27
Grand Total	**72**	**153**	**110**	**335**

According to the figures in the table above, 46% of the survey participants used as main mode of transport the car, 33% the ferry and 21% the airplane.

In particular, travellers with origin:

- **Albania** came exclusively by **car**
- **Croatia** came primarily by **plane** (in percentage 76%)
- **Italy** came exclusively by **ship**
- **Montenegro** came primarily by **car** (in percentage 67%)
- **Slovenia** came primarily by **plane** (in percentage 70%)
- **Serbia** came primarily by **car** (in percentage 79%).

Therefore, travellers from all countries (except Italy) make transport options that are not consistent with sustainable mobility (train and/ or ship). So, the results of the stated preference survey (in which the total of 335 people were also involved) are expected with particular interest, in terms of the choice among more sustainable options (scenarios) for the connection of their origin country with the wider region of Igoumenitsa.

The chart below reflects the satisfaction of the 335 participants in the survey, from the main mode of transport they used in the transnational section of their journey.

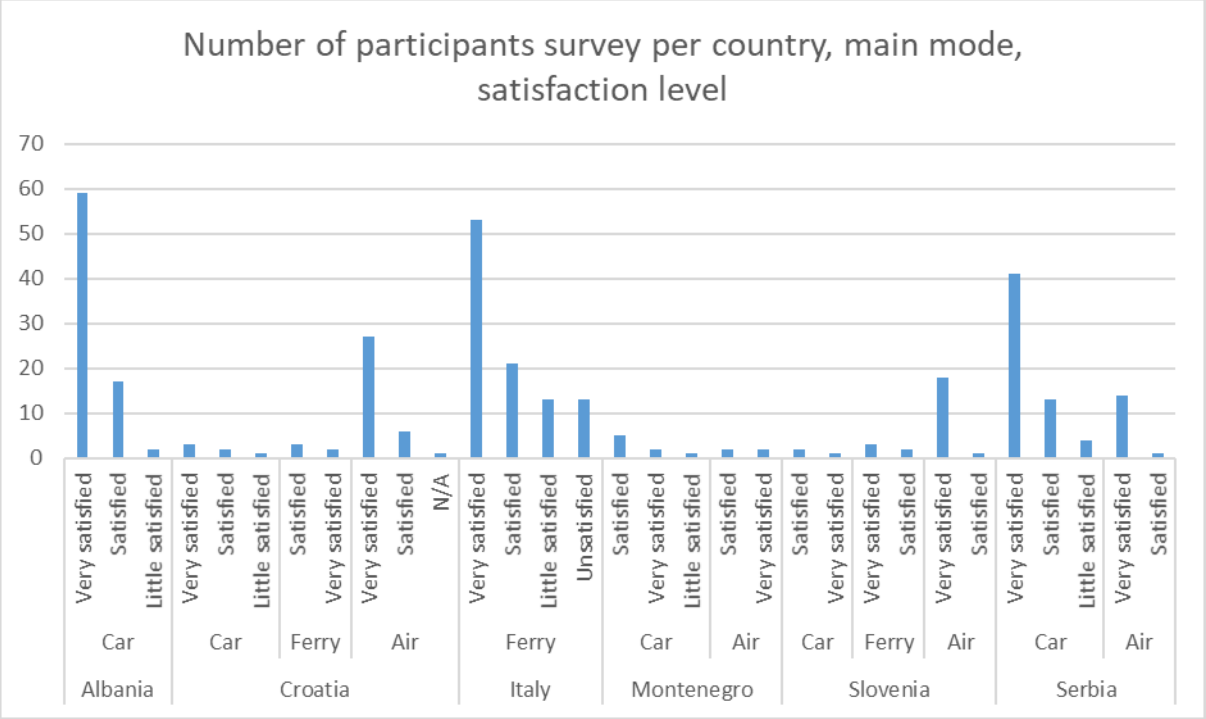

Figure 4: Number of participants' survey per country, main mode used and satisfaction level, Igoumenitsa case

Based on the figures of the diagram, the following conclusions are obtained:

- Travelers from **Albania** who came exclusively by **car** are mostly **"very satisfied"**
- Travelers from **Croatia** who came by **car and airplane** are mostly **"satisfied"**
- Travelers from **Croatia** who came by **boat** are mostly **"satisfied"**
- Travelers from **Italy** who came exclusively by **boat** are mostly **"very satisfied"**
- Travellers with origins in **Montenegro** who came by **car and airplane** are mostly "**satisfied"**
- Travelers with a source of **Slovenia** who came by **ship and plane** are mostly "**very satisfied"**
- Travelers with a **Slovenian** origin who came by **car** are mostly "**satisfied"**
- Travellers with a source of **Serbia** who by **car and airplane** are mostly "**satisfied"**.

The least satisfied passengers from Croatia (ship) clearly give an indication of the need to improve the services offered by the sea connection between Croatia and Greece (wider area of Igoumenitsa).

On the other hand, the less well-satisfied Montenegrin (car and airplane) and Slovenian (car) passengers, under specific conditions could be potential users of more sustainable options (scenarios) in terms of the connection of their origin country with the wider region of Igoumenitsa.

On the basis of the structure and content of the specific questionnaire used for the purposes of the survey, in addition to the general satisfaction assessment by the participants of the main mode of transport used in their journey, the specialization of this evaluation was foreseen through:

- the evaluation (level of satisfaction) of individual parameters/ criteria and
- the evaluation of the degree of significance that these criteria played in the decision to choose the main mode of transport.

Nine (9) were ultimately[1] the individual criteria evaluated at the same time in terms of the level of satisfaction and the degree of their importance:

1. Cost
2. Trip Duration
3. Reliability
4. Frequency
5. Safety
6. Number of transfers
7. Easiness of travelling
8. Comfort
9. Accessibility.

The percentage of survey participants that grade very high ("grade 5") both the satisfaction ("very satisfied") by each of the individual criteria as well as their significance ("very crucial parameter"), is shown in the table below.

Table 6: % of responses WITH the highest score (Grade 5) to "Satisfaction" and "Significance" per rating criterion (attribute), Igoumenitsa case

Attribute	Satisfaction	Significance
Cost	50%	92%
Trip Duration	58%	90%
Reliability	59%	90%
Frequency	67%	87%
Safety	73%	99%
Number of transfers	60%	87%
Easiness of travelling	64%	90%
Comfort	66%	92%
Accessibility	70%	90%

According to the figures in the table, the following key findings are drawn from the point of view of the participants in the survey:

- All the individual evaluation criteria were scored with the highest degree of satisfaction "grade 5" from 50% of participants and above
- The criterion dominates in terms of satisfaction is that of "safety", which was rated at "grade 5" by 73% of survey participants
- On the contrary, the "cost" parameter/ criterion is one that was rated at "grade 5" by only 50% of respondents
- All the individual evaluation criteria were scored with the highest degree of significance "grade 5" from 87% of respondents and above
- The criterion that dominates in terms of significance is that of "safety", which was rated at "grade 5" by 99% of research participants
- On the other hand, the "frequency" and "number of transfers" (number of intermediate stops) are both the ones scored with "grade 5" by only 87% of respondents
- Noteworthy is that the "safety" parameter described as the most important is the one that finds the most satisfied travellers.

[1] No additional criteria were added by the survey participants.

From the individual figures of the table above, it is also clear that in the majority of replies both the level of satisfaction and the significance of the nine (9) evaluation criteria have been evaluated too high, which obviously applies even if origin country and individual modes of transport had been taken into account.

Nevertheless, in the following table, only those cases of origin country and main mode of transport are summarised, where the majority of responses to the combined "satisfaction" and "significance" rating of the individual criteria do not at the same time have grade 5 ("very satisfied" and "very crucial")[2].

Table 7:Highest percentage of responses WITHOUT the highest score (Grade 5) to "Satisfaction" and "Significance" per rating criterion (attribute), Igoumenitsa case

Attribute	Country	Main mode used	Satisfaction	Significance	Percentage of responses
Cost	Croatia	Car	4	5	33%
			5	5	33%
		Ferry	4	5	40%
Trip Duration	Croatia	Car	5	5	33%
			3	5	33%
		Ferry	5	5	40%
			3	5	40%
	Slovenia	Car	2	5	33%
			4	5	33%
			5	5	33%
Reliability	Croatia	Ferry	4	5	60%
	Montenegro	Air	4	5	50%
			5	5	50%
	Slovenia	Car	3	4	33%
			4	5	33%
			5	5	33%
Frequency	Montenegro	Air	4	5	50%
			5	5	50%
	Slovenia	Car	5	5	33%
			N/A[3]	N/A	33%
			4	5	33%
Safety	Croatia	Car	4	5	50%
	Montenegro	Car	4	5	63%
	Slovenia	Car	3	5	67%
Number of transfers	Slovenia	Car	3	5	33%
		Car	5	5	33%
		Car	2	4	33%

[2] The combination of "grade 5" in "satisfaction" and "grade 5" in "significance" appears only in cases where this combination "equals" (achieves the same percentage of answers) with the other combinations shown in the table
[3] No answer

Attribute	Country	Main mode used	Satisfaction	Significance	Percentage of responses
Easiness of travelling	Croatia	Ferry	4	5	40%
			5	5	40%
	Montenegro	Car	4	5	63%
		Air	4	5	50%
	Slovenia	Car	2	5	33%
			4	5	33%
			5	5	33%
Comfort	Croatia	Ferry	4	5	40%
			5	5	40%
	Montenegro	Car	4	5	50%
		Air	4	5	50%
			5	5	50%
	Slovenia	Car	3	5	33%
			4	5	33%
			5	5	33%
Accessibility	Croatia	Ferry	5	5	40%
			3	5	40%
	Montenegro	Car	4	5	50%
		Air	4	5	50%
			5	5	50%

There are answers with a lower rating in both “satisfaction” and “significance” of the individual criteria than that presented in the table above, but these are a minority and are therefore not presented/ commented on.

The decoding of the figures presented in the table above leads to the conclusion that the less satisfied travellers that arrive in the wider area of Igoumenitsa, are these from Croatia, Montenegro and Slovenia. In particular, travellers from these countries are less satisfied with the assessment parameters, by mode of transport, presented in the table below.

Table 8: The most problematic connections of Igoumenitsa with ADRION per rating criterion (attribute), country and main mode of transport

Country	Main mode of transport	Rating Criterion (attribute)								
		Cost	Trip Duration	Reliability	Frequency	Safety	Number of transfers	Easiness of travelling	Comfort	Accessibility
Croatia	Car	✓	✓			✓				
	Ferry	✓	✓	✓				✓	✓	✓
	Air									
Montenegro	Car					✓		✓	✓	✓
	Air			✓	✓			✓	✓	✓
Slovenia	Car		✓	✓	✓	✓	✓	✓	✓	
	Ferry									
	Air									

It is noted that the choice of sea connection in the case of Montenegro does not exist in the current situation, instead it is one of the scenarios examined in the context of the stated preferences survey.

2.1.2 The case of Bologna and Region Emilia Romagna, IT

2.1.2.1 Methodology

The sample is based on 163 interviews. 141 interviews were held in Rimini Train Station, Piazzale Curiel in Riccione and on specific bus lanes (number 4, 8, 11). The remaining 42 interviews were held in the Rimini Airport "Federico Fellini".

The interviews in the Rimini train stations and Riccione were held in 3 working days, from the 7th to the 9th of August 2018 in order to collect data in the highest touristic season. The interviews in the Rimini airport were held on the 5th of September 2018.

Additional interviews were done to "locals" using a web tool (Eu Survey - https://ec.europa.eu/eusurvey/runner/ADRION_Interconnect_Complete). The collected answers were 99.

2.1.2.2 Obstacles faced

The main obstacle faced was the lack of tourists coming from one of the ADRION countries - there were only 3 tourists out of 163 coming from one of the ADRION countries (2 from Albania and 1 from Montenegro). All these 3 tourists reached Rimini by airplane using a direct flight from Tirana. For this reason, the team was were able to collect only few full interviews, 3 in Rimini airport (they didn't fill the stated preference part) and 5 collected in Bologna using a web format sent to people that had made a transnational travel in a ADRION country. Additional 99 interviews related only to travel preferences part were collected among "locals" via EU survey.

2.1.2.3 Survey breakthrough

The main opinion captured was that there were very few attractive transnational transport solutions connecting Emilia-Romagna Region and the ADRION countries. Moreover the tourists – real demand - coming in Emilia-Romagna Region from an ADRION country are very few.

2.1.2.4 Main results

Limited input was achieved to be collected for RER case – namely 8 valid PuT attributes rankings (Annex II, RER case, descriptive statistics).

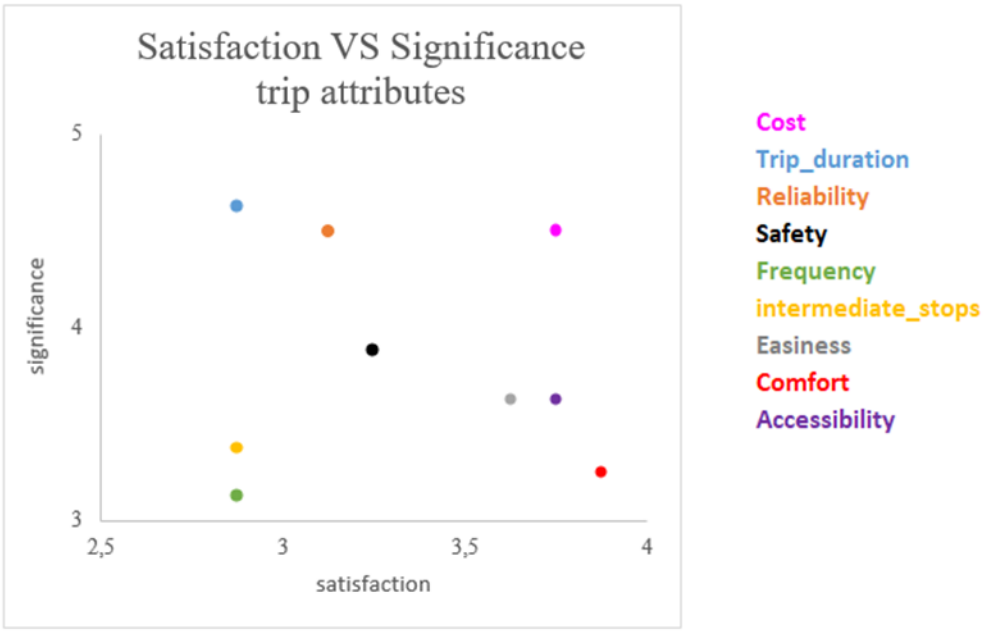

Figure 5: Satisfaction VS significance (max/higher rating 5), RER case

In general (total sample) the tourists in RER rate as of most important the cost to reach RER destinations while for the current situation they are much satisfied from existing options as regards tickets/costs. Trip duration (including express services), frequency and reliability of PuT services are attributes that as revealed should become more appealing.

2.1.3 The case of Trieste and Friuli-Venezia Giulia, IT

2.1.3.1 Methodology

The users' survey encompassed on-the-field surveys carried out by submitting a questionnaire to users (including potential ones) of multimodal transport service in Trieste. Since the surveys were jointly addressing the assessment of the ADRION area connectivity and the local case analysis, the objective of the questionnaire was two-folded. Therefore it was based on the general format shared at project level and mainly targeting users from other ADRION countries. However, it was also provided with additional specific questions tailored on specific aspects related to Trieste case study, which is addressing a particular connection provided by the cross-border maritime services operating during

summertime. In particular the survey was carried out by directly interviewing users of the service in correspondence to the maritime station at Pier IV ("MOLO IV") in Trieste.

MOLO IV SURVEY KEY DATA

- Location: Trieste Maritime station Molo IV (Pier IV)
- Period 3 August – 9 September
- 307 interviews carried out

Furthermore, it is to mention that the interviewed provided synergic support to other surveys carried out within the ITA-CRO MOSES project (i.e. specifically addressing passengers of the maritime services linking to Losinj). This survey allowed to provide additional data based on the same questionnaire developed in InterConnect. On the other hand, it is to underline the different modality of the survey since the questionnaires were distributed on-board to the passengers willing to fill-in during the trip (i.e. without the close interaction with an interviewer). Furthermore, the collected questionnaire represent a less balanced sample (e.g. in terms of age distribution and nationality) and also a significant point is that the sample consists of already users of specific maritime services. Hence, the outcomes of the two surveys (interviews carried out at Pier IV and questionnaires collected on-board) in general are not fully comparable in terms of statistic representativeness and significance.

ON-BOARD MOSES PROJECT SURVEY

- Location: on-board of cross-border the maritime service between Trieste and Losinj
- Period 17 August – 20 August
- 61 questionnaires collected

Since the users of the cross-border maritime service prove to be already incline to multimodal transport, in order to tackle the object of verifying conditions for modal shift the survey, with particular reference to the SP part, was further extended.

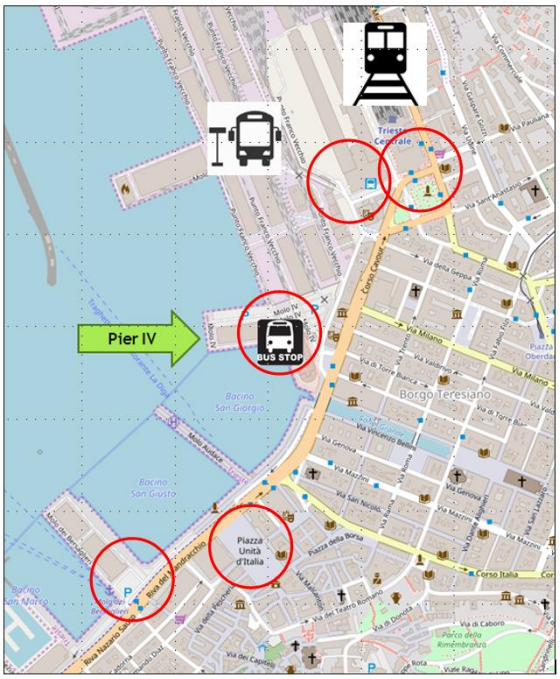

Figure 6: Main locations of the survey, FVG case

- Location: other intermodal nodes in addition to Molo IV (e.g. Train and Bus stations, other piers) and POI (e.g. Piazza Unità d'Italia). Users of the maritime services are not an interesting target (no need of modal shift)
- ISSUES: Low number of collected cards: 28 in total (4 filled in with reference to all the cases)
- Additional enquiry targeting the locals and making use of EUSURVEY-> about 42 additional cards collected (filled-in with reference to all the cases) by residents through the online platform EUSURVEY.

Hence a total number of 70 respondents have been achieved.

2.1.3.2 Obstacles faced

The main obstacles faced can be referred to both operational aspects

- in carrying-out survey at specific locations since, in addition to usual organisational tasks, specific authorisations needed to be requested in particular for carrying out interviews inside the terminal close to the embankment
- performing the interviews is specific situation where users where not likely to keep a high level of attention for a prolonged amount of time (e.g. when embarking or hurrying for reaching the destination or the next means of transport)
- reaching a significant number of users to be considered the main target of the survey with specific reference to the need of interviewing persons from an ADRION country. In this purpose it is to register a considerable difficulty in finding respondents from the ADRION countries(due to their low number as testified by the general statics on tourism) as well as lacking direct connections.
- In order to cope with this shortcoming, as already mentioned, in a second phase the interviews were extended to residents. Furthermore, as previously anticipated, in order to widen the reach target the online version (based on EUSURVEY platform) was used.

2.1.3.3 Survey breakthrough

With reference to the SP surveys, the main outcome is related to % of responses implying the choice of the more sustainable option (depending on the specific connection involving rail, maritime modes or both).

In the following table are summarised the corresponding percentages with reference to current situation as well as in each proposed scenario.

TRIP	CURRENT SITUATION	PROPOSED SCENARIOS 1	2	3	4	5	6
Trieste - Igoumenitsa	21,95%	26,83%	34,15%	25,00%	29,27%	26,83%	36,59%
Trieste - coastal HR	10,42%	20,83%	41,67%	21,28%	25,53%	19,15%	36,96%
Trieste - coastal SL	73,33%	75,00%	76,67%	79,66%	81,67%	83,05%	88,14%
Trieste - Bar	14,29%	19,05%	26,19%	19,51%	19,05%	21,43%	35,71%
Trieste - Durres	4,44%	8,89%	15,56%	6,98%	15,91%	17,78%	11,11%
Trieste - Belgrade	15,22%	23,91%	31,11%	18,18%	22,73%	20,00%	35,56%

Figure 7: % of choices of the more sustainable options shift possibility per scenario, FVG case

As a general comment, it is to register great different between the different cases. For instance, with reference to the current situation the percentage is ranging from 4,44% (Trieste-Durres) to 73,33% (Trieste-Coastal SL).

Looking at the outcomes of the proposed scenarios, certain positive effects of the proposed can be ascertained. However, in case of high duration of the trip, the proposed reduction (10%-20%) resulted in travel times often beyond acceptability threshold for an average user. In these cases, a positive answer appear to be related to specific positive attitude toward certain users (especially in case of trip for leisure purpose during summertime). Instead, in case of more limited durations (e.g. connection between Trieste and Slovenian coastal area) users, especially for touristic purposes, are much keener on shifting to the intermodal solutions even in case of a minor, though acceptable, increase in the total travel time.

Furthermore, it is to recall that the obtained outcomes are also partly related to the absence, at the time of the survey, of a direct PT service between Trieste and Ljubljana (thus also linking, through interconnections, to other destinations in the ADRION area). In this purpose, it is to report recent improvements related to the establishment of such connection:

- In the framework of the CROSSMOBY project, co-funded by the Interreg Italy-Slovenia Cross border cooperation Programme) a new direct train connection linking the two cities started on September 2018;
- In the context of the CONNECT2CE project, co-funded by the Interreg Central Europe Programme) an integrated cross-border ticket was launched on March 2019 providing a new intermodal PT connection combining the train service operated by Slovenian railways and the buses operated by Trieste Trasporti, revitalizing the role of the Villa Opicina railway station as a secondary node with significant cross-border relevance.

This allow to emphasise the relevance, in the case of the Trieste area, of improvement at cross-border (or, even, local) level for unlocking transnational connectivity. In this purpose, as results of the project round tables carried out, it to register the awareness and commitment of the contacted stakeholders (belonging to the regional and local level) in removing the existing obstacles to the accessibility of the Trieste area, especially at cross-border level, through different ongoing and planned initiatives. In particular, this commitment is also expressed from stakeholder of the Slovenian coastal area, whose accessibility in general could profit from the establishment of new cross-border connections (e.g. linking Koper to Trieste and, then, to the Italian railway network and to the Trieste airport).

2.1.3.4 Main results

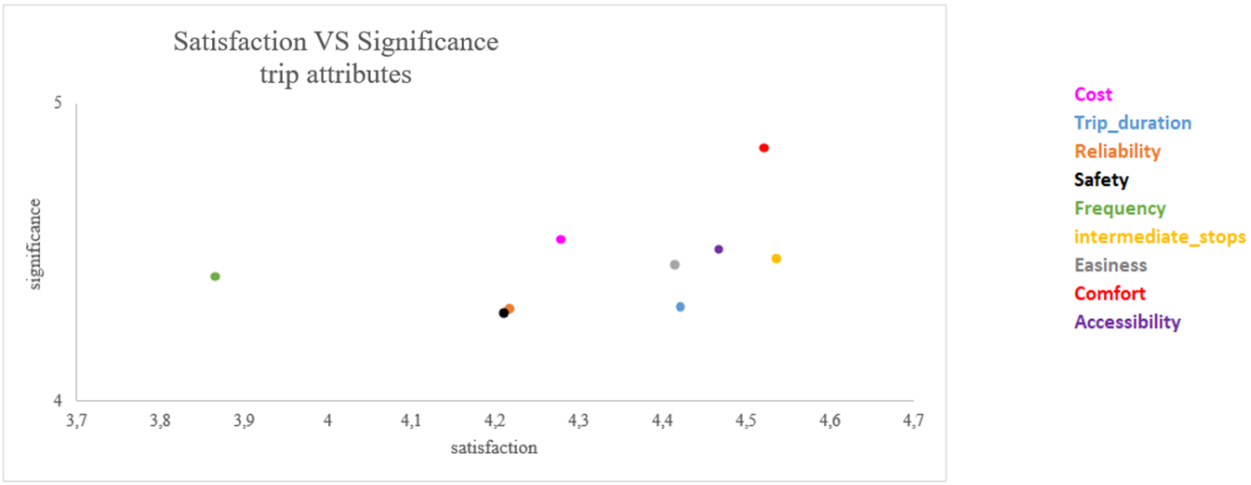

Figure 8: Satisfaction VS significance (max/higher rating 5), FVG case

Total sample is 436 (missing values differ by case/question). Keeping in mind that the sample comes from the maritime market, the rankings refer to the significance and satisfaction regarding the maritime services. It can be also estimated that the rankings refer to specific maritime services (connecting Trieste, Piran (Slovenia), Rovinj (Croatia) and Pula (Croatia).) As main disadvantage of the specific maritime service, the results show low frequency – low level of flexibility. This transnational maritime service seems to satisfy travellers that implement a trip for leisure (full time employed the majority of travellers as well as car owners & frequent users). However, there is an even larger percentage of travellers that did not prefer to express overall satisfaction (218/436).

2.1.4 The case of Zagreb, HR

2.1.4.1 Methodology

Questionnaire was conducted during September, 2018 at the bus stations, railway stations and in seaports in the cities: Zagreb, Rijeka, Split, Zadar, Šibenik and Dubrovnik. Field survey on passenger travel flows was conducted also in Croatian maritime ports, railway stations and bus stations in Zagreb, Dubrovnik, Rijeka, Split and Zadar. Total number of respondents was 600.

2.1.4.2 Obstacles faced

Low real demand for travelling among Inter-Connect cases, however, the well organization of surveys serving also case specific objectives led to the achievement of reaching the required sample.

2.1.4.3 Survey breakthrough

All collected information about transport demand revealed a preference on road transport. However, opportunities for rail and intermodal rail-sea based alternatives exist;

- The survey shows that the vast majority of respondents considered a single ticket for railway and maritime transport a good idea and that single ticket would make travel easier;
- Cooperation of rail operators with maritime carriers in order to identify measures for removing obstacles when introducing new services, such as harmonizing travel timetables and

establishing a single tariff system, and introducing a common information system for passengers who decide to use intermodal travel option;

- Cooperation with stakeholders that have an impact on designing national strategies and action plans, and establishment of working group in order to adequately weight the priority of improving existing or building new railway infrastructure which would facilitate the implementation of new intermodal travel modes, including the establishment of funds that will help to introduce new intermodal services in Croatia and beyond;
- Cooperation with stakeholders that have an impact on designing national strategies and establishment of working group to adequately weight the priority of introducing new transport services with the aim to make travel easier, more comfortable and attractive to users, and with the aim to encourage environmentally-friendly transport modes;
- Cooperation with tourist boards who would address potential users by adequate promotional messages and communication strategies in order to familiarize them with the opportunities of easier and more attractive travel modes;
- National and international cooperation with tourist agencies who have benefit derived from new transport modes, to increase the visibility of new service;
- Introduction of new communication channels with users - most users believe that today the most effective way of promotion and communication is made through modern media such as Internet, and many of them also emphasize social networks as effective communication channel. Internet advertising tools enable adequately targeted, cost-effective communication with customers and significantly wider visibility of door-to-door service;
- Implementation of marketing strategies which would emphasize benefits of rail travel in terms of environmental protection;
- Establish continuous monitoring of the foreign travellers (tourists) satisfaction, with special emphasis on needs that have not been met;
- Introduce integrated technology transfer processes based on quality traffic management and monitoring, and quality information system;
- Develop common electronic ticketing system (contactless systems) that would make use of intermodal ticket easier.

2.1.4.4 Main results

A very good sampling methodology was followed for Zagreb case since the survey locations cover a grand variate of available options for travelling from outside and inside Croatia (both foreign and domestic tourism);

- 45% female – 56% male
- 82% belong in the age group up to 45 years, representing a very active traveller profile (full time employed in the majority of cases)
- Income categories up to 30.000euro representing the cumulative percent of 76.3%
- 49.5% car owners – 50.5% no car ownership
- Trip purpose: 34% leisure – 42% other – 24% work
- Users of different modes (35% bus – 8% car – 27% rail – 25% maritime)

In total 600 questionnaires were filled.

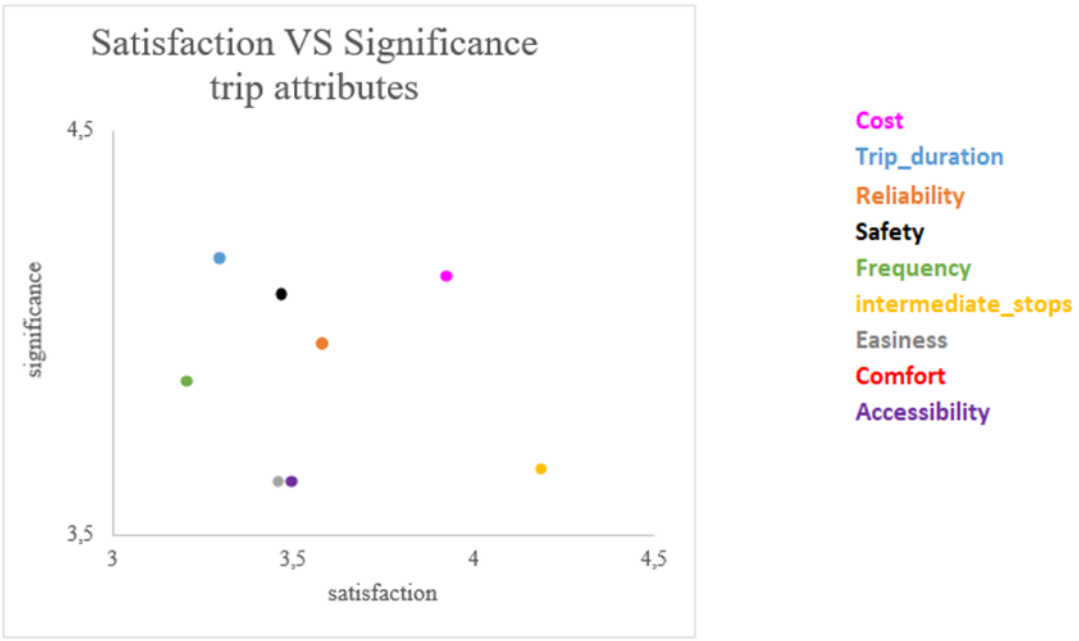

Figure 9: Satisfaction VS significance (max/higher rating 5), HR case

On average, transport services attributes can get improved (cross-tabs ANNEX II); cost – duration – frequency are the most important attributes to be improved for ferry and rail services.

2.1.5 The case of Ljubljana, SI

2.1.5.1 Methodology

In the case of Slovenia the survey involved approximately 700 tourists and day-trippers. Surveying started in the end of October 2018 and finished in January 2019. 600 samples were acquired with a survey that was provided by the project's work package leader (CERTH). The interviewers took place in Ljubljana airport, at hotels, in cities Ljubljana, Koper, Izola, Piran while international colleagues who visited Slovenia were reached by mail. 100 questionnaires were acquired at the port passenger terminal in Koper, using a survey jointly elaborated by RDA LUR and its external partner (case specific).

The survey performed for the activity WP T1.3.2 of 600 samples was comprised of three parts: general questions, questions about current trip, and hypothetical trips between chosen destinations – as instructed by the work package leader. The aim was to acquire 100 samples per each Inter-connect project partner consortium country (Albania, Croatia, Montenegro, Serbia, Albania, Greece, Italy). Within the selected travel cards, Ljubljana hub was added due to allocation of surveying on the Ljubljana airport. In the final version, hypothetical trips were:

- Ljubljana – Koper/Piran – Bologna
- Ljubljana – Koper/Piran – Trieste
- Ljubljana – Koper/Piran – Iguomenitsa
- Ljubljana – Koper/Piran – Split
- Ljubljana – Koper/Piran – Bar
- Ljubljana – Belgrade

- Ljubljana – Koper/Piran – Durres

Given existing difficulties with acquiring certain target groups PP6 had to make adjustments and change the number of samples per each country in order to reach 600 samples.

Table 9: Sample, SL case

Country	**Number of units**
Italy	135
Croatia	113
Greece	33
Montenegro	98
Albania	100
Serbia	121
Total	**600**

Greek sample is obviously the lowest due to lack of capability to find Greek visitors at the time of surveying. PP6 contacted travel agencies, Greek Embassy in Slovenia, and a rent a car service, but none of them could support us to reach 100 samples. 85 % of answers from Serbia, Montenegro, and Albania were acquired at Ljubljana international airport. PP6 had direct access to the terminal where passengers wait to get on board of a plane, and had good chances to get their answers. Because the planes were not full enough PP6 had to search answers also in cities and other places in Slovenia. The project partner team managed to get more Italian, Croatian, and Serbia answers. People visiting Slovenia were also interviewed on various suitable locations.

2.1.5.2 Obstacles faced

Many untargeted locations did not offer enough potential candidates for interviews, therefore PP6 had to search them online as well, and invite colleagues from destination countries to ask who recently travelled to Slovenia and is willing to answer our questionnaire.

Obstacles were present in the airport with acquiring 300 units in one month due to lack of passengers on airplanes, hence it was impossible to find 100 units from Montenegro. PP6 managed to acquire missing and additional units in cities of Koper, Izola, Piran, where many foreign people can be found. Another hustle was present in Greek questionnaire because it was practically impossible to find 100 Greek units in Slovenia in winter. PP6 managed to get some answers from a Greek community that lives in Slovenia, Embassy of Greece in Ljubljana, and colleagues who travelled to Slovenia recently for the purposes of other Interreg projects, managing finally to find 33 units.

Another obstacle is lack of interest by general public into the matter – many refused the questionnaire because of lack of time or lack of knowledge about transportation and its impacts. On certain days it was not possible to receive either one single answer.

On the bright side, the surveying was not performed on the common paper form. Online surveying system was established where candidates filled in the requested data on the electronic tablet provided from the surveyor. Online surveying offered us the ability to have quick results and were able to analyse general results even during the surveying.

2.1.5.3 Survey breakthrough

public transport services and if traffic infrastructure (roads, bus stops, parking lots) would be better integrated (e.g. timetable harmonisation, improvement of service). Railway's services and railway infrastructure in Slovenia should represent one of the main pillars of public transport in Slovenia, but on majority of railway connections does not meet the need of current demand for fast and reliable PT services even for touristic purposes. Despite the growth of cruise ships, in general maritime public transport is unattractive, also when it comes to local areas in Slovenia – whether it is limited to operating in summer season or organised trips for tourists. In addition, there is no railway infrastructure to main transnational hub, Ljubljana Airport and railway travel from Ljubljana to Koper (as an out-bound terminal for potential train-maritime travellers) to takes around 2,5 hours in one way and is operated partly by bus transport.

Approximately 5 % of interviewers expressed interest in the topic of public transportation, while others are mostly keen to use of personal transportation modes. When interviewers were asked regarding motivations for using public transportation, many found PuT attributes (e.g. long travel times, inadequate timetables) too poor to shift from private vehicles.

2.1.5.4 Main results

The sampling method followed in Slovenia case with ground surveys at different transport hubs and points of interest is considered of high value for Inter-Connect purposes. General information for the sample are:

- 46,8 % of interviewers were female, 52,8 % were male, and 0,3 % other genders - Average age of participants was 39 years.
- Most of the interviewed people belong to the income group of 10.-20.000 Euros (236 units). Second most representative is the group of 0-10.000 Euros (150 units). Less representative are higher income groups, while 61 interviewed did not want to express their economic status.
- 69 % of questioned were employed full-time, while 9,5 % were employed part-time, 12,5 % marked as students, 2,6 % were retired, and 2,5 % unemployed. 3,6 % of interviewed belong to the group of others.
- Most of the interviewed people carry a master title (153 units), while number of people with bachelor's title is not far behind (147 units). 46 interviewed were students, and 30 with doctorate degree.
- 49,5 % of questioned did their trip for work reasons, 34,3 % for leisure and 16 % for other reasons.
- 46,5 % of interviewed used for the main part of their trip airplane, 45 % used car as the main mode while 8,5 % used by other transport modes.
- 34% travel for leisure while 50% implement a business trip

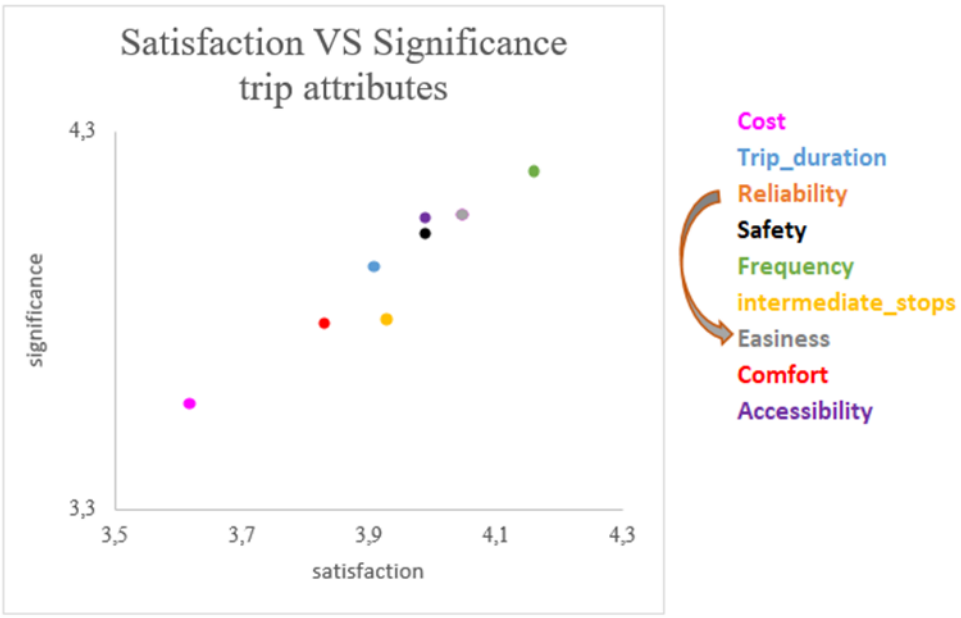

Figure 10: Satisfaction VS significance (max/higher rating 5), SL case

Given that the majority of interviewed people has stated equally distributed use of car and airplane in the core part of their trip, we can say that the main attributes of cost and duration for both modes satisfy the travellers while for road transportation, safety levels should be improved. The 60% of airplane users declare that cost is of not so high significance for them, fact that can be explained partly due to the fact that for business trips (consisting large percentage of the current sample) the cost is of not so high importance compared to other attributes; e.g. intermediate stops, total trip duration (inflexibility).

2.1.6 The case of Bar, ME

2.1.6.1 Main results

In total 200 questionnaires were collected for Bar case.

Sample details for Bar case survey:

- Equally conducted surveys to men and women and good distribution among different ages
- 85% of the sample has driving licence while 63% owns also a car
- 64% are fully employed
- 50% have received higher education

39 out of 200 questionnaires collected during the surveys in Bar could be considered as of good quality for Inter-Connect purposes – meaning that Bar case has captured trips implemented not only via one specific mode of transport. For those trips we have significance and satisfaction levels evaluation by the tourists which are presented by mode and in overall in the following figures.

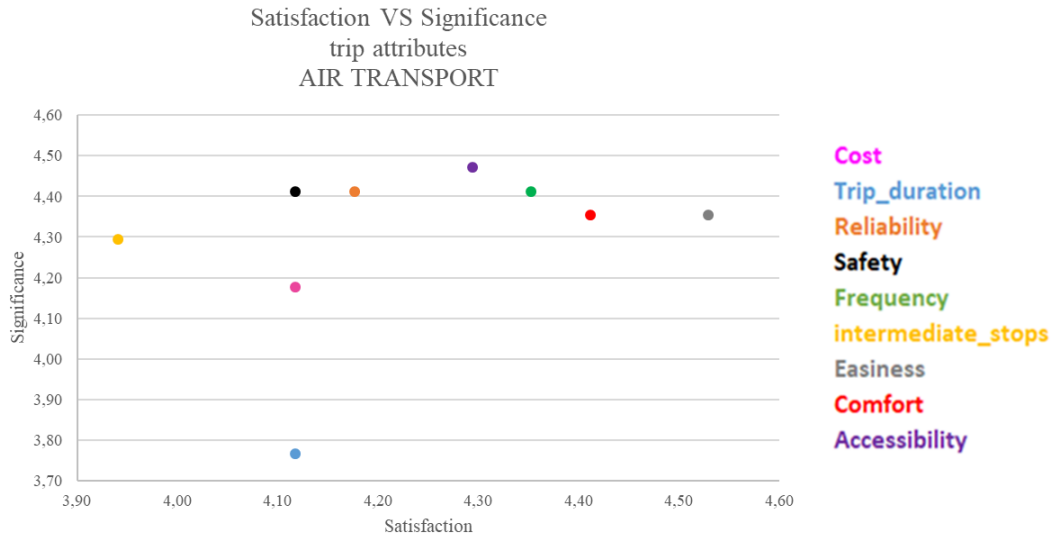

Figure 11: Satisfaction VS significance (air), Bar case

In general terms, from air transport tourists seem to be satisfied. It is very interesting that trip duration seems not so significant for travellers with air transport which is partly understandable since given the connectivity of Bar, it is indeed a very difficult to be reached destination with the rest modes (except maritime Bari – Bar connection).

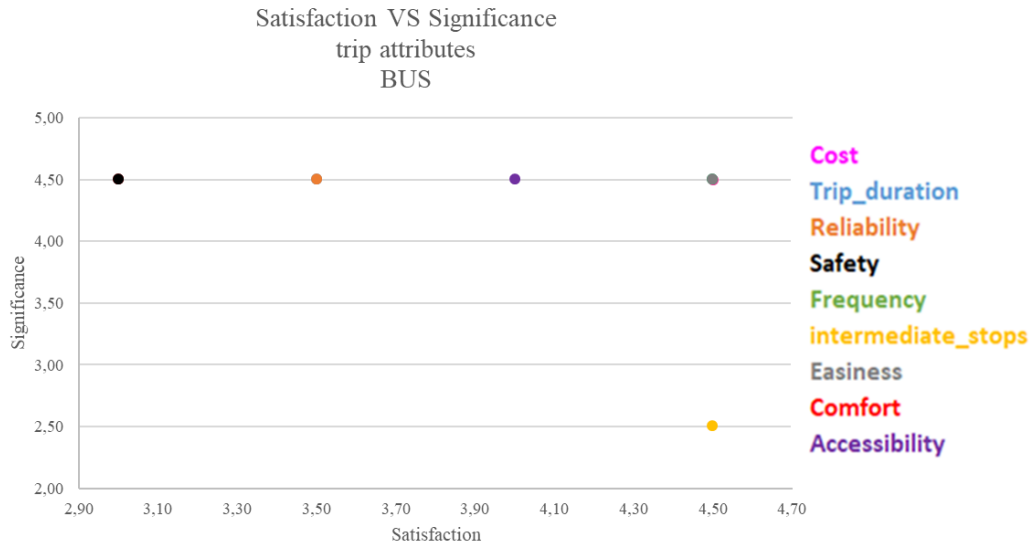

Figure 12: Satisfaction VS significance (bus), Bar case

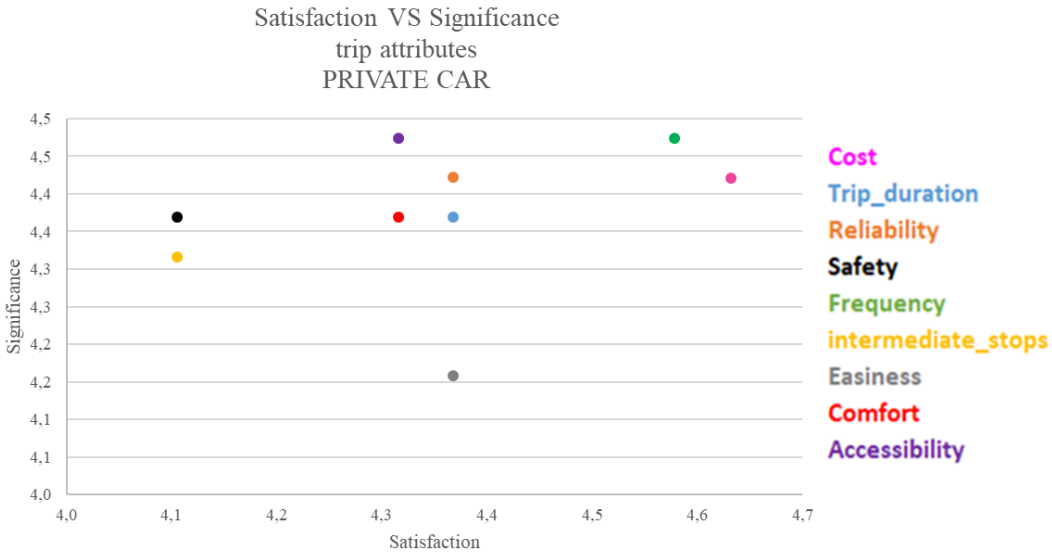

Figure 13: Satisfaction VS significance (car), Bar case

Road safety can be thought as a major problem hindering area's further boost. Uncompleted infrastructures and limited road safety investments are necessary.

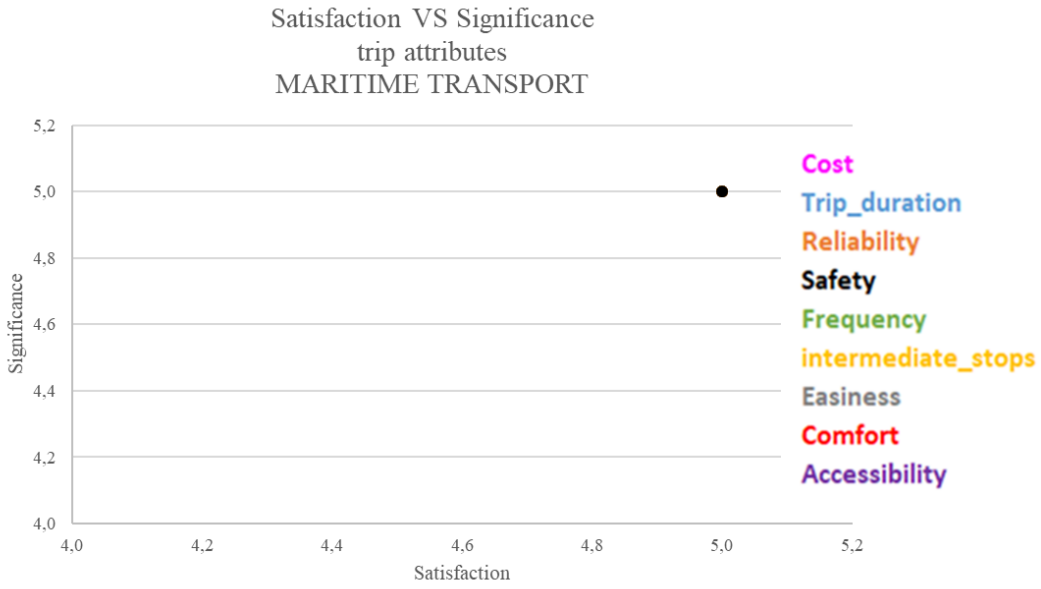

Figure 14: Satisfaction VS significance (maritime), Bar case

As for maritime connectivity, we cannot reach generalized results since only one traveller travelling by ferry was reached (fully however satisfied).

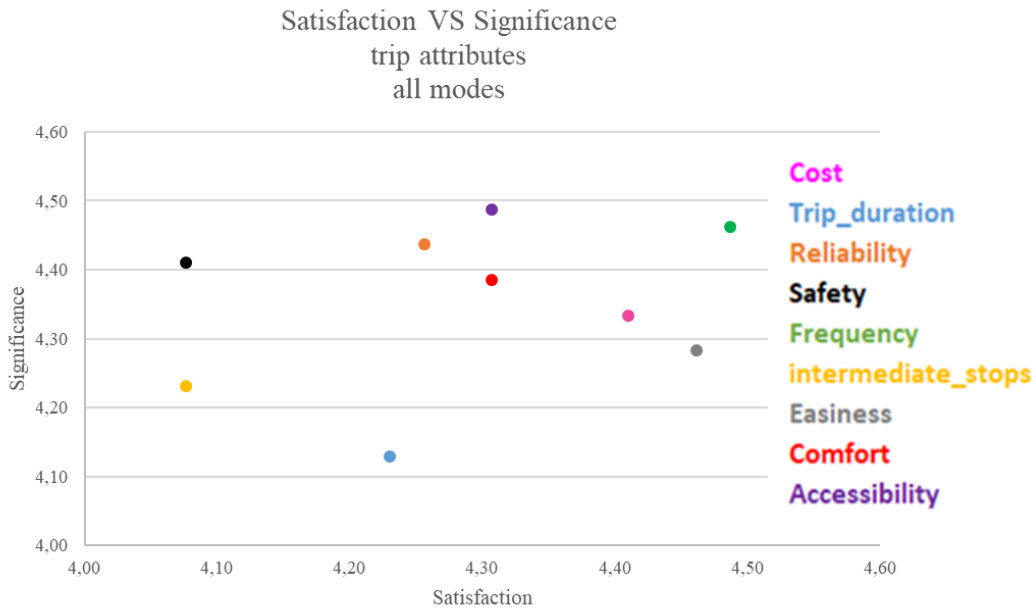

Figure 15: Satisfaction VS significance (all modes), Bar case

The rest questionnaires are used for T.1.3.3 – stated preference scenarios analysis.

2.1.7 The case of Durres, AL

For the case of Durres, PP9 achieved to collect 100 questionnaires in total. General information regarding the sample is:

- Almost equal percentages of interviewed men-women (47%-53%)
- Active travellers (age groups 25-45 & 45-65) of annual income between 10.000 – 30.000euro, of higher educational level (master degree) and full time employed (99%)
- Around 63% frequent car users (car owners)

An interesting point is that almost all interviewed people stated that they are travelling for leisure (97%). Airplane (other) and car are the mostly used modes of transport (50% - 44%) revealing partly Albania's connectivity.

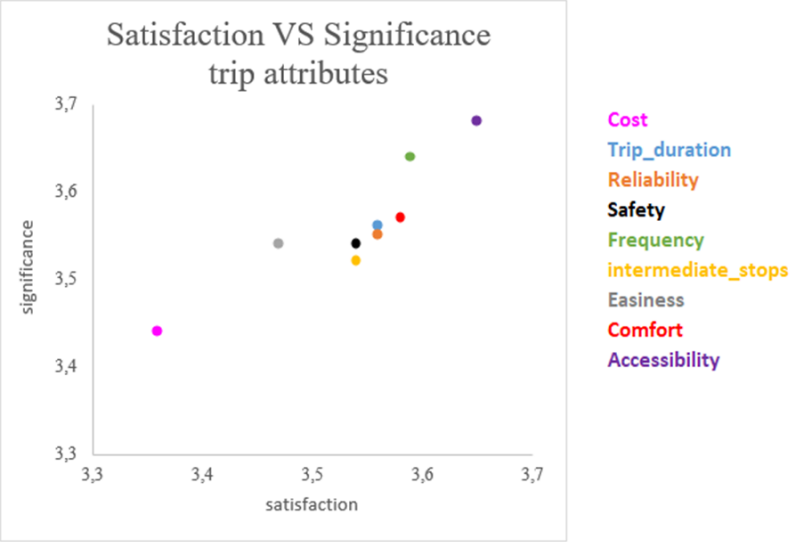

Figure 16: Satisfaction VS significance (max/higher rating 5), ALB case

The above assumption, this of the low connectivity is further supported by the above figure; accessibility seems to be priority (higher significance) – high satisfaction arises from the fact that even if road axis status is not at the best possible situation, however, given the lower rail and maritime services characteristics, private car continues to be considered as the mode that offers the optimal transnational (and national) accessibility.

2.1.8 The case of Belgrade, SB

2.1.8.1 Methodology

Belgrade sample is based on lower number (less than statistical need) of "live" interviews completed on two locations, Belgrade Airport "Nikola Tesla" and central bus and railway stations. The most of sample is carried out through online "interviews" based on adjusted online questionnaire distributed through different channels to travelers. Total number of interviews completed is 348, conducted in period mid-September to Mid-November 2018.

The online survey can be found at following address: https://ec.europa.eu/eusurvey/runner/ADRION_Inter-Connect_Survey_Serbian

The online survey is distributed at the first place through the mailing list of Association for Tourism of CCIS to most of Belgrade hotels, asking to be forwarded to current customers and clients. Second distribution channel was through CCIS official website and social media accounts as well as through social media accounts of Inter-Connect project team members. The third distribution channel was through e-mail addresses of local stakeholders and companies. All channels were activated simultaneously.

2.1.8.2 Obstacles faced

Main obstacle faced was completing the interviews at main bus and railway stations. Namely, the Belgrade Case examined within Inter-Connect project is actual moving of Central Bus and Central

Railway stations to new separate locations. Regarding that in period of completing activities of interviewing of potential travelers, Central railway station was already closed and one part of Central Bus station was in process of closing, it was very difficult to complete the survey.

Second, during the "live" interviews at the Belgrade Airport, we faced the obstacle to get an approval for conducting interviews in the zone of Gates (behind the customs and border police line) where travelers on specific flights to ADRION destinations could be reached. Instead of this, we tried to conduct the interviews in "public" part of the airport, but in two days we didn't manage to interview none of passengers traveling from ADRION countries.

Regarding passengers traveling from Belgrade to ADRION destinations, we manage to interview 32 passengers (all of them Serbian nationality) traveling to Italy or Greece, but none of them to Bologna or Igoumenitsa as final destinations. The only successful interviews we completed are 3 passengers flying directly from Belgrade to Ljubljana.

Having in mind very modest results achieved through live interviews and limited resources to conduct long and wider survey by a larger number of interviewers due to administrative obstacles in launching of tender for External services, decision is made to create online questionnaire and distribute it to Belgrade hotels and wider public through social media channels.

2.1.8.3 Survey breakthrough

Main opinion captured through survey is that there is almost no interest for Railway use in transnational surveys to ADRION destinations from/to Belgrade as a consequence of very modest Railway services.

This result is visible in following diagram, showing the number of travellers using different modes of transport out of 348 surveyed.

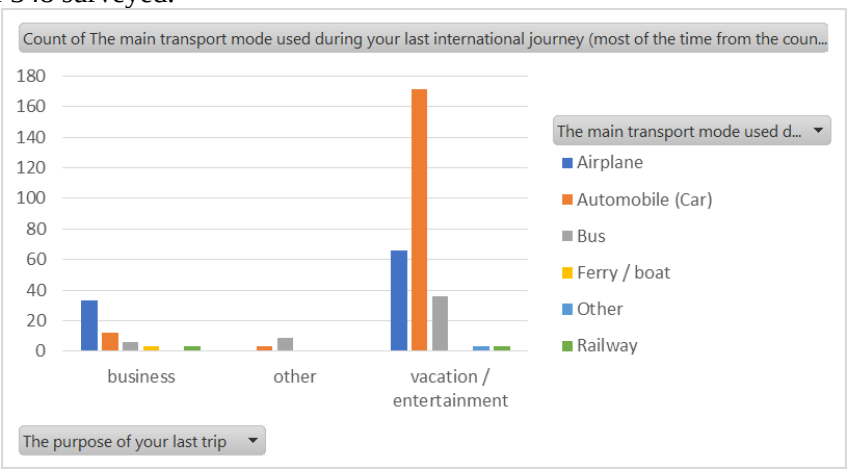

Figure 17: Travellers by mode, Belgrade case

Second important conclusion is that possibility and willingness to travel is directly related to combination of two factors – average monthly income and travel time. International travellers (Serbian) are not willing to accept long travel times offered by Railway service, but in the same time with average monthly income in categories from 0-500 or 500-1000 euros per month, the possibility to travel by plane is very limited, especially for touristic purposes. This results in use of individual Car as most frequently used mode of transport.

Related to previous, when education level is included as a parameter, only students and lower educated people with lower income are using Railway. In support for this conclusion is the fact that none of surveyed travelers with higher education using Railway services.

Even the number of interviews and questionnaires completed is sufficient for statistical analysis, the fact that most of data is collected through online survey implies that the results must be considered with reservation, regarding that online survey consider specific target group which is computer literate (the average level of education of the respondents is almost 90% holding bachelor or master degree).

Comparing the survey results with statistical data obtained from national Railway corporation "Srbija voz" and from Belgrade Airport "Nikola Tesla", similar conclusions can be found:

- Number of travellers to/from specific destinations Dures, Igoumenitsa and Bologna is significantly lower comparing Zagreb, Ljubljana, Thessaloniki, Bar and Trieste.
- The use of Railway services for transnational journeys (even to Zagreb and Ljubljana where direct railway lines exists) are at very low level (of statistical mistake).

Finally, based on experts interviews and experience of the Association for Transport which is responsible for Inter-Connect activities on behalf CCIS-PP10, the main reason for low level of Railway use is related to long travel time. But this extended travel time is not caused only by cross-border procedures but also by very poor condition of Railway infrastructure with high number of "slow ride regime" points with average technical speed of passenger trains below 50 or even 30 km/h.

2.1.8.4 Main results

For Belgrade case, PP10 reached the number of 348 filled questionnaires. General information regarding the sample:

- 55% women – 45% men
- The majority of answers come from travellers of 25-45 years old, full time employed (71%), car owners at 73%
- 88% holds bachelor or/and master degree

Also for Belgrade case, the majority of trips are conducted for leisure (80%). Mainly used modes of transport are airplanes and cars (28.4% - 53.7%). Road transportation seems to meet travellers' needs although Belgrade is at the heart of Balkans and is considered as a crucial rail node.

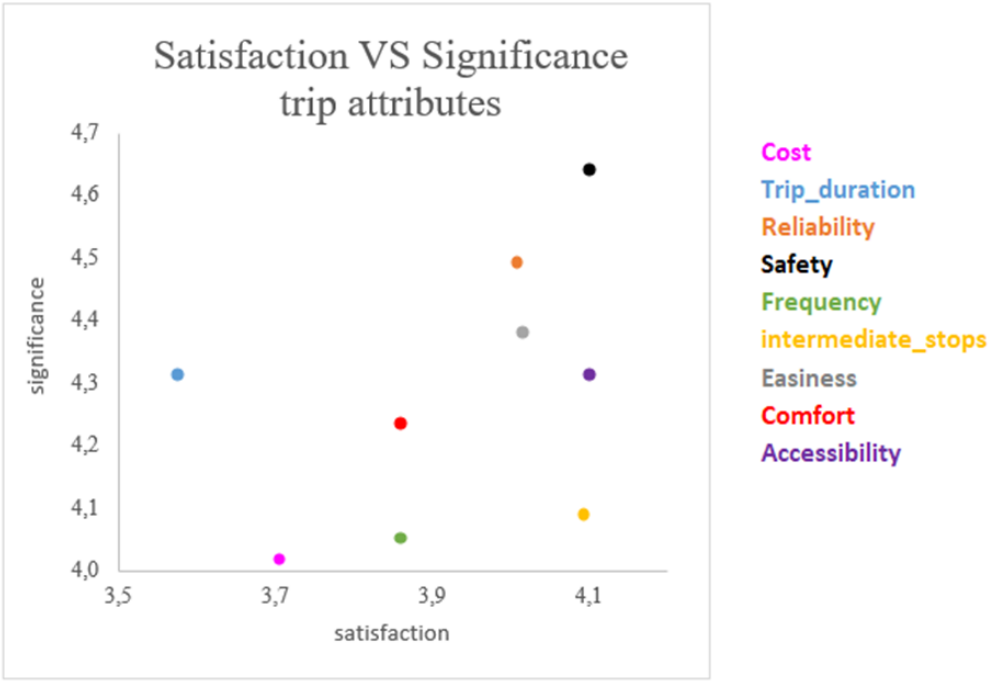

Figure 18: Satisfaction VS significance (max/higher rating 5), SB case

For the case of Belgrade, the answers show that cost is not estimated as the crucial parameter for choosing transport mode, there are quality parameters like safety, reliability and easiness of travelling that seem to affect more the mode choice.

2.1.9 Analysis for ADRION as a whole

From the analysis of the questionnaires, some drawbacks were noticed that should be taken into account when formulating and organizing future surveys for transnational connectivity;

- The sampling methodology and the rational of the survey should be well communicated to the interviewers; the scope of each question, the liaison with the rest questions, the exact meaning of the questions should be well digested in order to reach the desired scope of the survey
- The interviewed people should understand the questions (explained by the staff) – in some cases, we identified differentiations among the cross-checking questions e.g.
    - the mode with which the main part of the transnational trip was conducted should be also stated in the question 'Main mode of transport used for the transnational trip (from origin country to destination country)' which was not the case in some questionnaires
    - the satisfaction and significance should refer to the mode mentioned in the question 'Main mode of transport used for the transnational trip (from origin country to destination country)' and not to the whole trip experience as, from an intuitive reading of the data.
    - Answers regarding Satisfaction and significance should have been coherently considered taking into account all attributes (comparative assessment should have taken place, without meaning that if an attribute receives i.e. 5 (the highest score) no other can receive the same score)

- The locations were surveys take place should be well distributed in the catchment area so as to capture travellers arriving with different modes of transport (this will allow the understanding of modal shift opportunities). This will also guarantee that the results are not biased.
- The absence of demand (real travellers) among Inter-Connect (therefore ADRION) countries made the experiment very difficult – we had to refer to local people with the assumptions of (hypothetically) conducting the trips (Stated Preference part), part 1 therefore (general data and satisfaction) concentrates socioeconomic data for the interviewed people without the exact information of a recent trip in ADRION in the majority of cases

Having in the back of our minds the above for critically assessing the results, the analysis of the (in total) questionnaires collected by Inter-Connect cases show the following:

- There is a balanced sample as regards the sex (49.8 women – 49.7 men)
- The age_group with the highest participation is the 25-45 years old, which seems rational since this group, full time employed in the majority of cases, is an active group in travelling. From the participants, a large percentage (33.1%) holds a master degree and another 5.2% a doctorate degree (high educational status).
- The majority of interviewed people stated that they have annual income equal or less than 20.000euro (53.6%). There is a high percentage of people that prefer not to state their economic status (25.9%)
- The 75% has the possibility to use a private vehicle for its trips (car owners)
- For the majority of travellers, leisure was the trip purpose (57.2%), 24.8% travels for business purposes and there is another 18% not clearly defining the purpose of trips (probably combining leisure-work, health, religious tourism etc)
- The maim mode used for the main part of the transnational trip is depicted in Figure 19

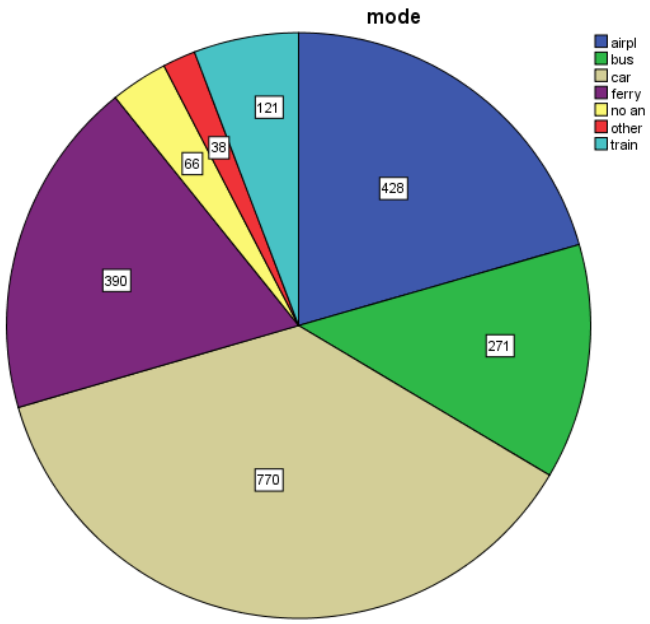

Figure 19: Main transport mode used, cumulative for all cases

Airplane and car seem to be the most preference modes for transnational trips in ADRION, fact that could hide rail and maritime ineffectiveness.

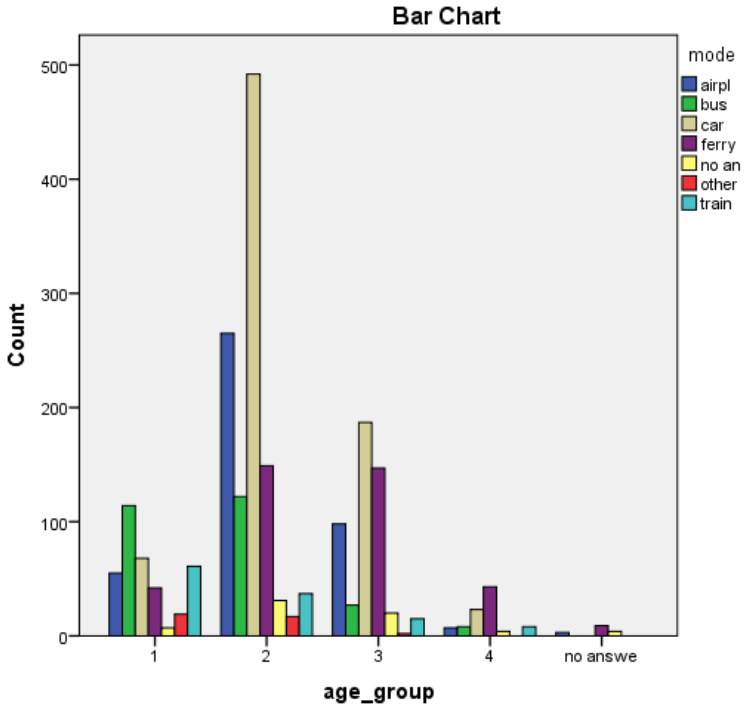

Figure 20:Mode selection per age_group, current situation

Maritime services are mostly selected for leisure related trips, where also car is dominant.

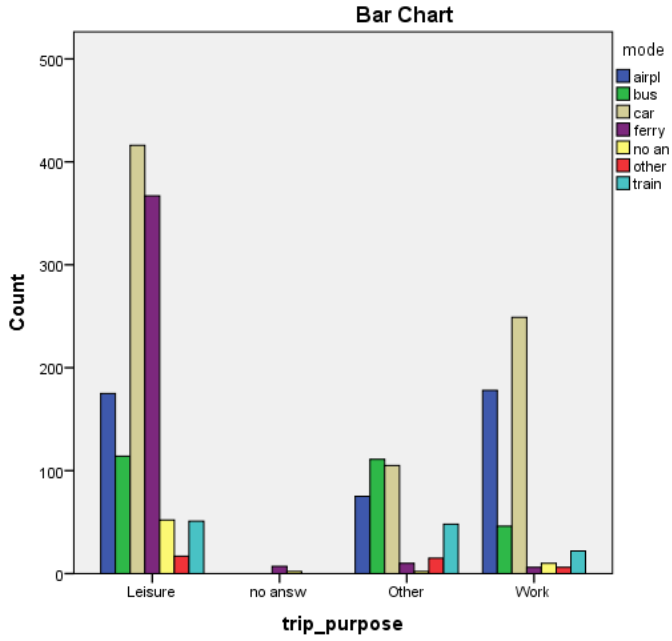

Figure 21:Mode selection per trip purpose, current situation

The level of satisfaction from the trips should be considered separately for each mode. The following figures reveal satisfaction (overall and per attribute) per mode. As obvious, there is a percentage of interviewed people that didn't answer or stated little satisfaction from the mode they used – this

percentage can reveal potential problems i.e. the majority of answers regarding overall satisfaction from ferry services preferred not to state level of satisfaction and a similar percentage expresses middle level satisfaction.

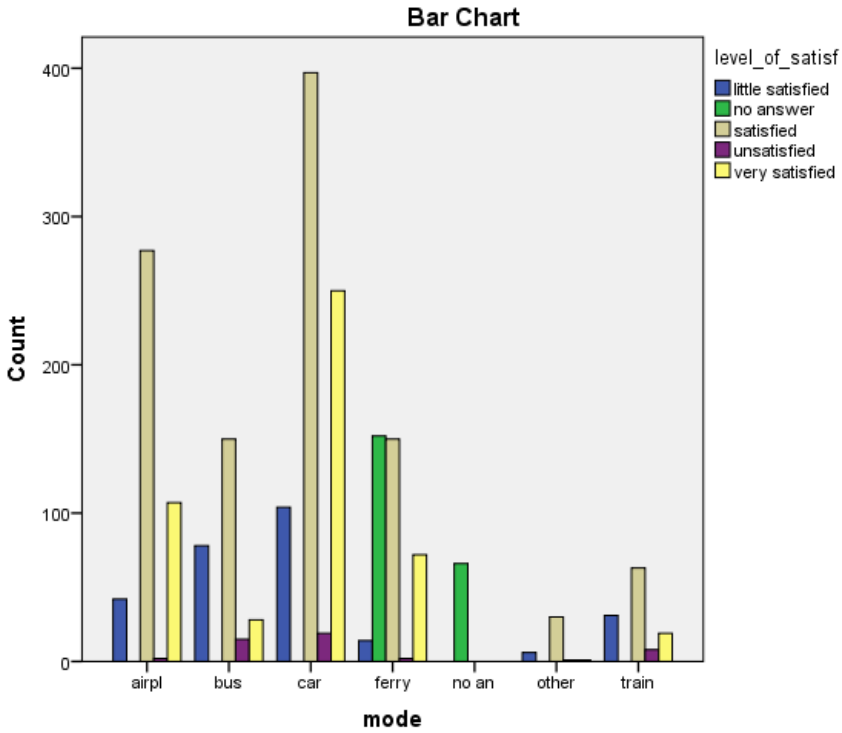

Figure 22: Level of satisfaction from used transport mode, current situation

Car is selected in the majority of cases even if the cost seems not to satisfying a lot the travellers – therefore other issues shift travellers in car use although not satisfied by the total trip cost

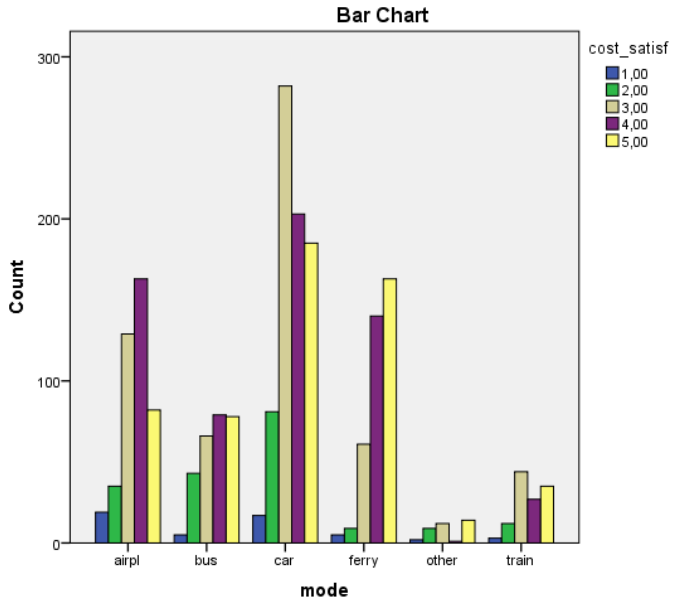

Figure 23:Cost satisfaction per mode, current situation

Travellers that have chosen ferry services (mainly for leisure trips) are very satisfied from total trip duration which is partly attributed to the short distance trip (majority of answers refer to Trieste – coastal areas of Slovenia trips)

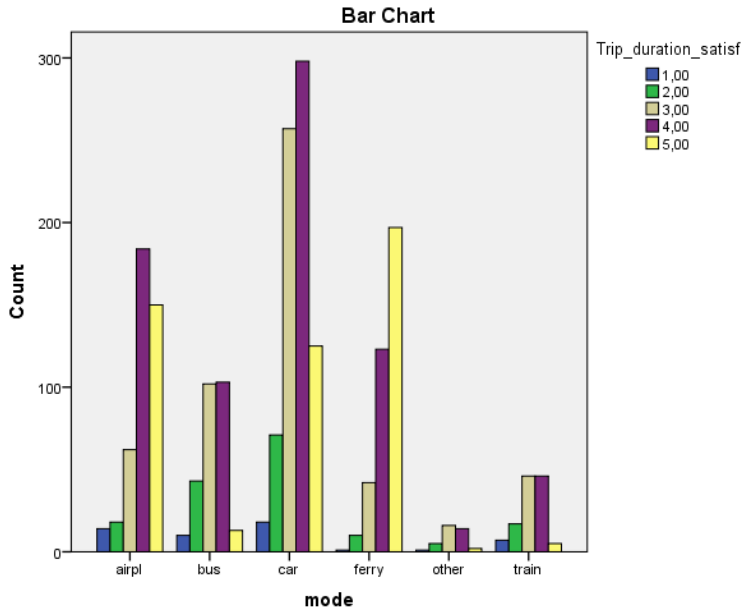

Figure 24:Trip duration satisfaction per mode, current situation

Flexibility and reliability consist motivation for travellers to select transport mode.

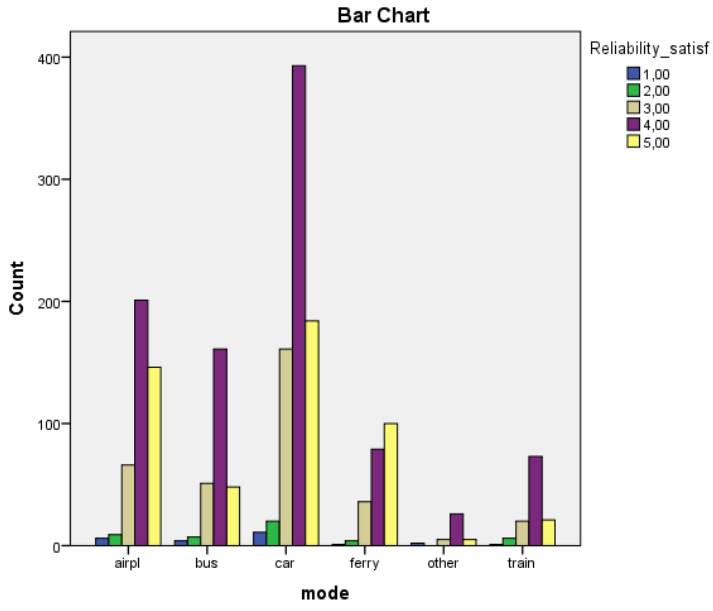

Figure 25: Reliability satisfaction per mode, current situation

There is a considerable percentage of travellers that expressed middle and lower levels of satisfaction for road transportation even if selected at the end – even if inefficiencies in road transportation exist,

road transportation dominates in traveller's choice which can be 'read' as an additional 'alert' more the other more sustainable modes.

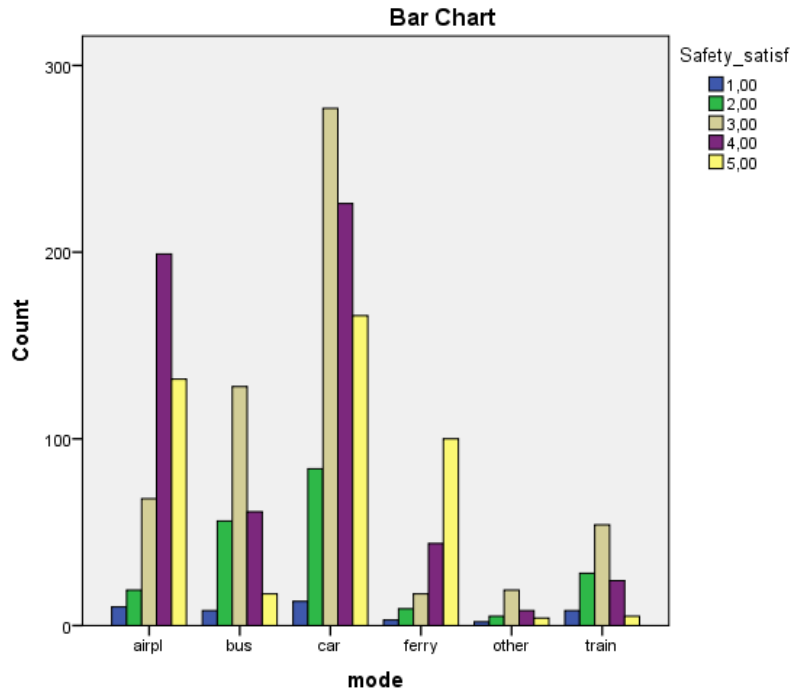

Figure 26:Safety satisfaction per mode, current situation

Frequency of connections is not a problem for airplane users, however it seems that a potential issue exist in rail. There is probable a misunderstanding in the question since when discussing for frequency, satisfaction from private car use should have been ranked with the top score (5 in the current survey) since it gives the flexibility to realize a trip without the necessity to fit need on public transport itineraries/schedules. The misunderstanding of the current question should be taken into account when 'translating' the information collected through the surveys.

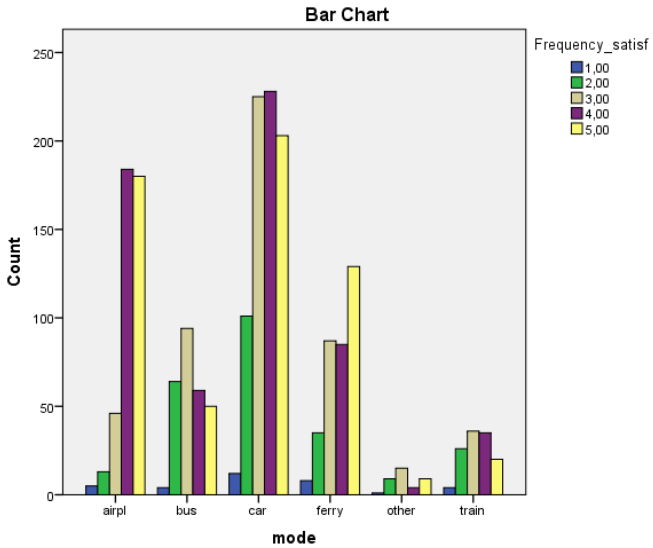

Figure 27:Frequency satisfaction per mode, current situation

The number of intermediate stops is an inherent drawback of public transport services because it increases the total trip duration – the travellers in our survey stated their (relatively high) satisfaction of the number of intermediate stops for all modes. Since the trip was conducted with the specific mode they are assessing, it can be attributed to the fact that the travellers have based their choice on the existence of direct services. It is however peculiar the fact that for some travellers that used their car there is a middle satisfaction arising from the number of intermediate stops since car's main advantage is seamless transportation.

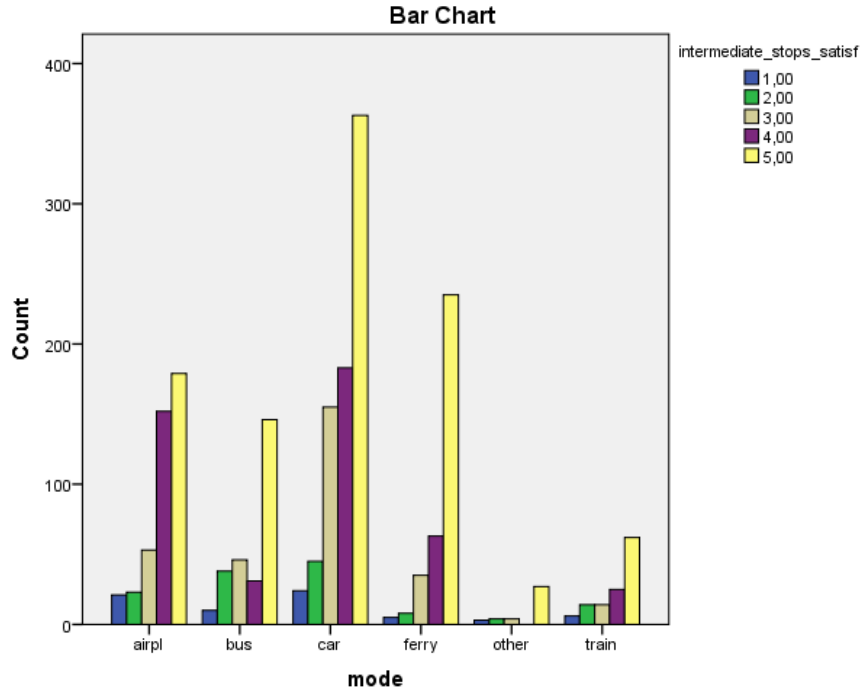

Figure 28: Intermediate stops (number) satisfaction per mode, current situation

Satisfaction from easiness of travel, comfort and accessibility levels is (on average) relatively high for all selected modes.

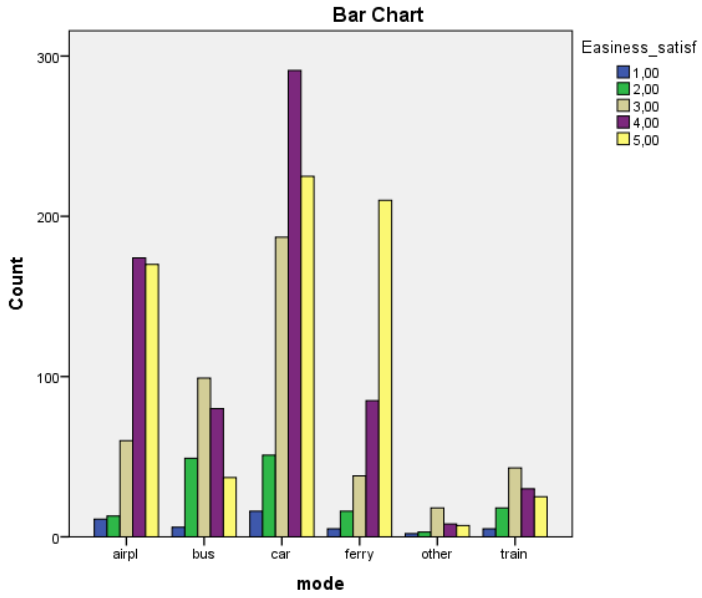

Figure 29:Easiness of travel satisfaction per mode, current situation

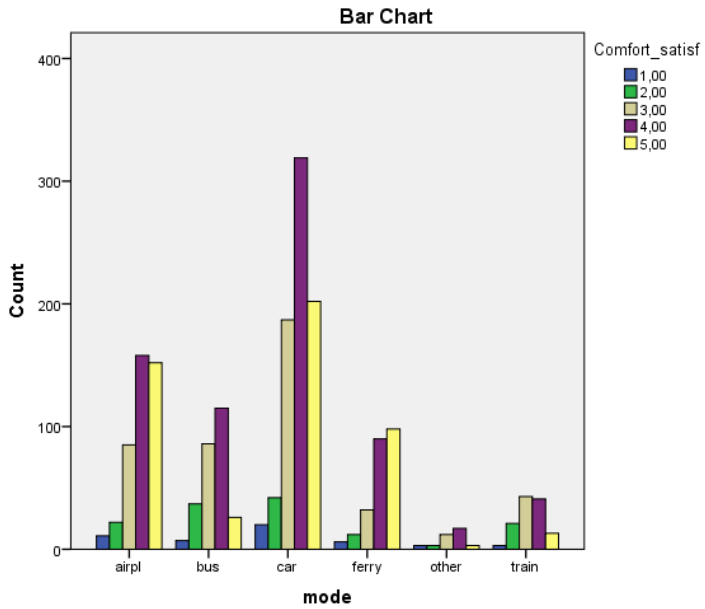

Figure 30:Comfort satisfaction per mode, current situation

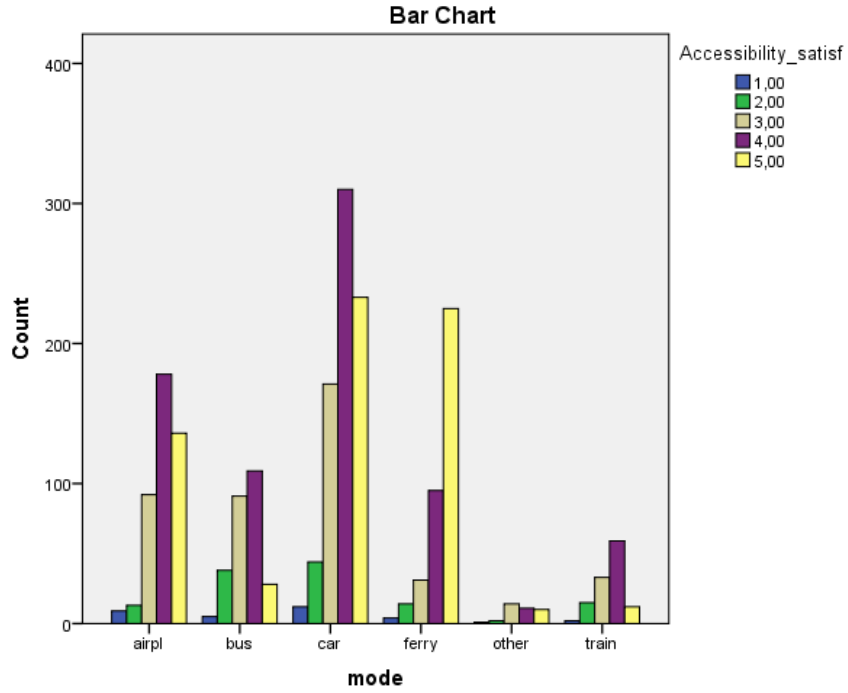

Figure 31: Accessibility satisfaction per mode, current situation

From the other side, travel attributes significance could be considered cumulatively for all modes since significance is a more stable notion that characterizes traveller's needs in general (not per mode) – the most interesting fact is that cost is placed in the last position revealing in this way structural drawbacks in ADRION connectivity (i.e. absence of services, network of low quality, low level of connectivity)

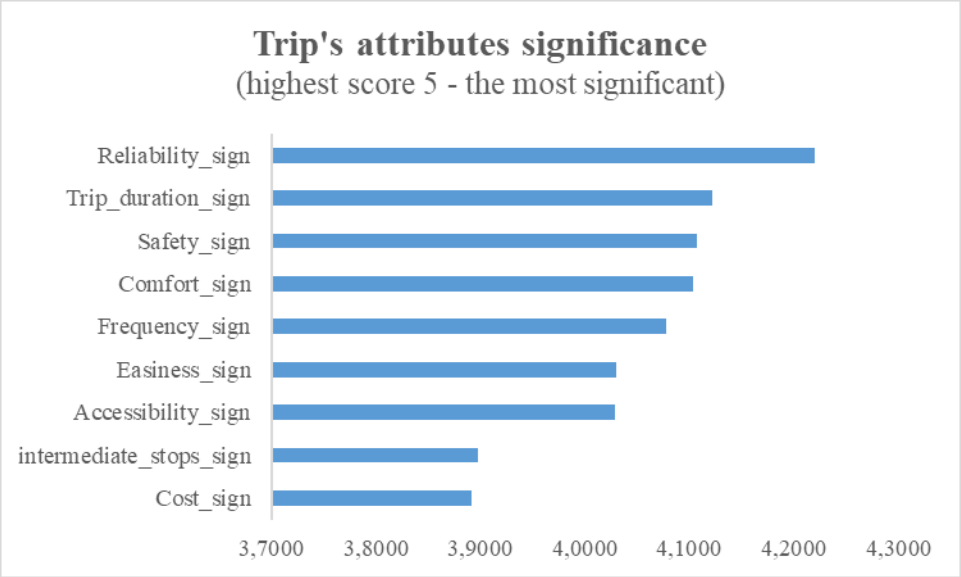

Figure 32: Trip's attributes significance (all modes)

Figure 33 shows that safety and trip duration seem to be the most important attributes in travellers' perception even when selecting the mode that fits better their travel needs.

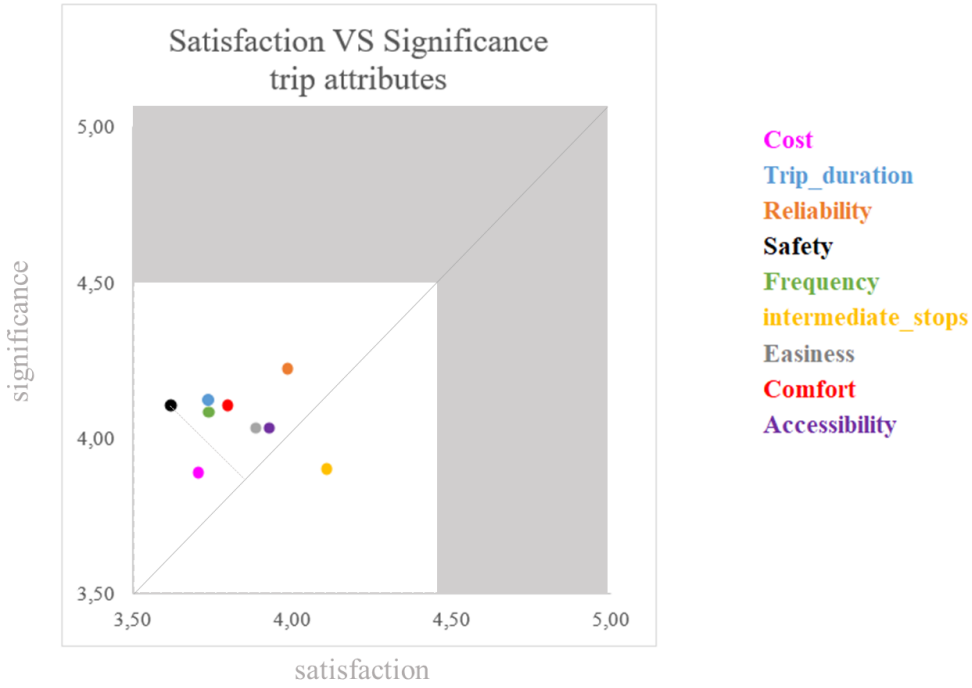

Figure 33: Satisfaction VS significance of trip attributes (all modes)

3. Concluding incorporating experts' opinions for ADRION's transnational connectivity opportunities

The catchment areas of the cases as defined by the project partners as well as local stakeholders (the darkest areas in the map of Figure 34) shows the influence area of the cases at national level (areas from which potential transport demand exist). However, when considering the ADRION as a whole and while having as a vision the enlargement of attractiveness of the whole area, each Inter-Connect case should play a more extended role; therefore port-cities (i.e. Igoumentisa, Trieste, coastal areas of Slovenia and Croatia, Durres and Bar) could eventually act as main maritime gates for the countries while inland cities like Bologna and Belgrade can act as major rail (even air) hubs that offer good connectivity with Adriatic and Ionian Seas.

Figure 34: Inter-Connect cases & catchment areas, Inter-Connect toolkit – functionality 'Intermodality'

The current transnational situation is characterized by relatively low level of connectivity – rail connection that are proven ineffective (long trip durations, interoperability issues, low quality of network) and maritime services serving specific pairs of port-cities. The truth is that demand is a driving force for planning and operating services therefore, with the current low demand levels, at least as regards the maritime services, as expressed by stakeholders, these cover existing critical mass needs. From the other side, joint campaigns and common ADRION branding could reveal latent demand. And since transnational transportation is strictly related to tourism sector, bilateral discussions involving representatives from both fields would add on the list of prioritized and efficient measures that should be taken.

As regards rail services, much should be done at network level – harmonized procedures, timetables and interoperability issues should be accelerated.

Information provision is a crucial parameter that facilitate transnational trips – information flow should be seamless and continue also at local level in order to guarantee a good (feeling of trust) traveller experience.

From the other hand, intra-country public transport connectivity is the first prerequisite if we want to promote the vision of an integrated ADRION growth. As revealed from the round tables, faster development of detailed plans and infrastructure development in general is crucial for future development of sustainable and environmental friendly transport solutions is the first step for IPA countries while as regards the EU member states of Inter-Connect project, cooperation schemes and more 'innovative' (ICT based) solutions are to be considered in priority. Services reliability, travel time and cost are the most important parameters able to change travellers' perception and make them shift to more sustainable ways of transport (compared to the current situation where the majority of travellers use their private vehicles for local and regional trips).

Concluding and taking into account survey's outputs, the following considerations arise:

- A single ticket for railway and maritime transport is perceived by travellers as a good idea able to facilitate their trip / Development of common electronic ticketing system (contactless systems) that would make use of intermodal ticket easier;

- Cooperation with maritime carriers to identify measures for removing obstacles when introducing new services is essential, such as harmonizing timetables and establishing a single tariff system, introducing a common information system for passengers who decide to use intermodal travel option;

- Cooperation among stakeholders that influence the design of national strategies and action plans and establishment of working group to adequately weight the priority of improving existing or building new railway infrastructure which would facilitate the implementation of new intermodal travel modes, including the establishment of funds that will help to introduce new intermodal services in Croatia and beyond;

- Cooperation with tourist boards who would address potential users by adequate promotional messages and communication strategies to familiarize them with more sustainable ways of travel;

- National and international cooperation with tourist agencies for increasing the visibility of new/integrated mobility service;

- Introduction of new communication channels with users - most users believe that today the most effective way of promotion and communication is made through modern media such as Internet, and many of them also emphasize social networks as effective communication channel. Internet advertising tools enable adequately targeted, cost-effective communication with customers and significantly wider visibility of door-to-door service;

- Implementation of marketing strategies which would emphasize benefits of rail travel in terms of environmental protection;

- Establishment of a permanent monitoring of foreign travellers' (tourists) satisfaction, with special emphasis on currently unsatisfied needs;

- Introduction of integrated technology transfer processes based on quality traffic management and monitoring and quality information system;

ANNEX I
Travellers' questionnaire

PART 1: Personal data

Gender
❒M
❒F
❒other

Age / date of birth: _____

Income category (per year)
❒0-10.000euro
❒10.000-20.000euro
❒20.000-30.000euro
❒30.000-40.000euro
❒>40.000euro
❒ Prefer not to say

Driving license
❒YES
❒NO

Car ownership
❒ YES
❒ NO

City (place of residence): _____

Employment status (full-time/part-time): _____

Education level:
❒ Primary school completed
❒ Secondary school completed
❒ Student
❒ High school graduate, diploma or equivalent
❒ Bachelor's degree
❒ Master's degree
❒ Doctorate degree
❒ Other

Trip/travel Purpose
❒leisure
❒work
❒other

PART 2: TRIP diary

Please explain your trip(origin, intermediate places visited-to be visited, final destination):

FROM	**TO**	**Duration (nights per place)**	**Mode of transport used**	**Company**	**Time of departure**	**Time of arrival**	**Travelling with … (number**

							of travellers)
(origin / home)	*(1st stop/place to visit)*	-	*(e.g. from my home to the Port of +++ by bus)*				*(e.g. two passengers)*
(1st stop/place to visit)	*(2nd stop/place to visit)*	*(e.g. 1 night)*	*(mode for inside the area trips AND from area No1 to area No2 e.g. for visiting the area No1 the 2 days I stayed I used taxi and buses – in order to go from area No1 to area No2 I used interurban bus)*				
(2nd stop/place to visit)	…	*(0 nights, just for sightseeing and go to the next point)*					
…		…	…				
…		…	…				
…		…	…				

PART 3: Satisfaction – current mode

(preidentified based on the above – just for verification)

Main mode of transport used for the **transnational trip** (from origin country to destination country):
❒car
❒ Rail
❒ Bus
❒Ferry
❒_____

Level of satisfaction from the transport mode stated above:
❒very satisfied
❒ satisfied
❒ little satisfied
❒unsatisfied

Please rate the following criteria for the above mode you used **(for the transnational part of the trip)** based on the satisfaction (how satisfied you are from the attribute: 1 not at all satisfied, 5 very satisfied) and the gravity (how significant was for your choice; 1 not very significant reason for choosing the transport mode, 5 very crucial parameter for choosing the current mode for my transnational trip):

Attribute	Satisfaction	Significance
Cost	*(From 1-5)*	*(From 1-5)*
Trip duration	*(From 1-5)*	*(From 1-5)*
Reliability	*(From 1-5)*	*(From 1-5)*
Safety	*(From 1-5)*	*(From 1-5)*
Frequency	*(From 1-5)*	*(From 1-5)*
Number of intermediate stops	*(From 1-5)*	*(From 1-5)*
Easiness of travelling	*(From 1-5)*	*(From 1-5)*
Comfort	*(From 1-5)*	*(From 1-5)*
Accessibility	*(From 1-5)*	*(From 1-5)*
Other (please state) _____	*(From 1-5)*	*(From 1-5)*

PART 4: SP survey
Error! Not a valid link.(DIFFERENT per pair according to the connectivity tables – del. 1.3.1.)

Example for Igoumenitsa

Slide 1

Slide 2

Slide 3

- *If the answer is that they select / or would select sea based transportation the stated preference is over*
- *If the answer is that they selected / would select the other option (not the one that we have selected as more sustainable – highlighted in green in the connectivity docs) we go on with the scenarios (**all of them**)*

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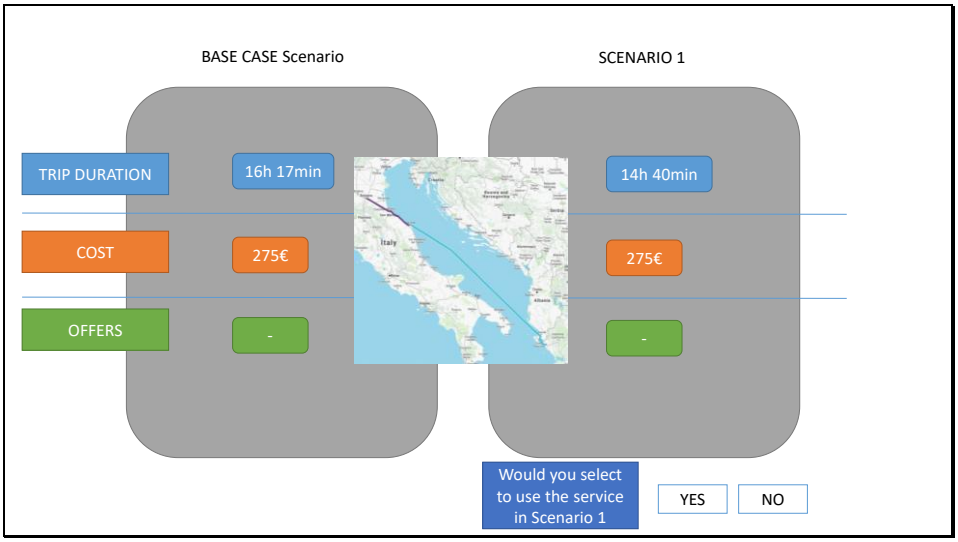

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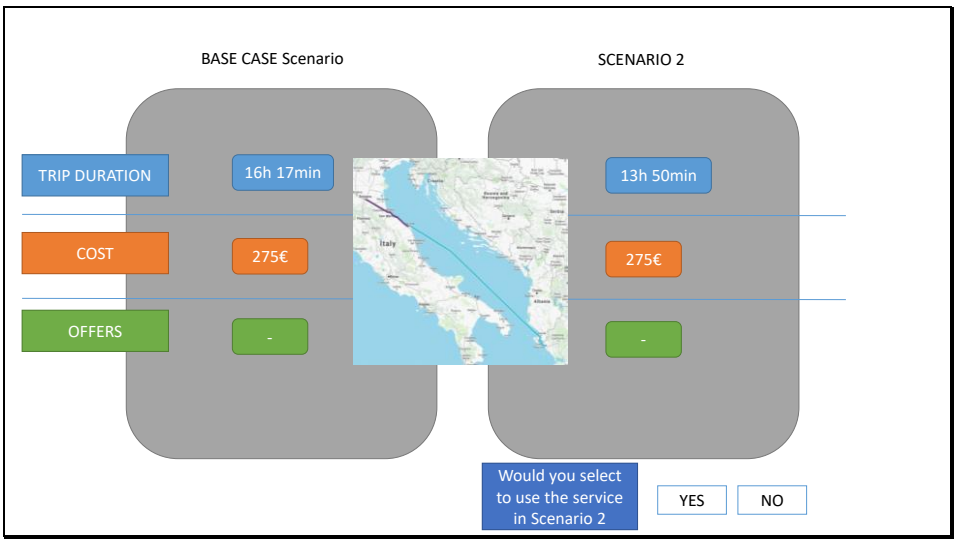

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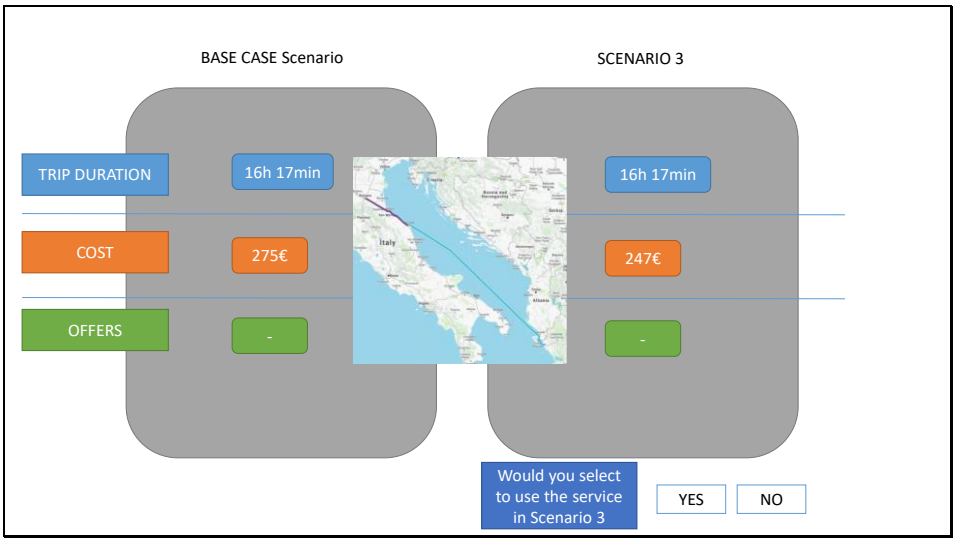

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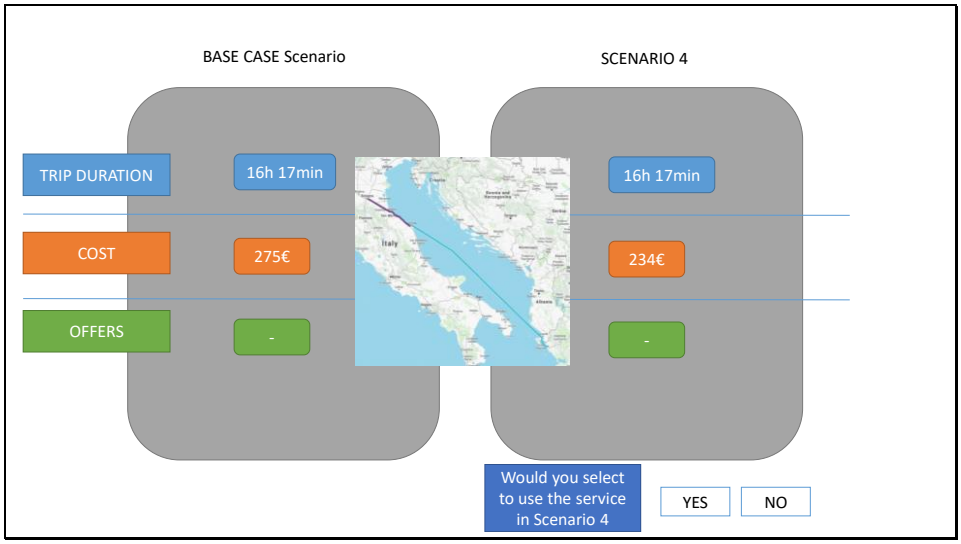

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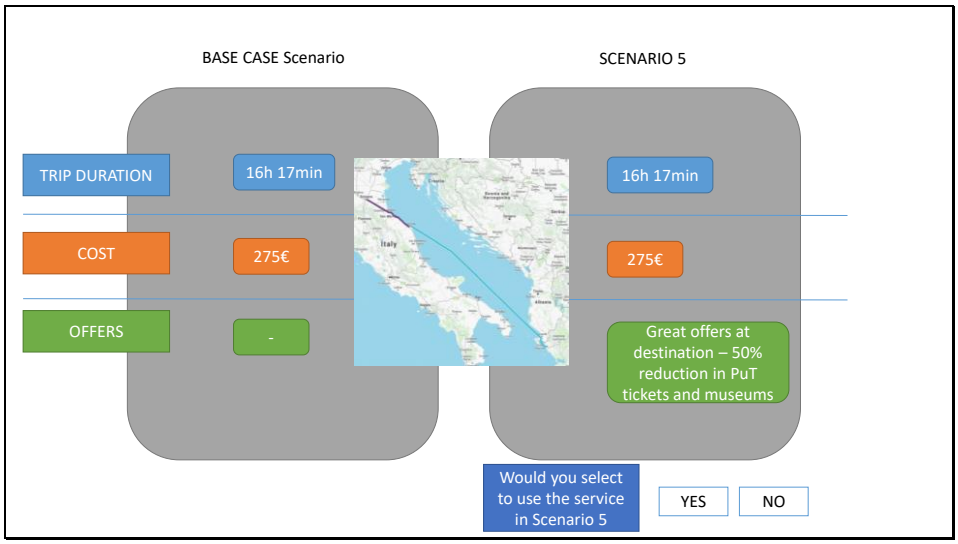

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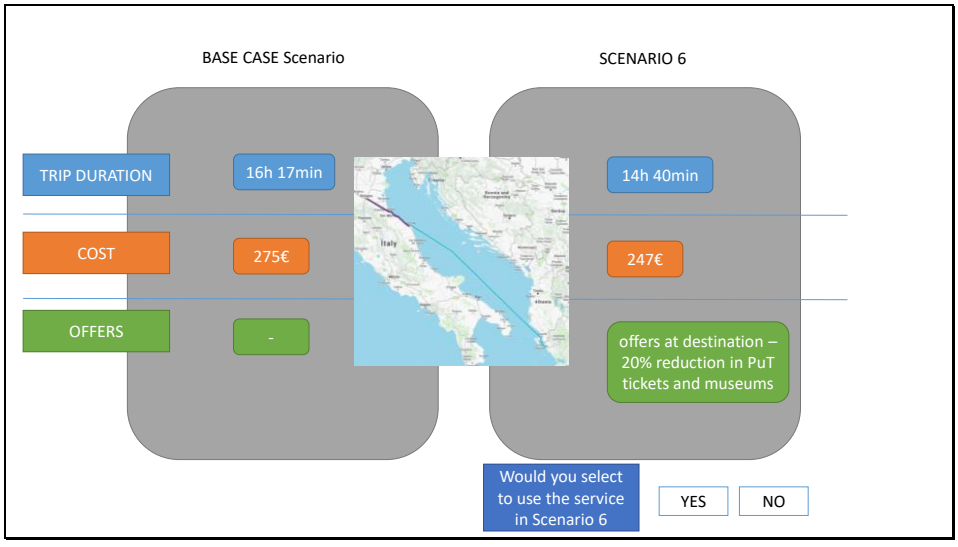

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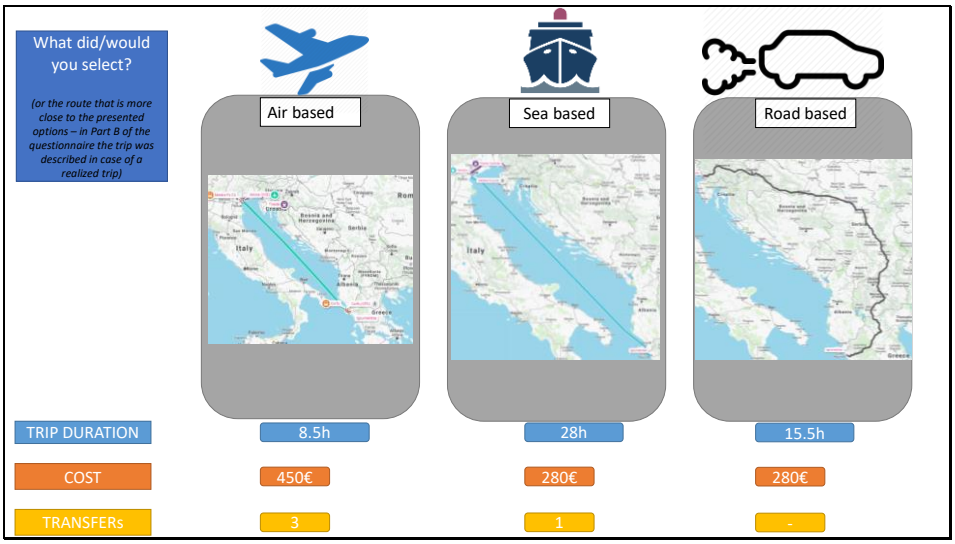

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- *If the answer is that they select / or would select sea based transportation the stated preference is over*
- *If the answer is that they selected / would select the other option (not the one that we have selected as more sustainable – highlighted in green in the connectivity docs) we go on with the scenarios (all of them)*

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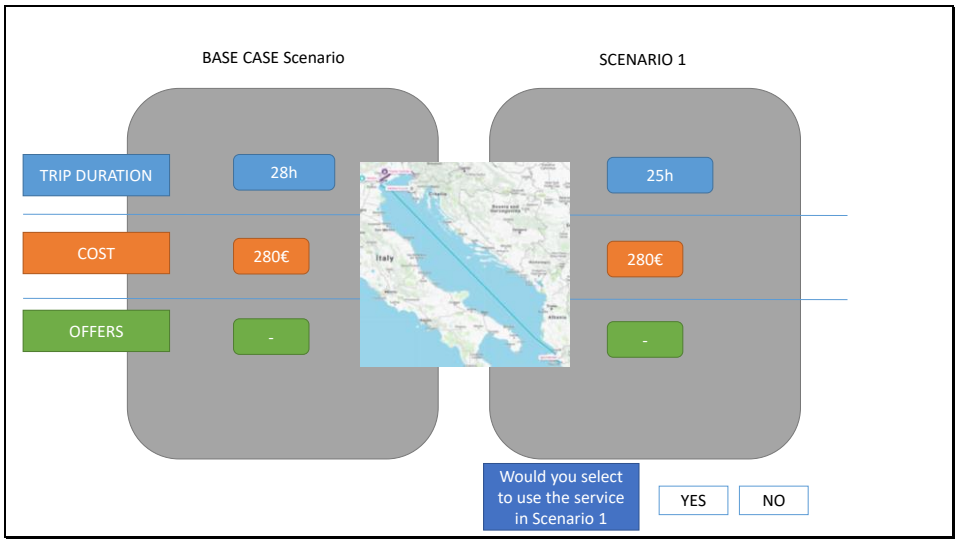

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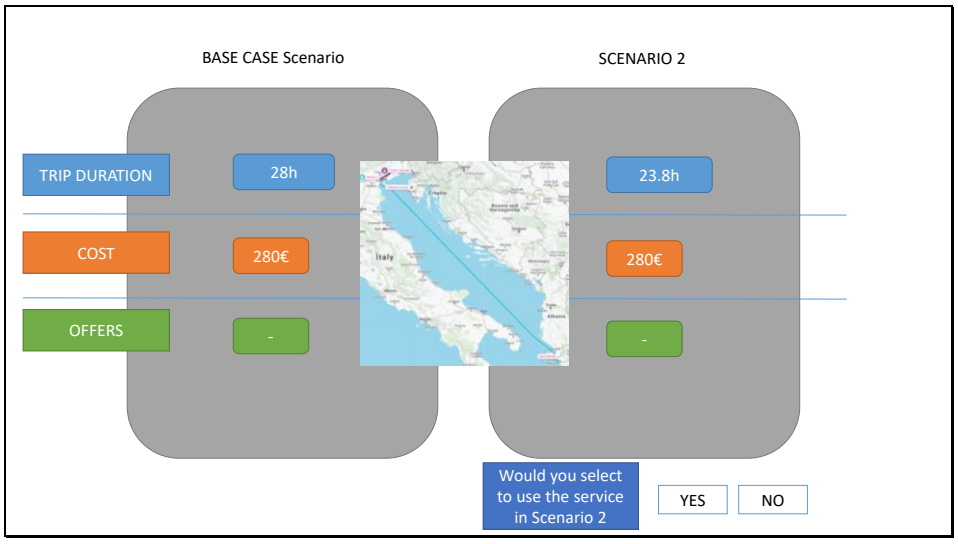

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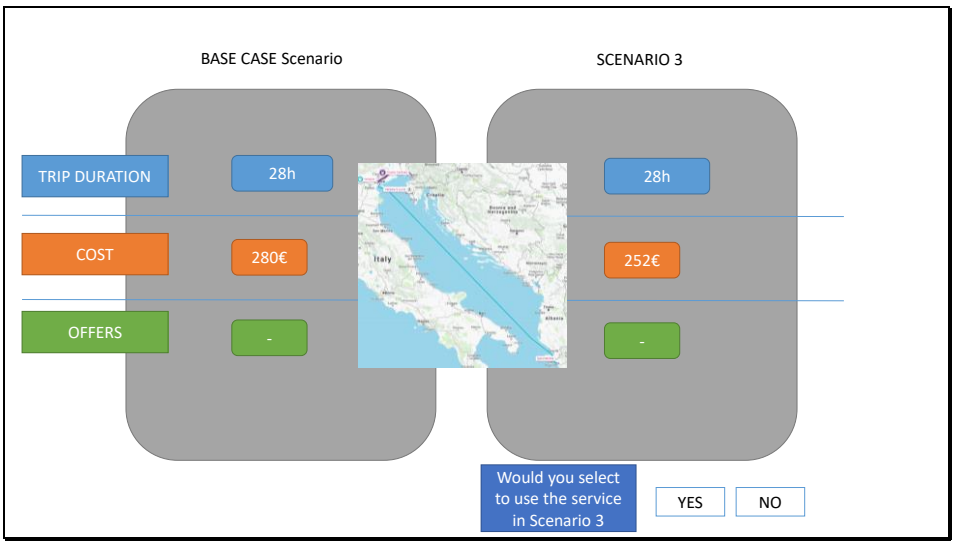

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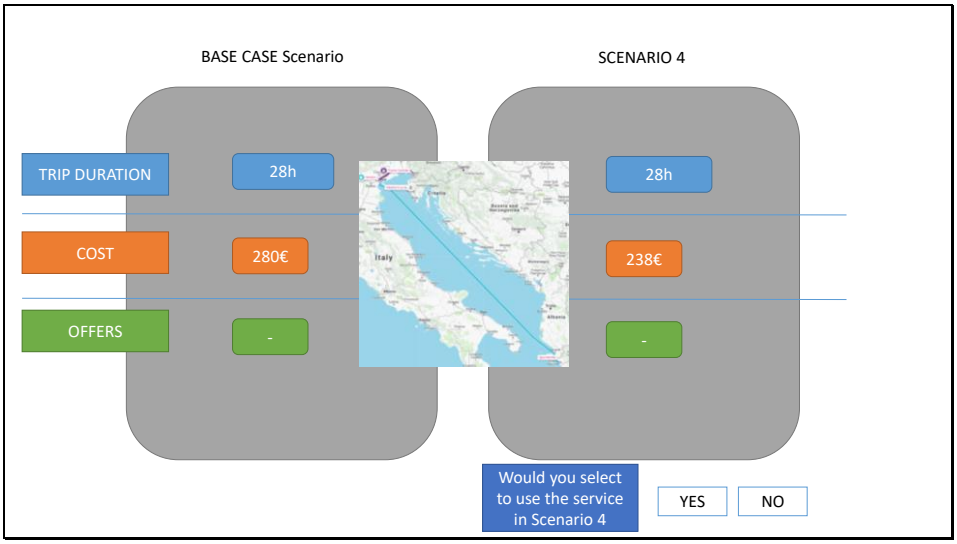

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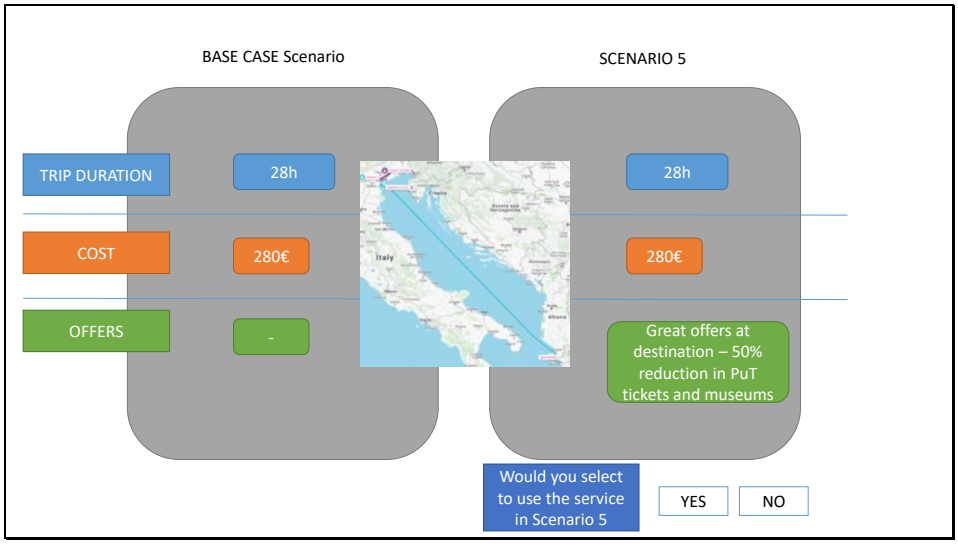

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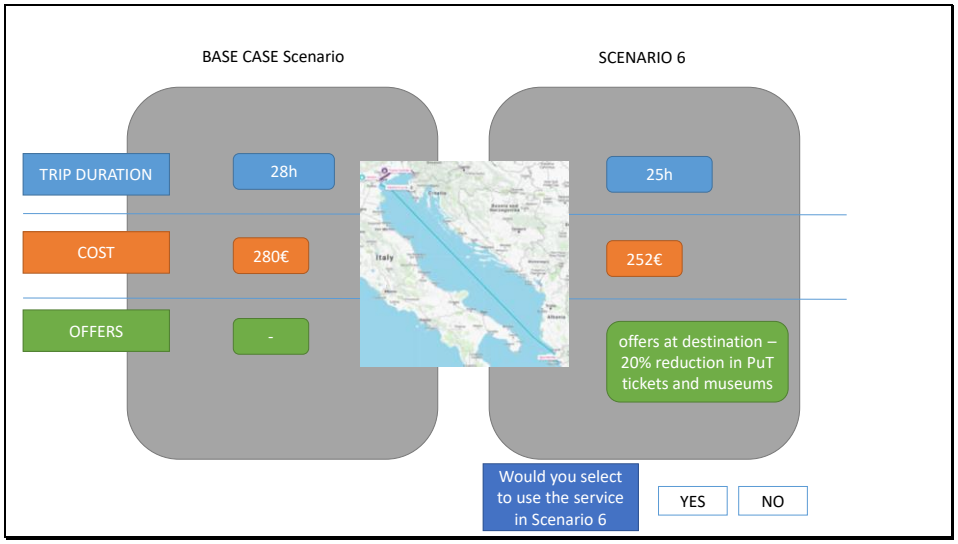

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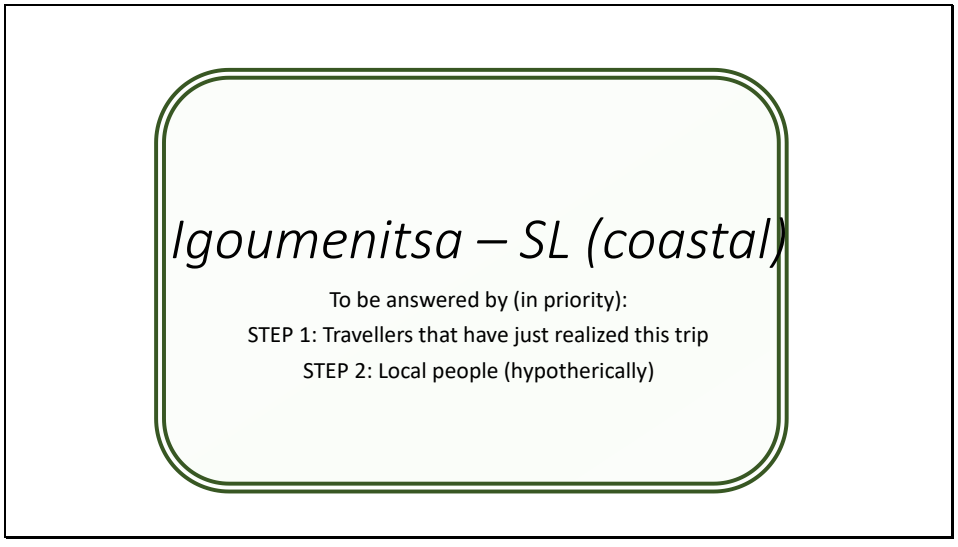

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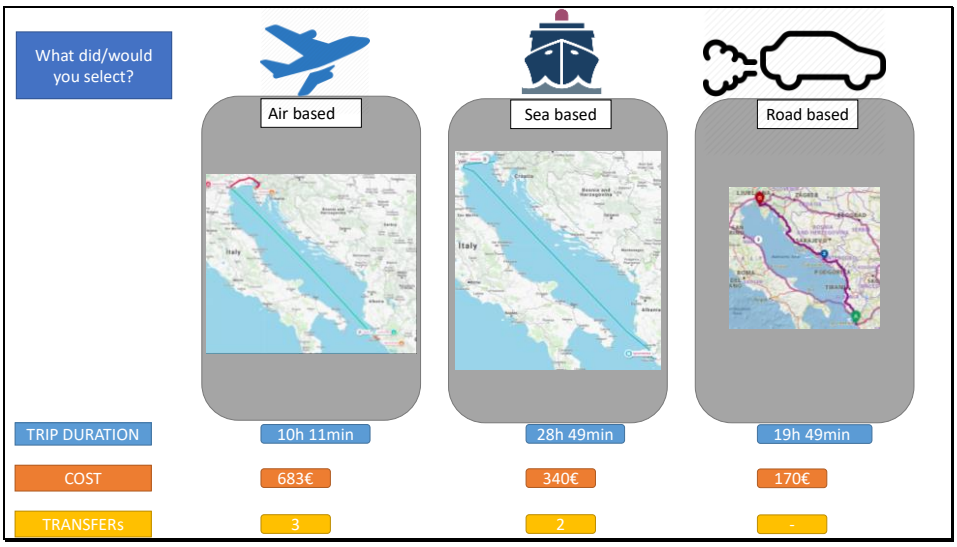

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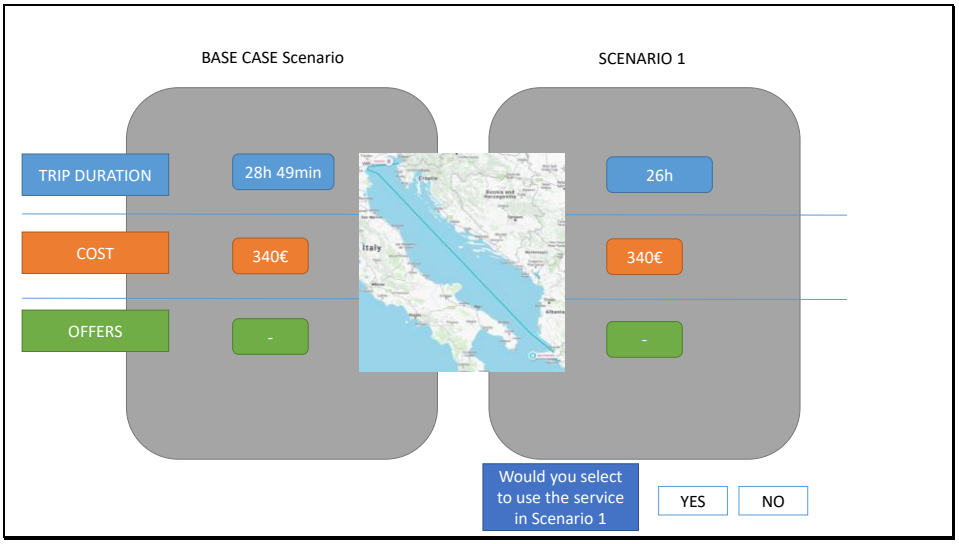
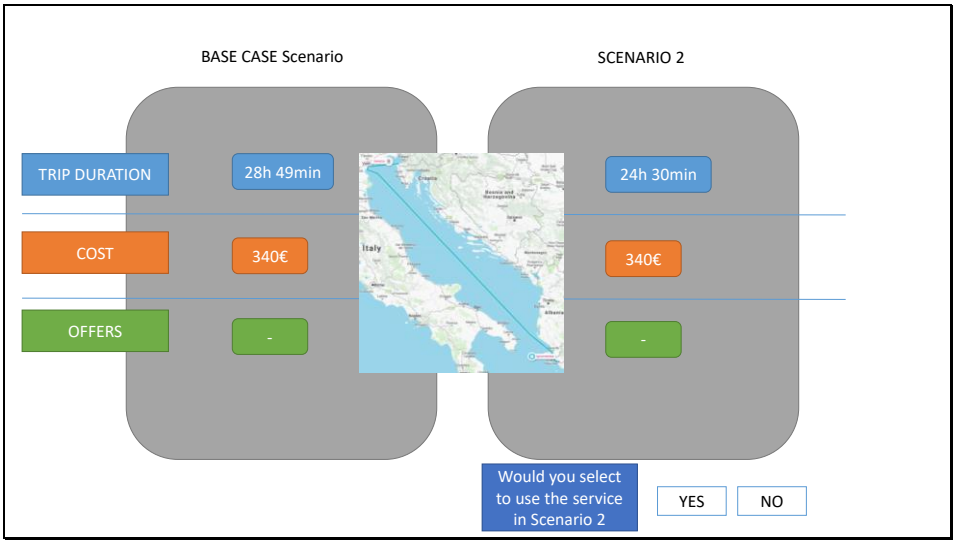
- *If the answer is that they selected / would select the other option (not the one that we have selected as more sustainable – highlighted in green in the connectivity docs) we go on with the scenarios (all of them)*

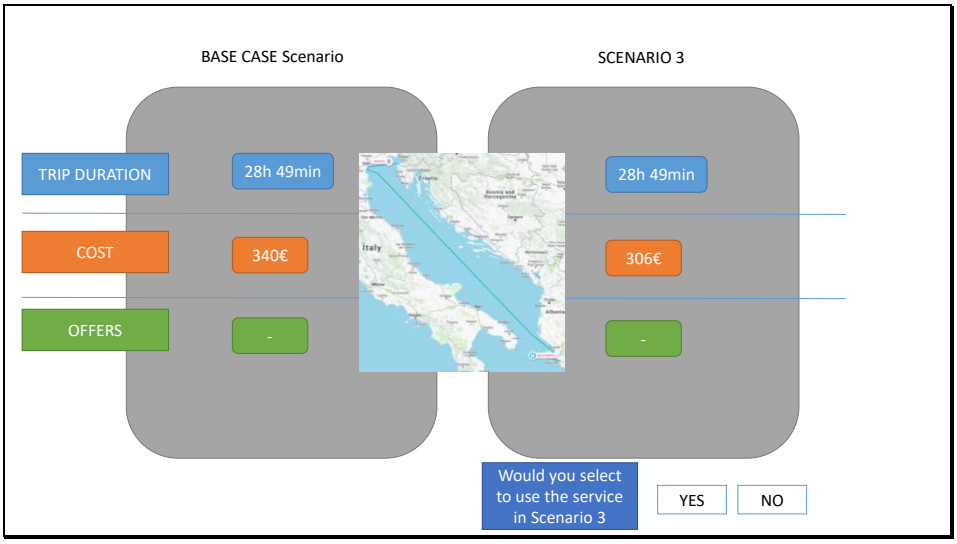
Slide 22



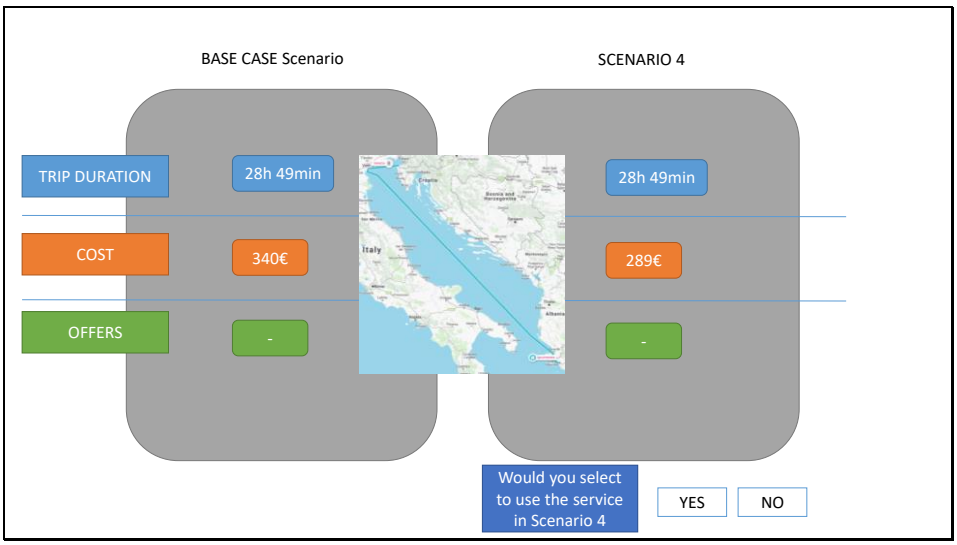
Slide 23



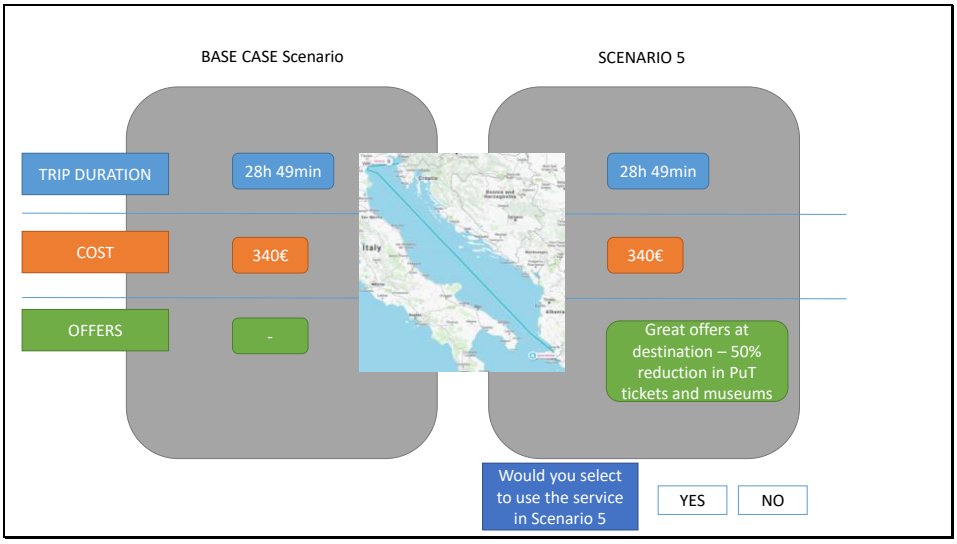
Slide 24



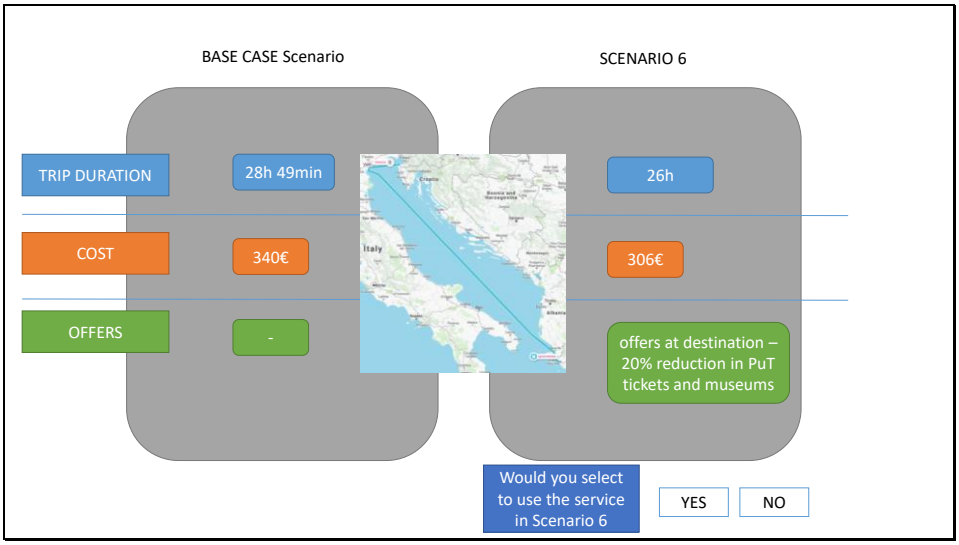
Slide 25



Slide 26

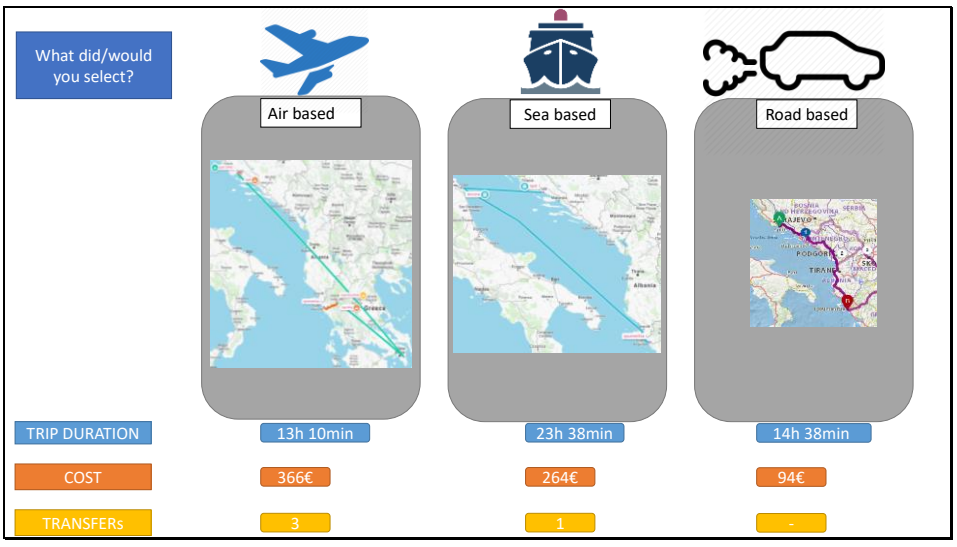


Slide 27



Slide 28

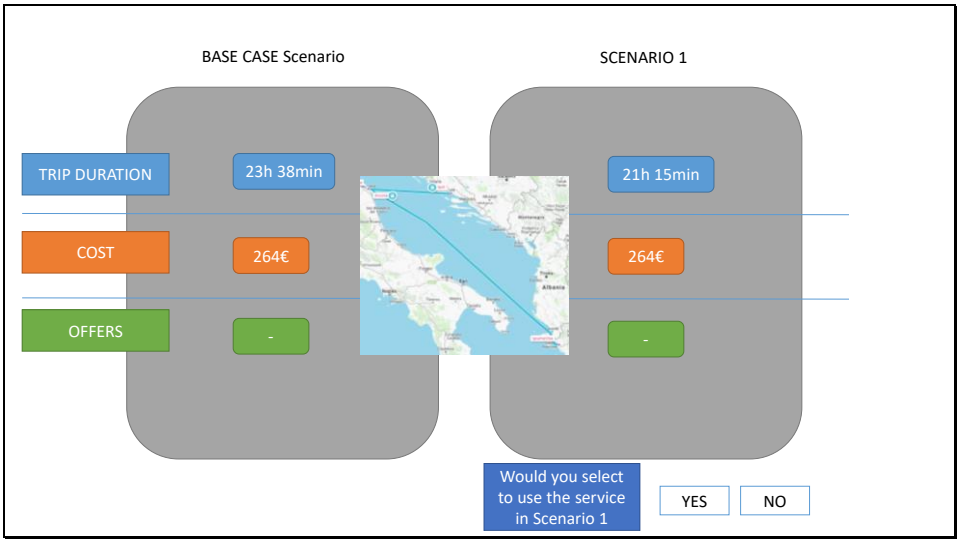
Slide 29



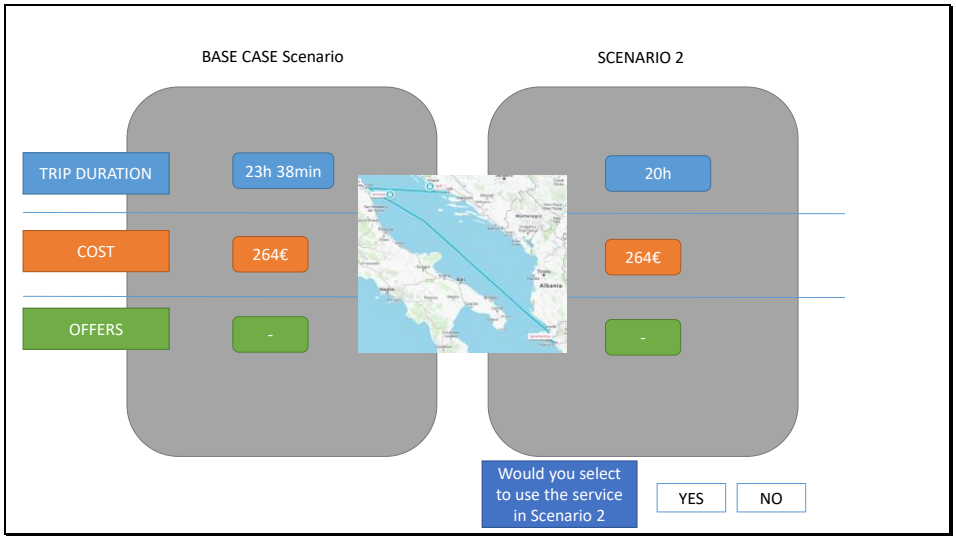
Slide 30

- *If the answer is that they select / or would select sea based transportation the scenarios are not made* ***but we go directly to slide 37 (the case when we propose a not existing service)***
- *If the answer is that they selected / would select the other option (not the one that we have selected as more sustainable – highlighted in green in the connectivity docs) we go on with the scenarios (all of them)*

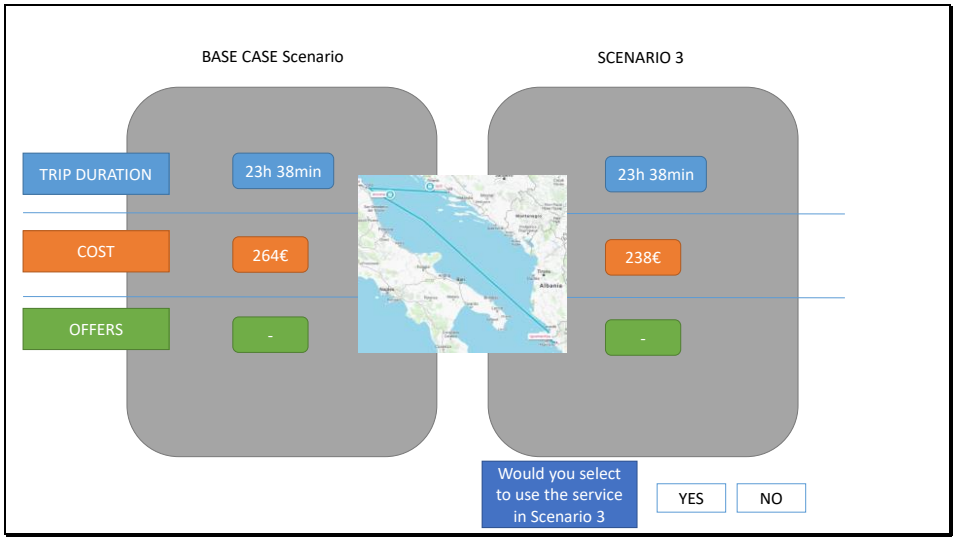
Slide 31



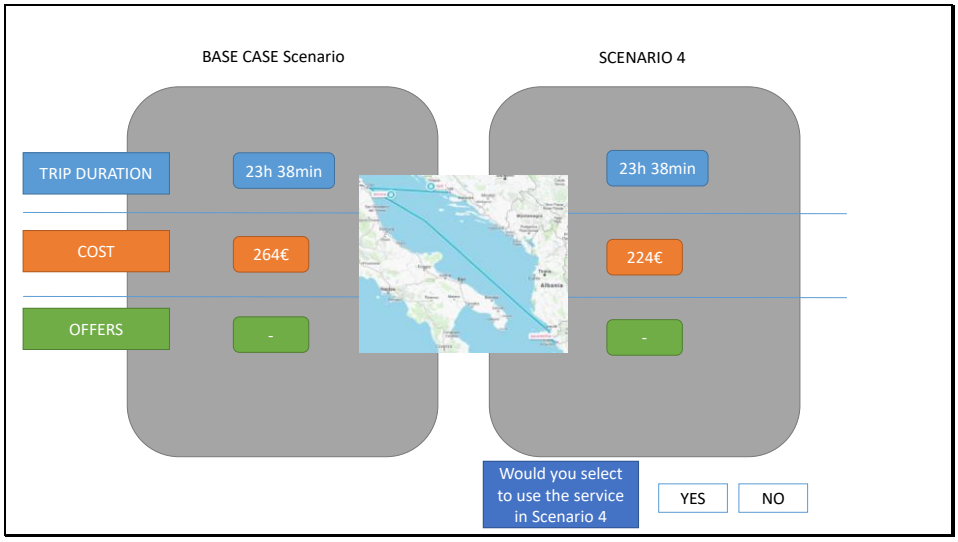
Slide 32



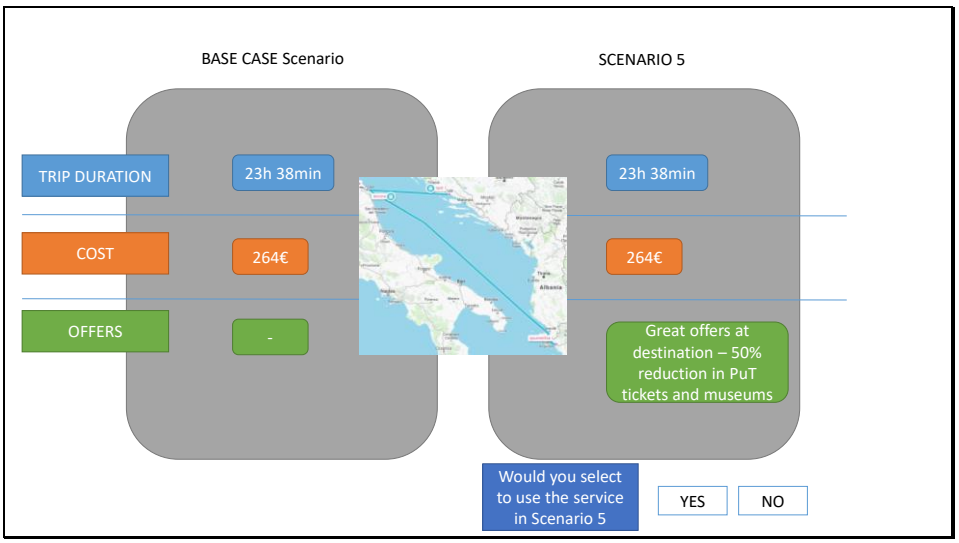
Slide 33



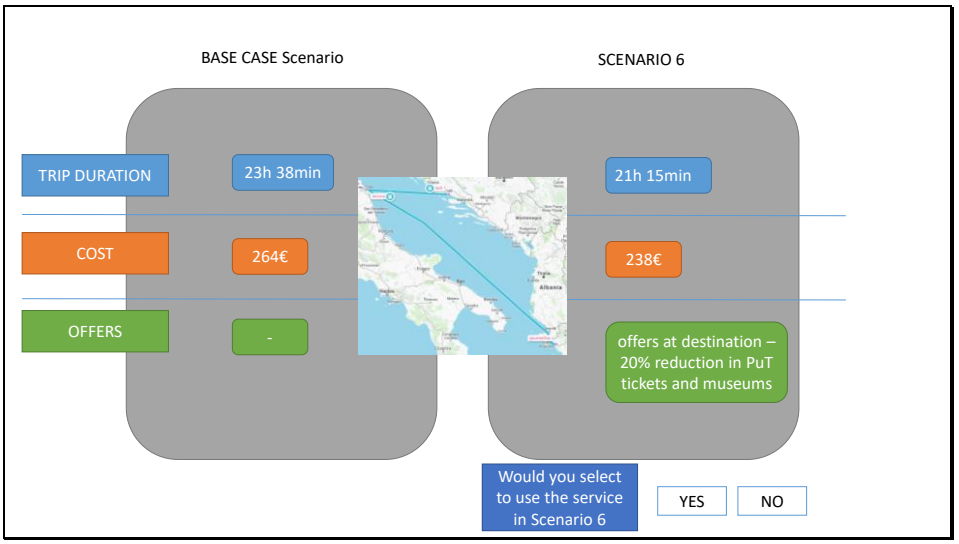
Slide 34



Slide 35



Slide 36



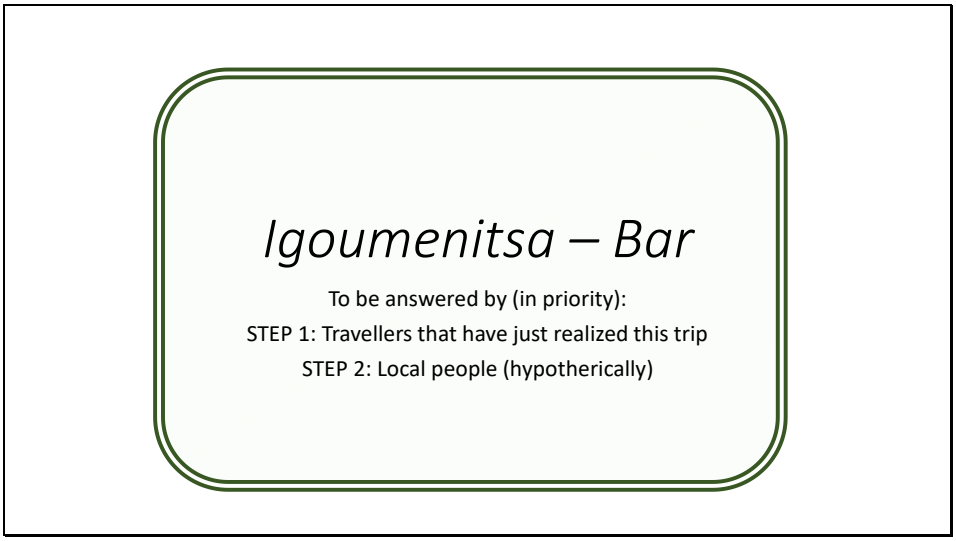
Slide 37

This is an extra question in case of new proposed services

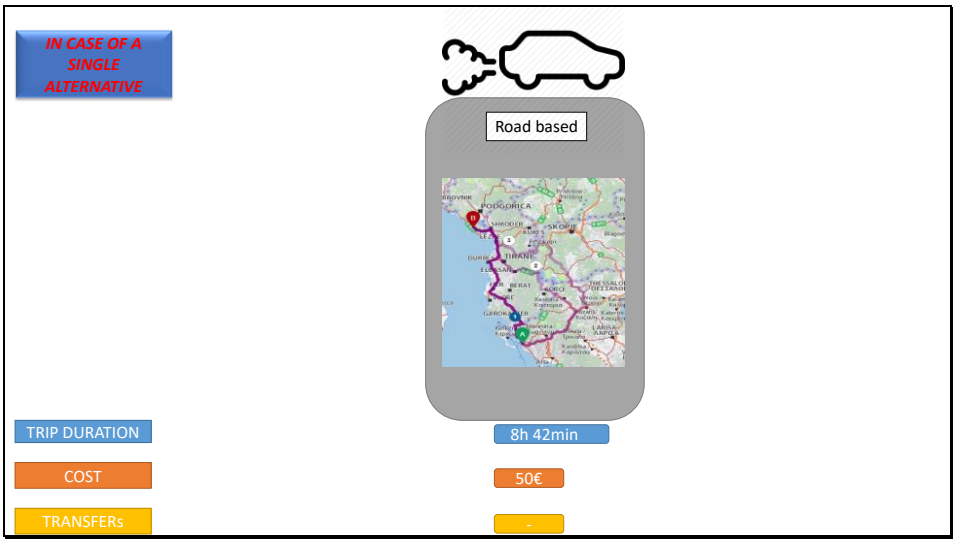
Slide 38

Slide 39

Slide 40



Slide 41



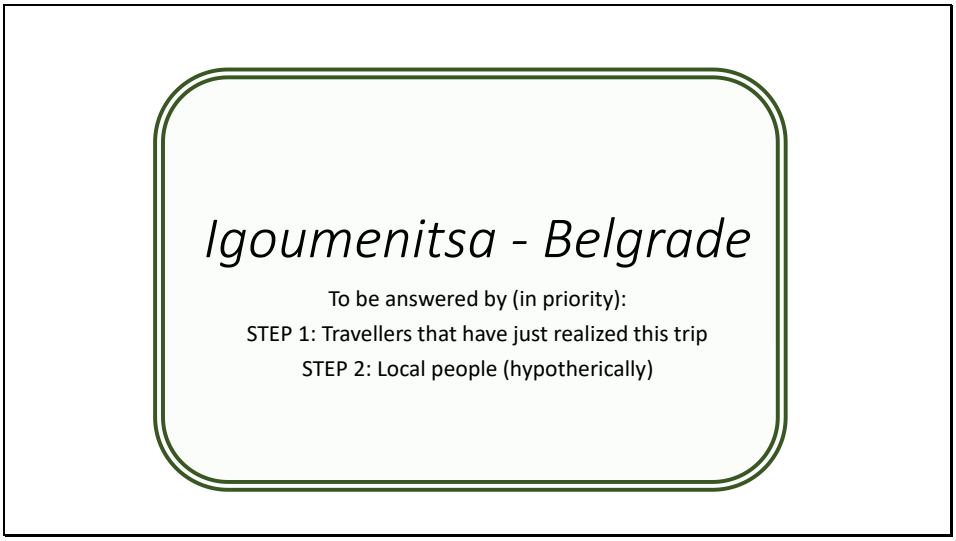
Slide 42

- *Directly to slide 43 (the case when we propose a not existing service)*

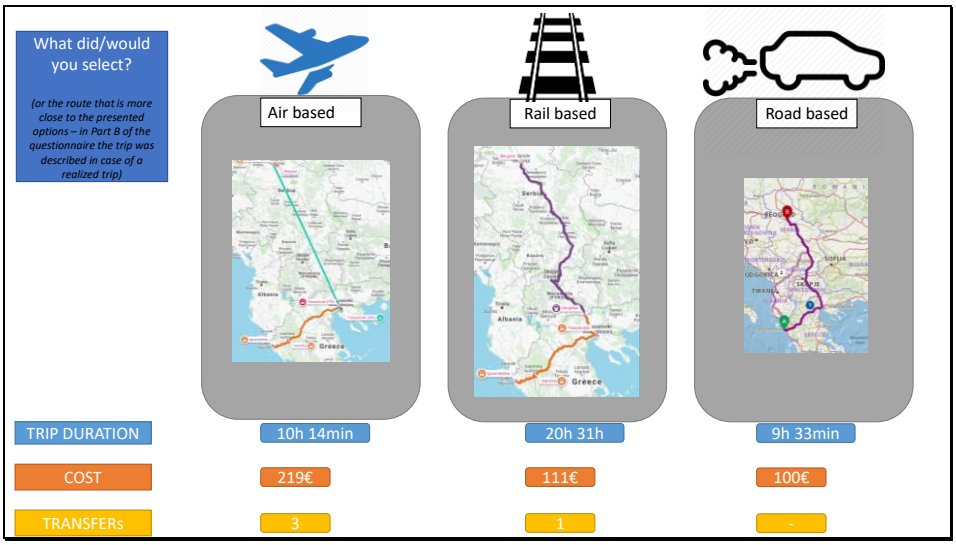
Slide 43

Slide 44

Slide 45



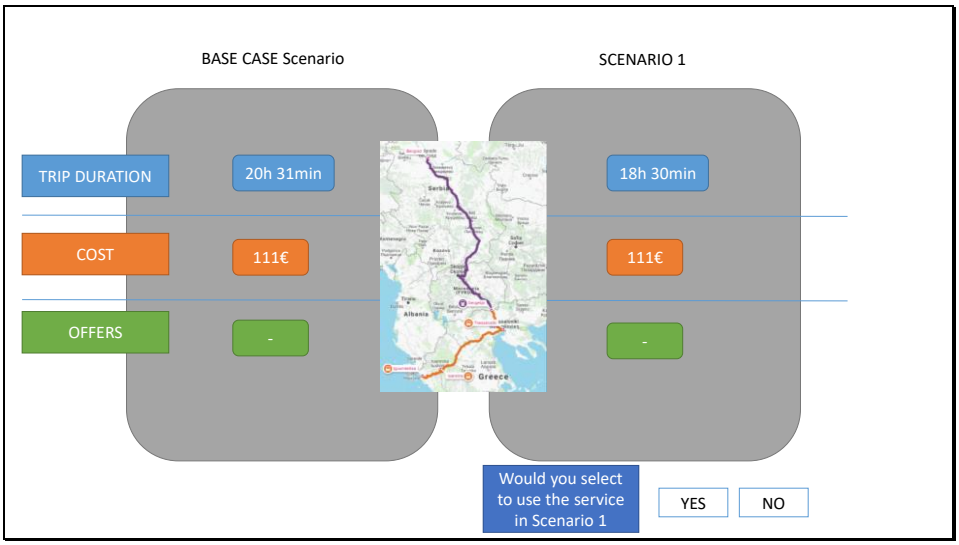
Slide 46



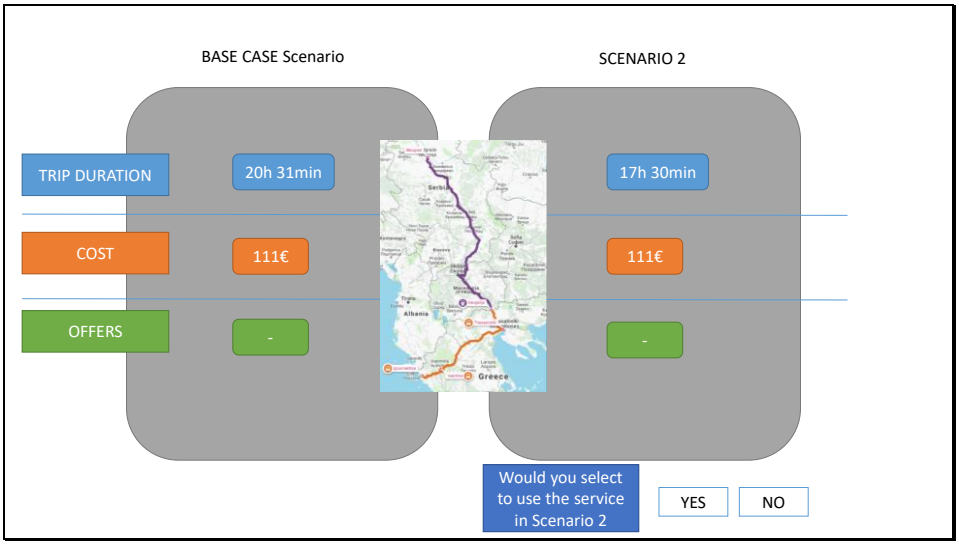
Slide 47

- *If the answer is that they select / or would select rail based transportation the stated preference is over*
- *If the answer is that they selected / would select the other option (not the one that we have selected as more sustainable – highlighted in green in the connectivity docs) we go on with the scenarios (all of them)*

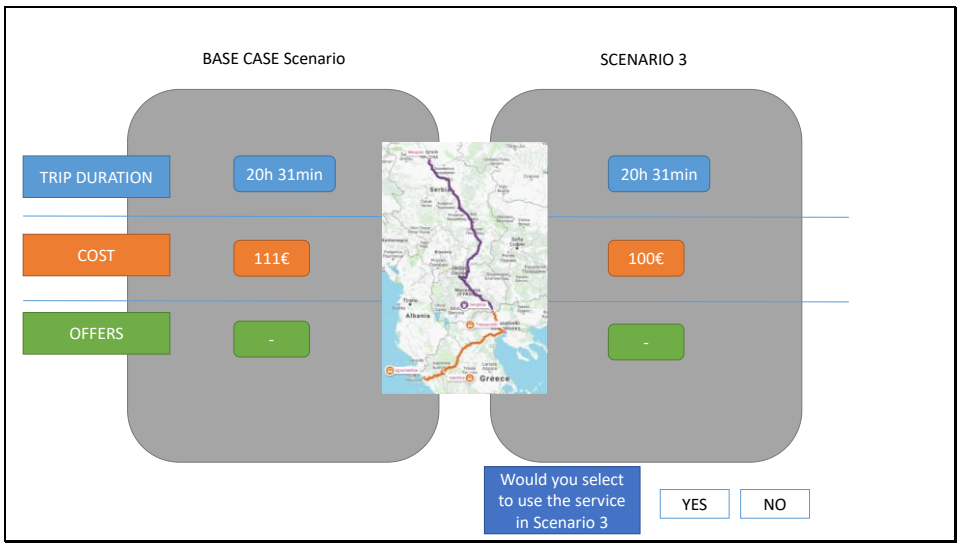
Slide 48



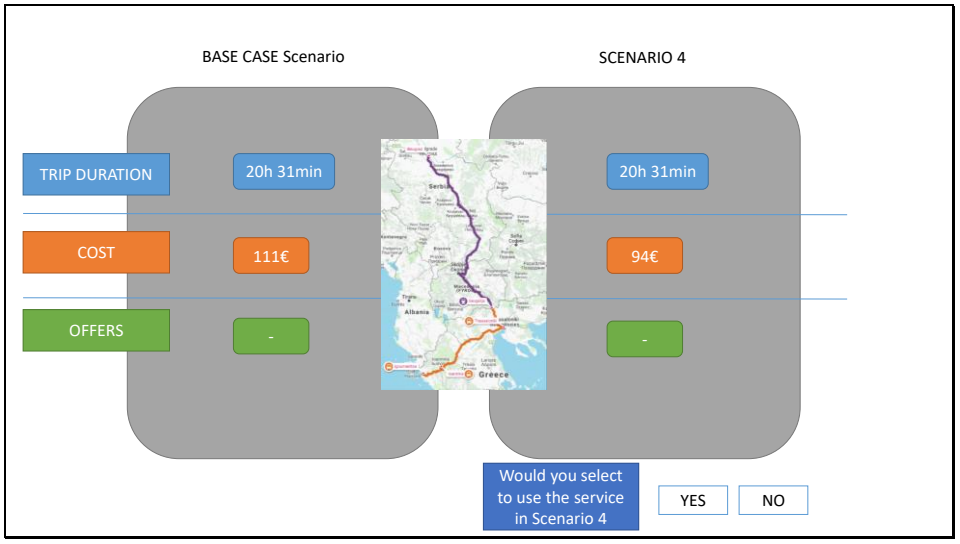
Slide 49



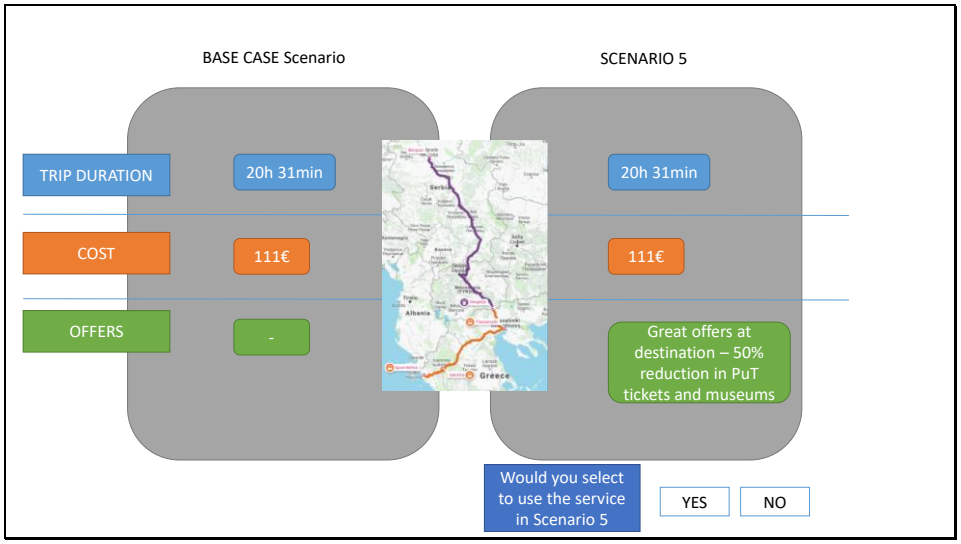
Slide 50



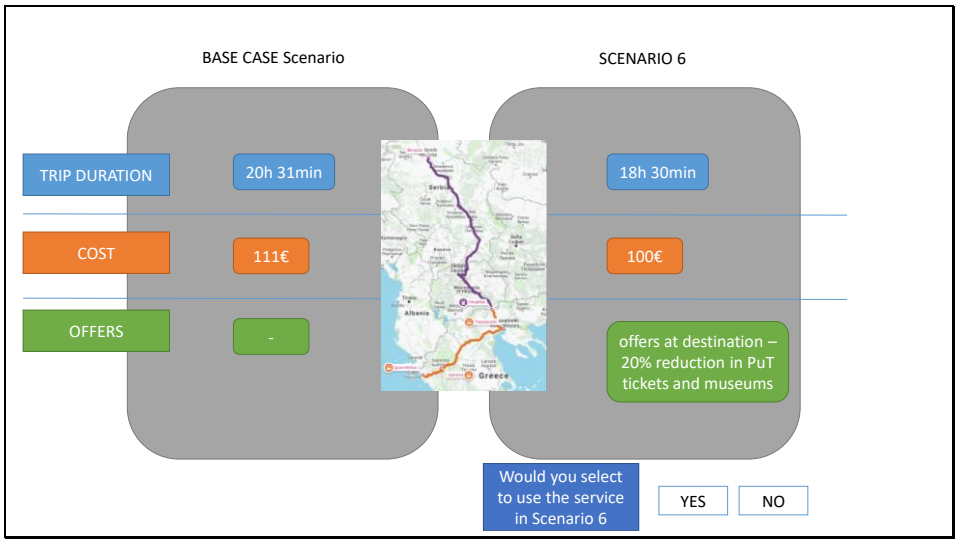
Slide 51



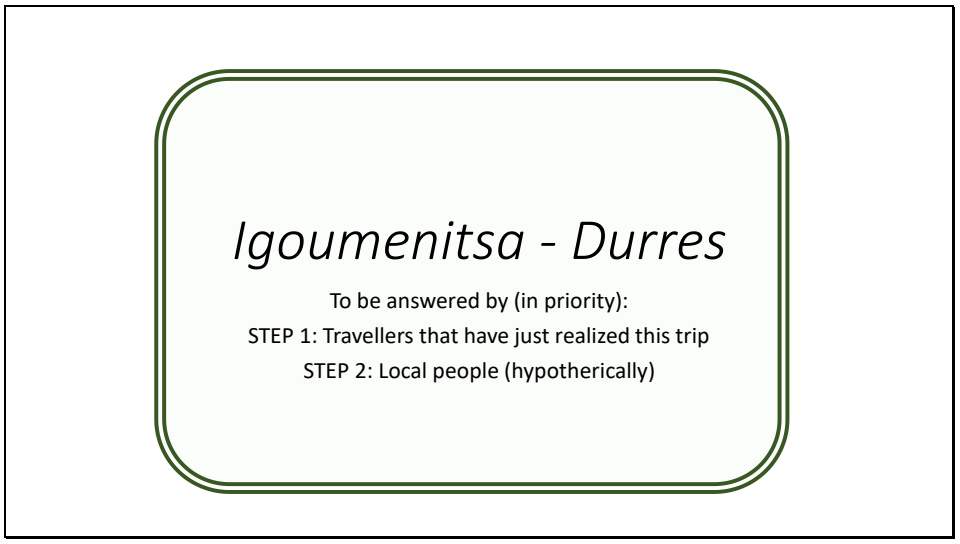
Slide 52



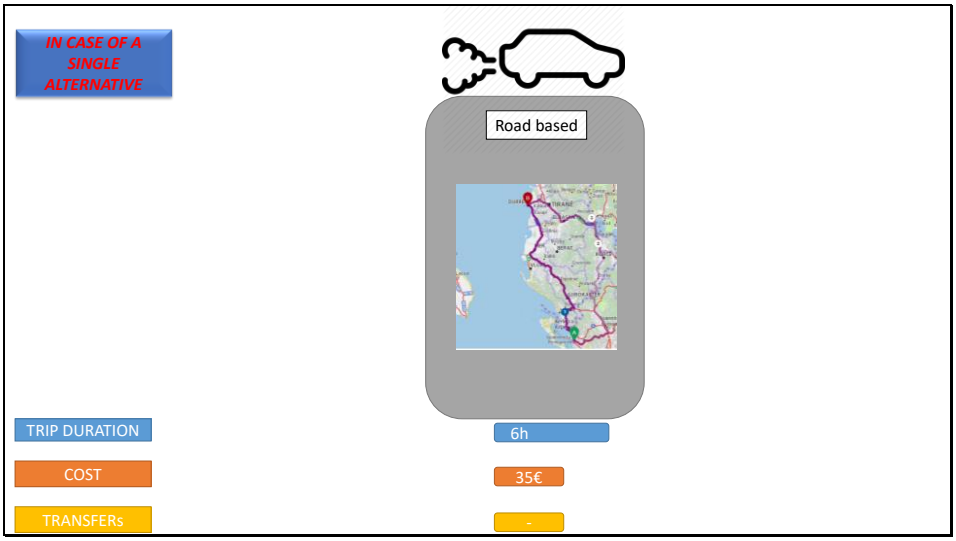
Slide 53



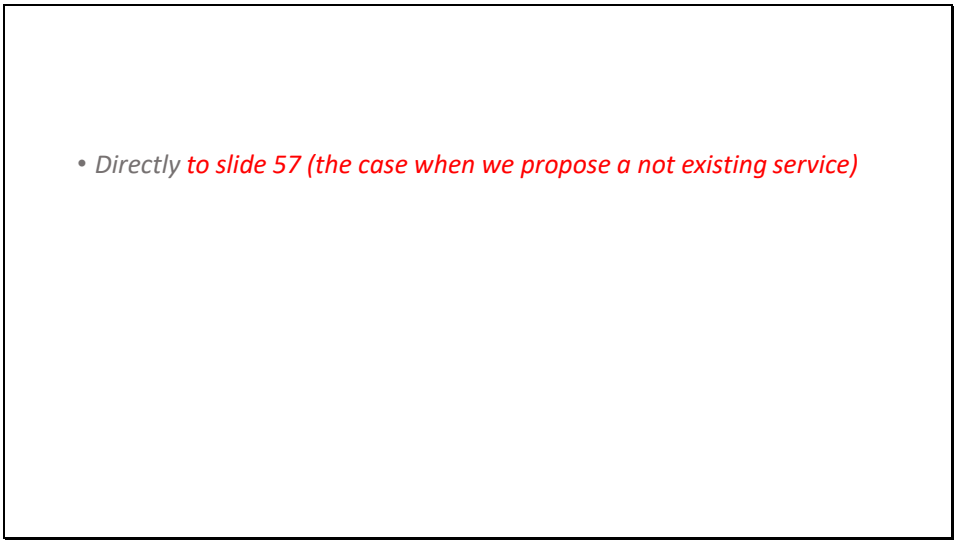
Slide 54



Slide 55



Slide 56

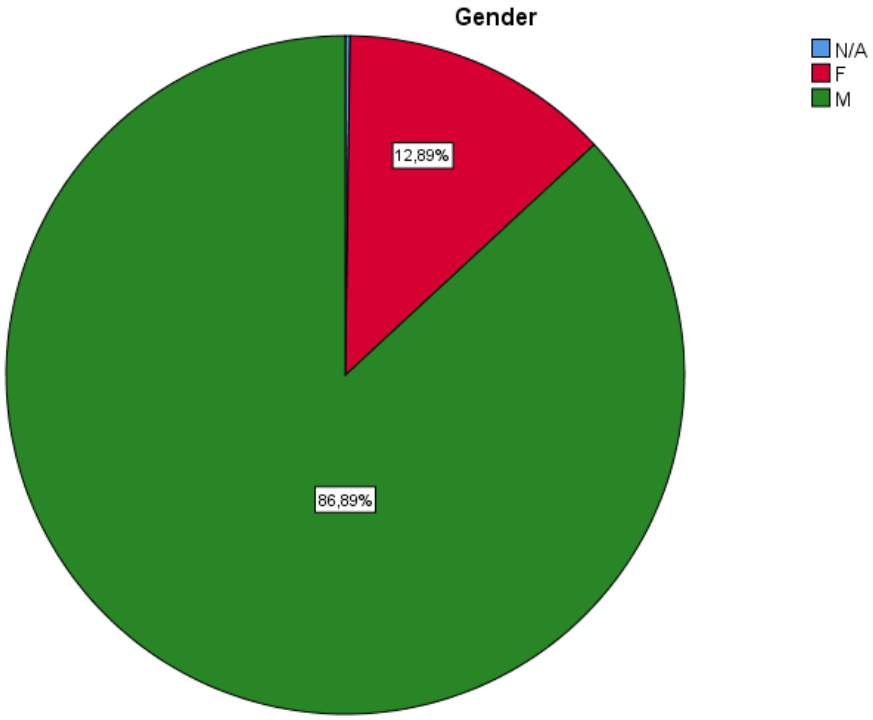


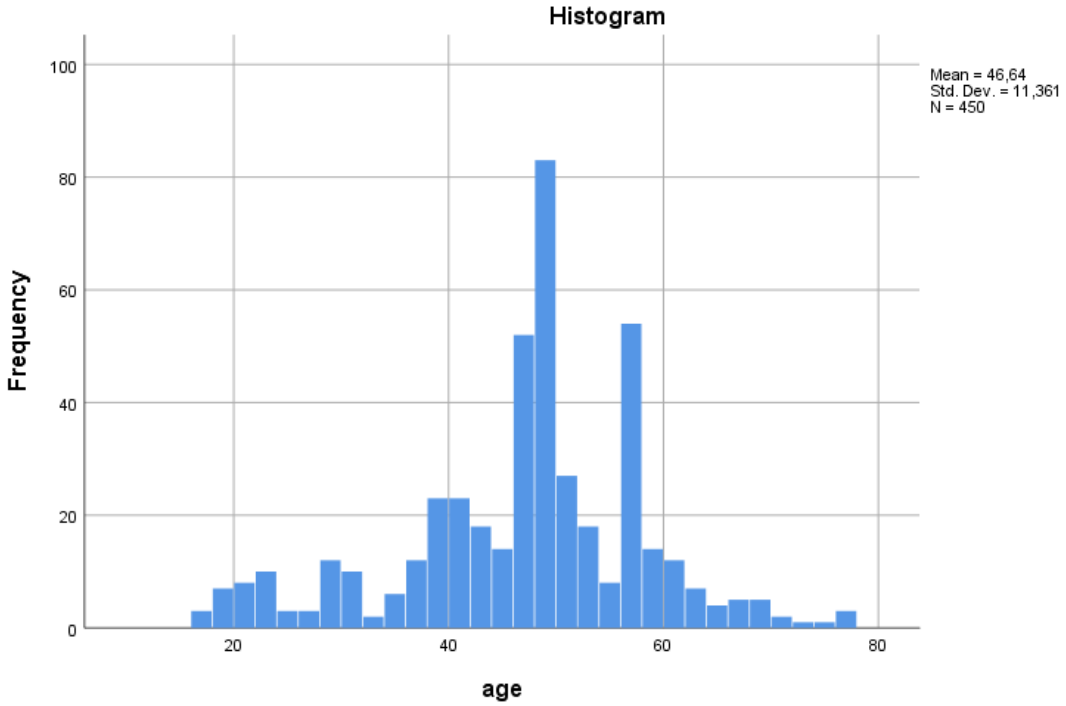
Slide 57

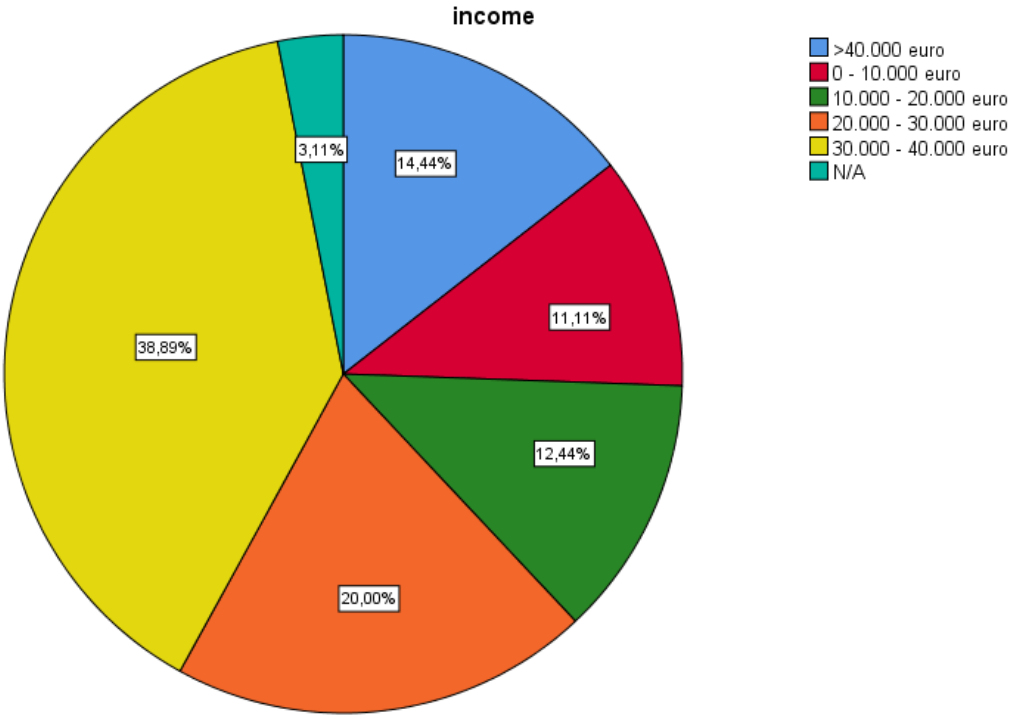
Slide 58

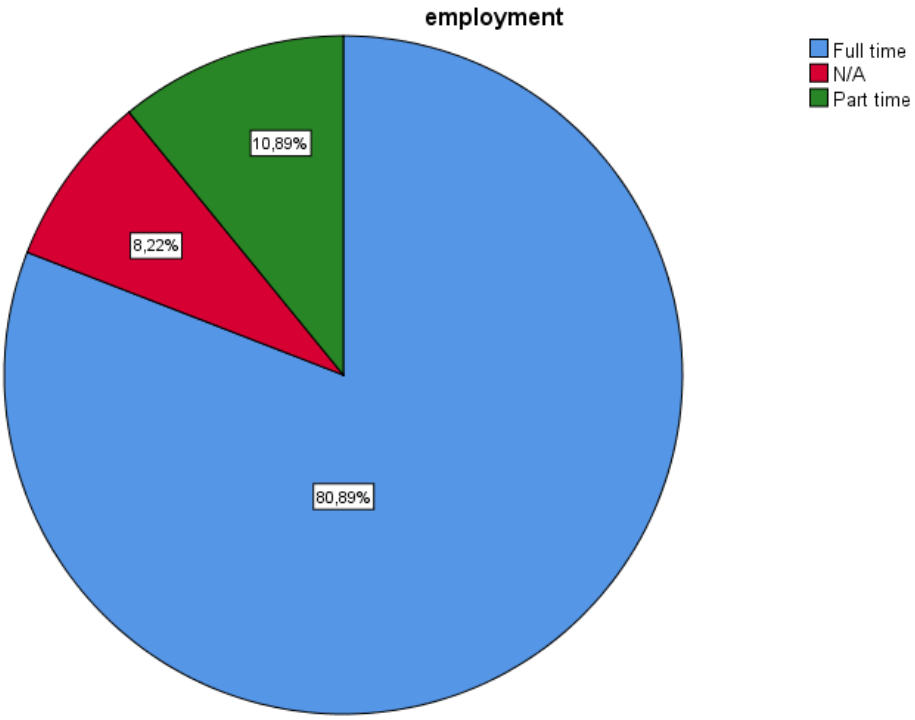
ANNEX II
Results of the statistical analysis of the collected data per case

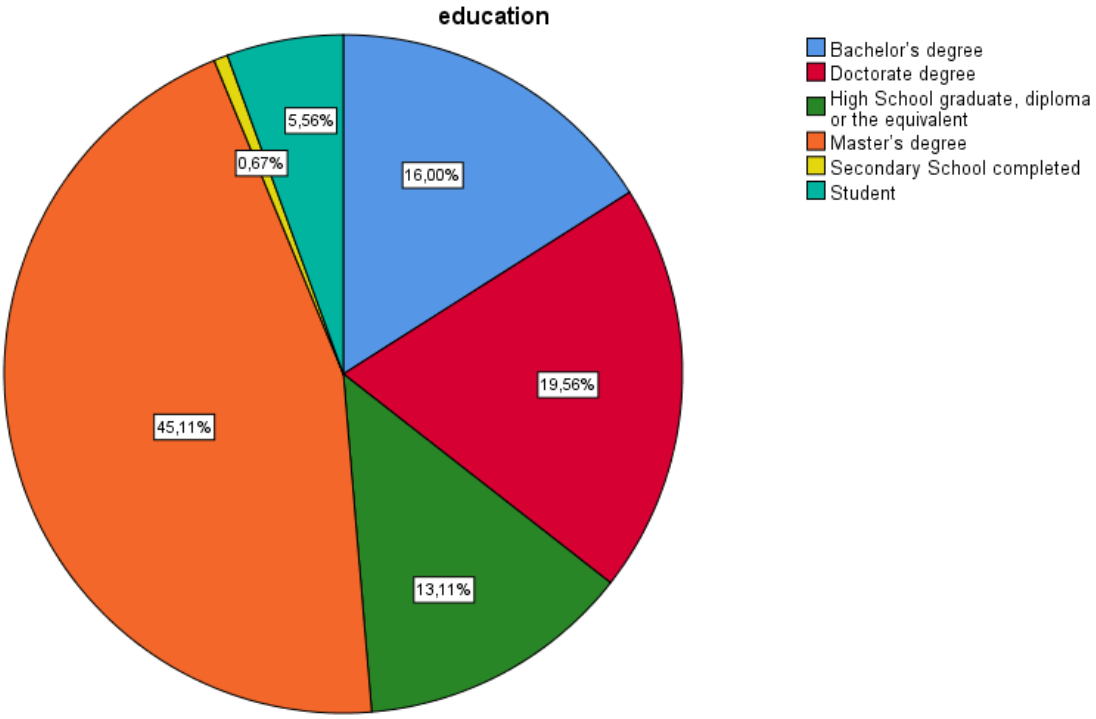
- ***The case of Igoumenitsa, GR***

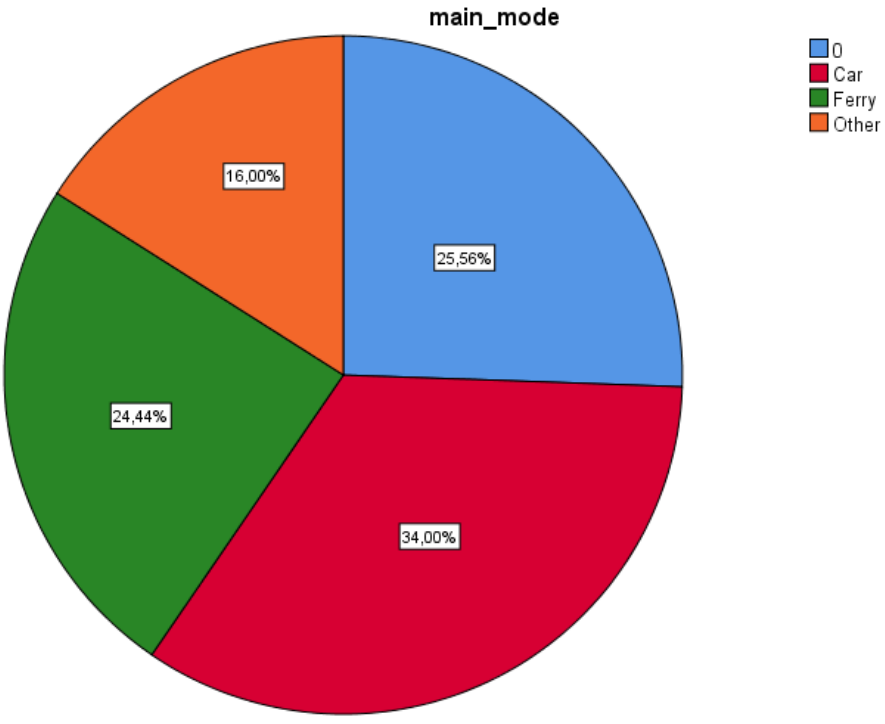

Gender
N/A
F
M
12,89%
86,89%

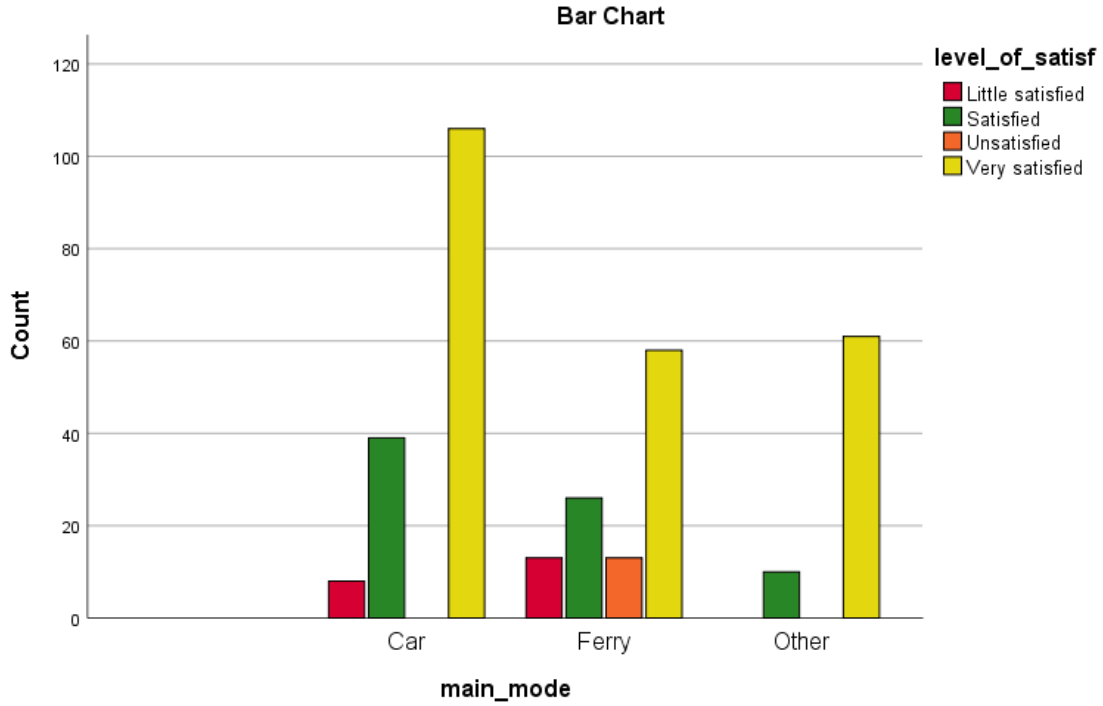

Histogram
Mean = 46,64
Std. Dev. = 11,361
N = 450
Frequency
100
80
60
40
20
0
20
40
60
80
age


income
>40.000 euro
0 - 10.000 euro
10.000 - 20.000 euro
20.000 - 30.000 euro
30.000 - 40.000 euro
N/A
14,44%
11,11%
12,44%
20,00%
38,89%
3,11%


employment
Full time
N/A
Part time
10,89%
8,22%
80,89%


education
16,00%
19,56%
13,11%
45,11%
0,67%
5,56%
Bachelor's degree
Doctorate degree
High School graduate, diploma or the equivalent
Master's degree
Secondary School completed
Student


main_mode
25,56%
34,00%
24,44%
16,00%
0
Car
Ferry
Other


Bar Chart
level_of_satisf
Little satisfied
Satisfied
Unsatisfied
Very satisfied
Count
120
100
80
60
40
20
0
Car
Ferry
Other
main_mode

- ***The case of Bologna and Region Emilia Romagna, IT***

Frequencies

Statistics

		Cost_satisf	Trip_duration_satisf	Reliability_satisf	Safety_satisf	Frequency_satisf
N	Valid	8	8	8	8	8
	Missing	0	0	0	0	0
Mean		3,1250	2,8750	3,7500	3,8750	2,8750
Std. Deviation		,83452	1,24642	1,03510	,83452	1,24642

Statistics

		intermediate_stops_satisf	Easiness_satisf	Comfort_satisf	Accessibility_satisf	Cost_sign
N	Valid	8	8	8	8	8
	Missing	0	0	0	0	0
Mean		2,8750	3,6250	3,2500	3,7500	4,5000
Std. Deviation		1,35620	1,30247	1,28174	1,48805	,92582

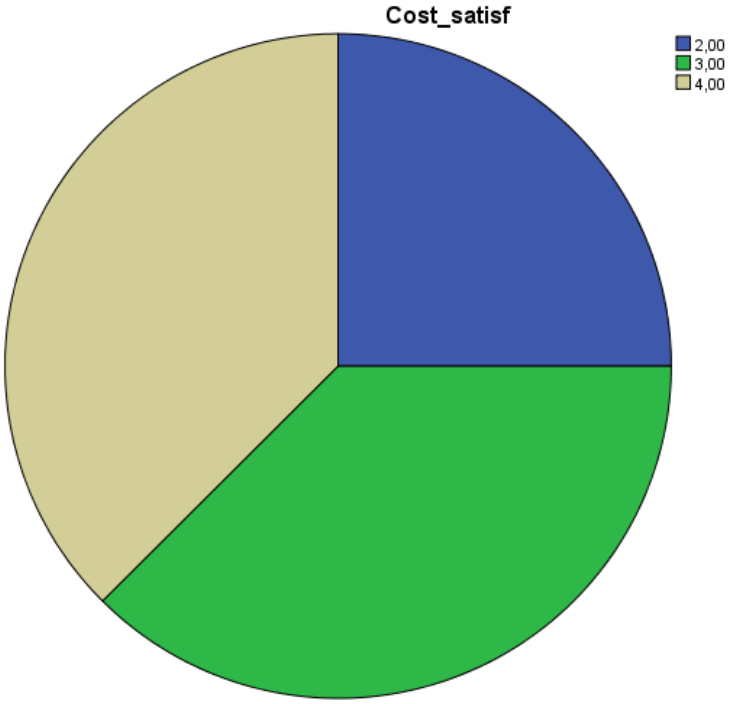
Statistics

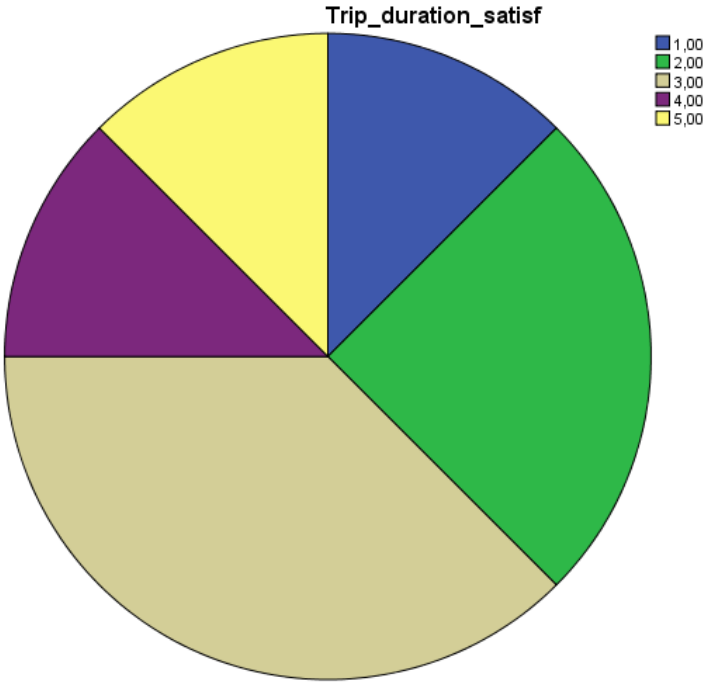
		Trip_duration_sign	Reliability_sign	Safety_sign	Frequency_sign	intermediate_stops_sign
N	Valid	8	8	8	8	8
	Missing	0	0	0	0	0
Mean		4,6250	4,5000	3,2500	3,1250	3,3750
Std. Deviation		,74402	,92582	1,58114	1,88509	1,59799

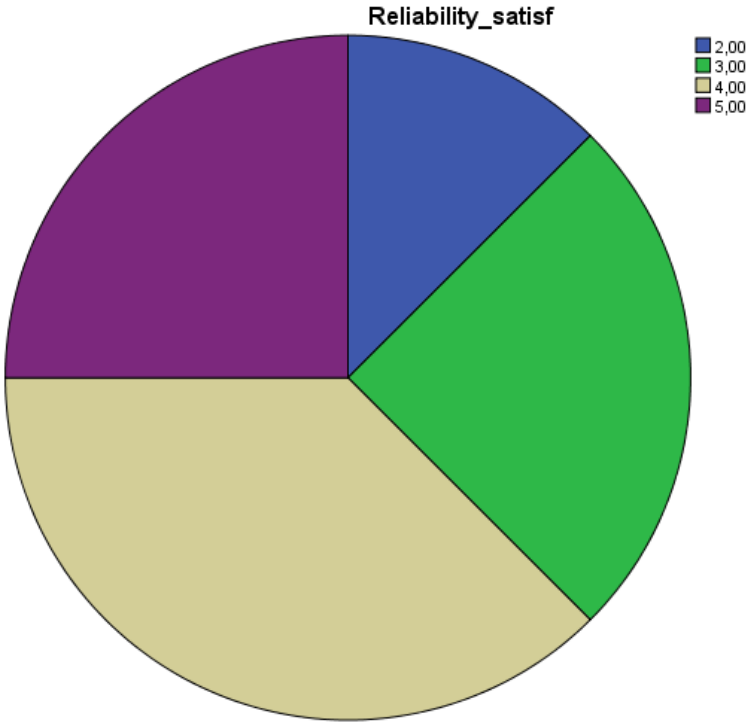
Statistics

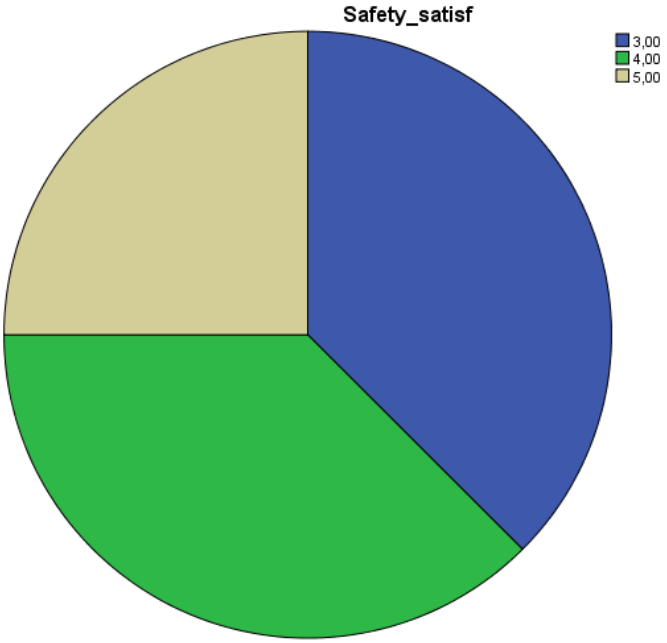
		Easiness_sign	Comfort_sign	Accessibility_sign
N	Valid	8	8	8
	Missing	0	0	0
Mean		3,6250	3,8750	3,6250
Std. Deviation		1,50594	,83452	1,30247

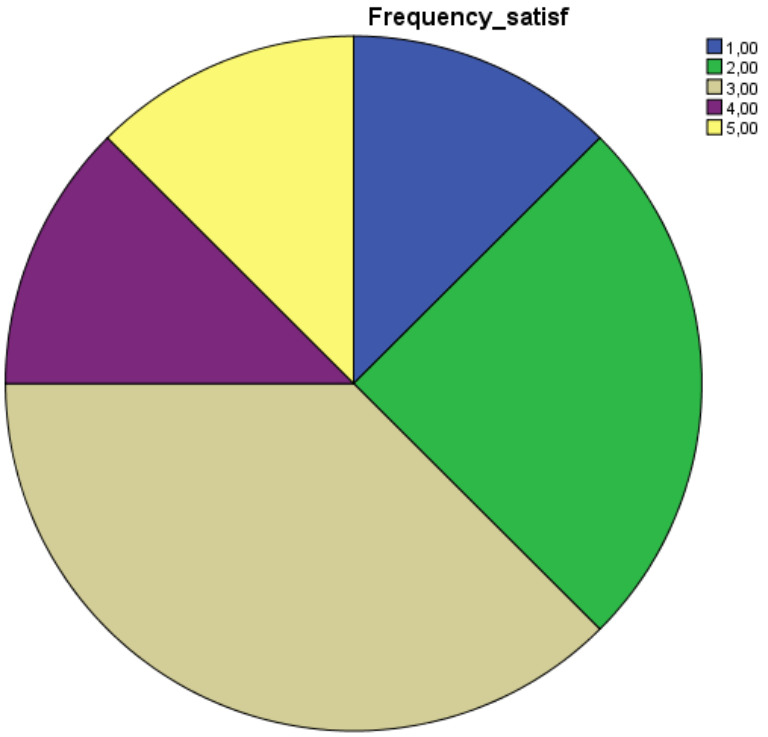
Pie Chart

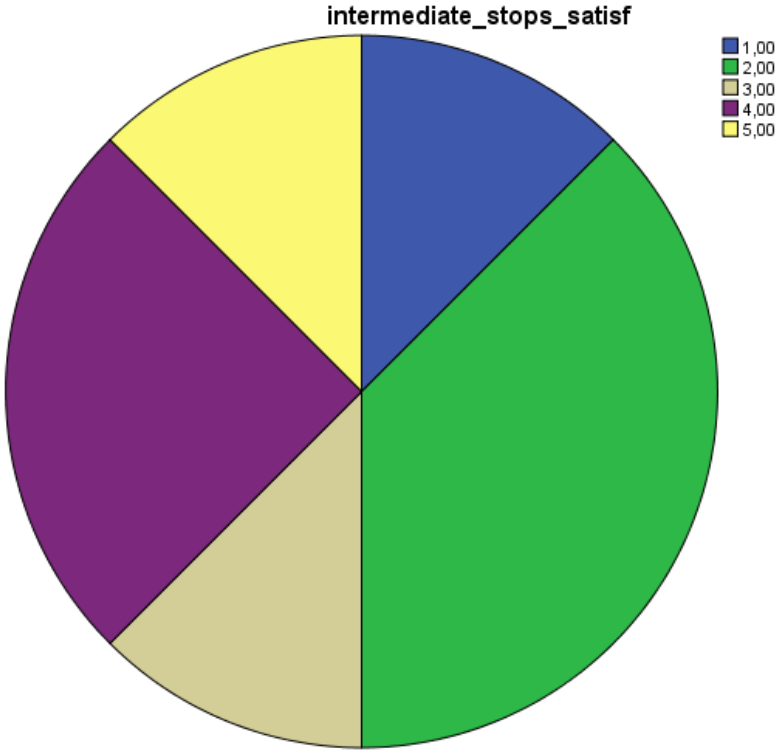

Cost_satisf
2,00
3,00
4,00

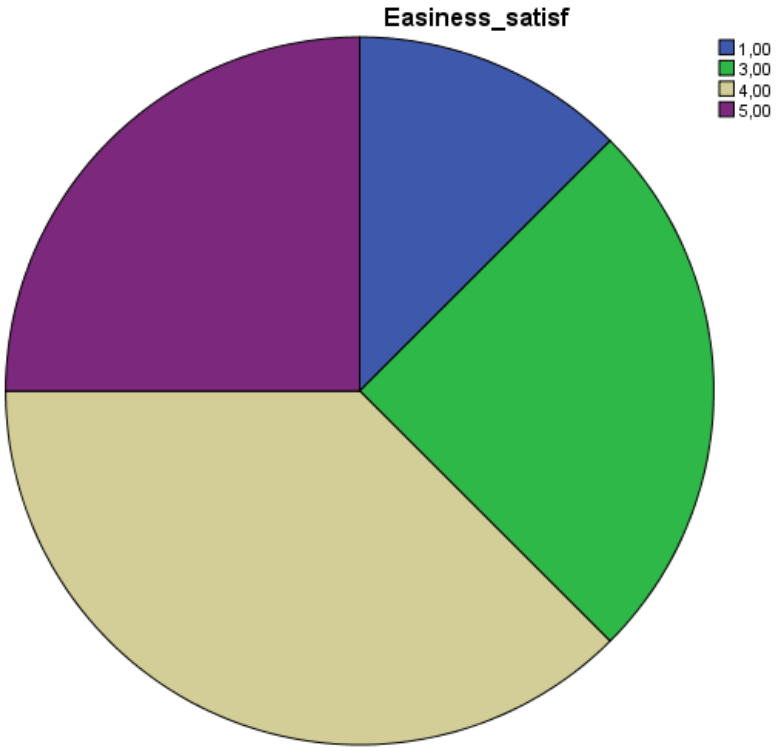

Trip_duration_satisf
1,00
2,00
3,00
4,00
5,00

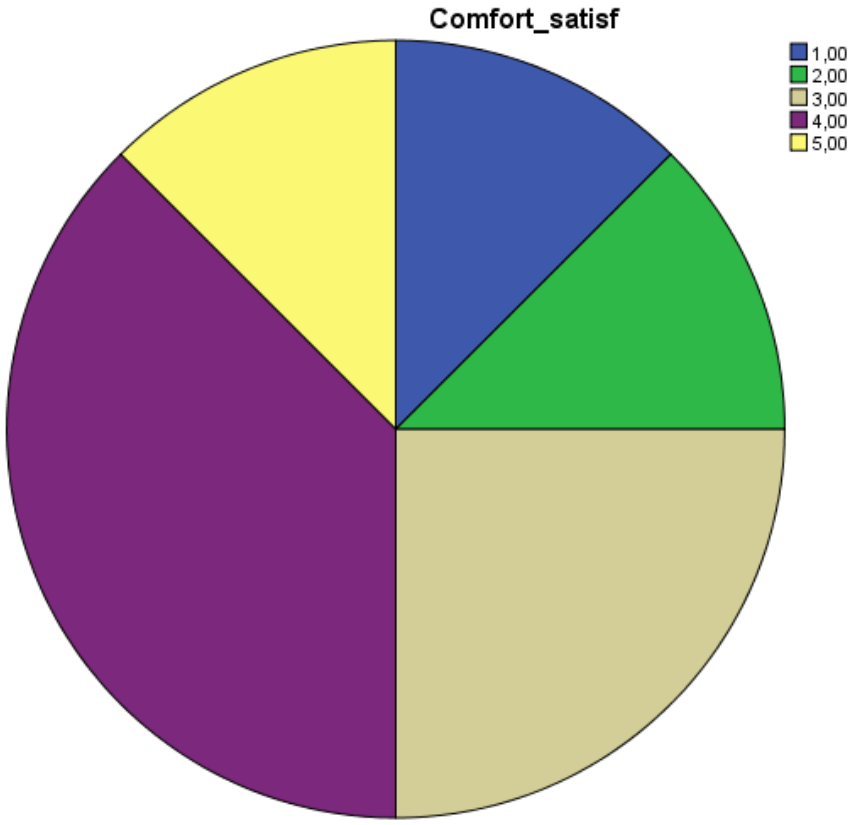

Reliability_satisf
2,00
3,00
4,00
5,00

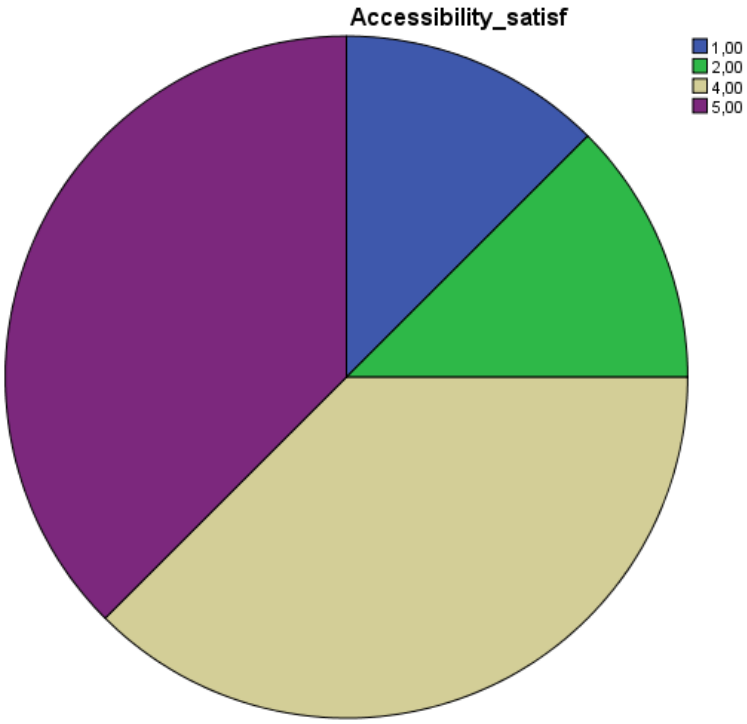

Safety_satisf
3,00
4,00
5,00

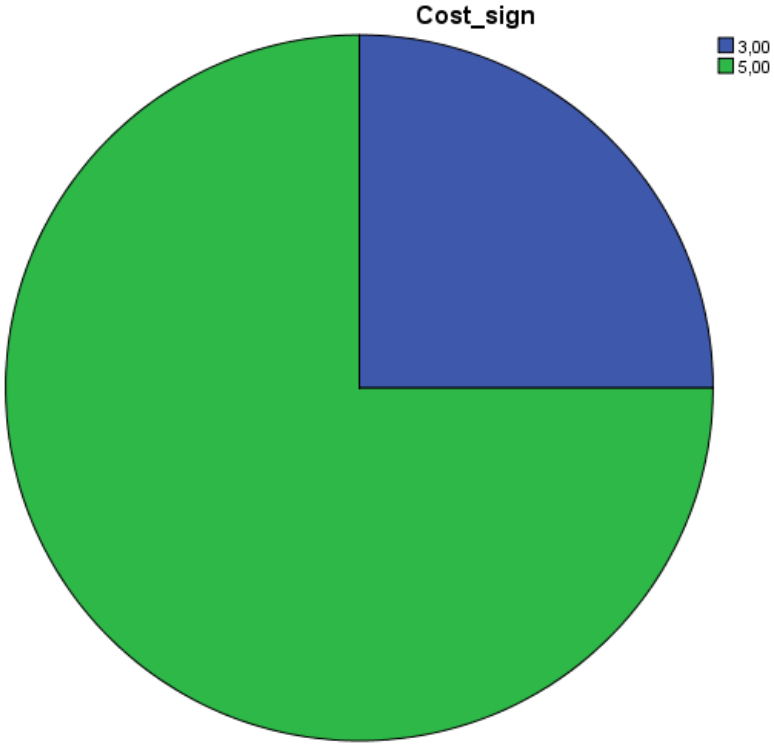

Frequency_satisf
1,00
2,00
3,00
4,00
5,00

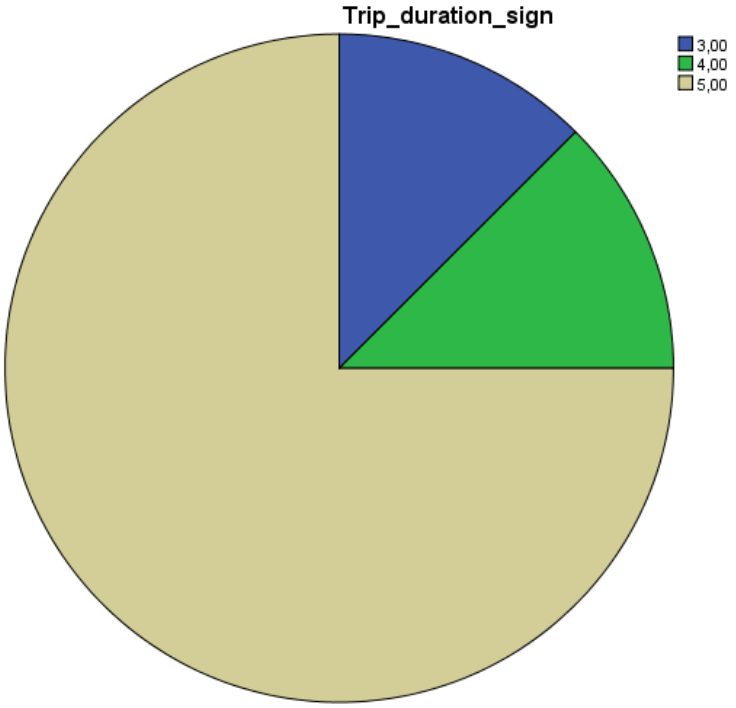

intermediate_stops_satisf
1,00
2,00
3,00
4,00
5,00

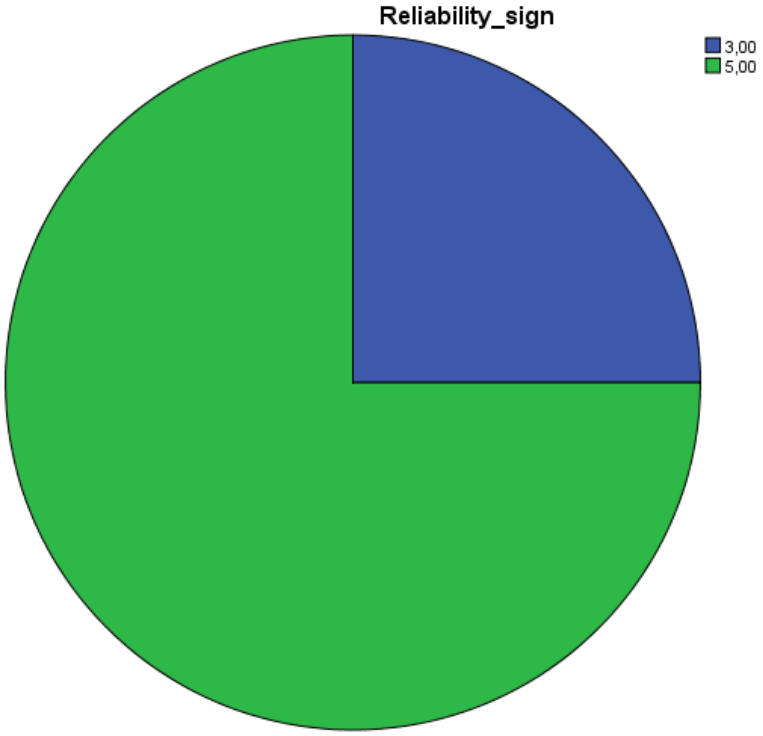

Easiness_satisf
1,00
3,00
4,00
5,00

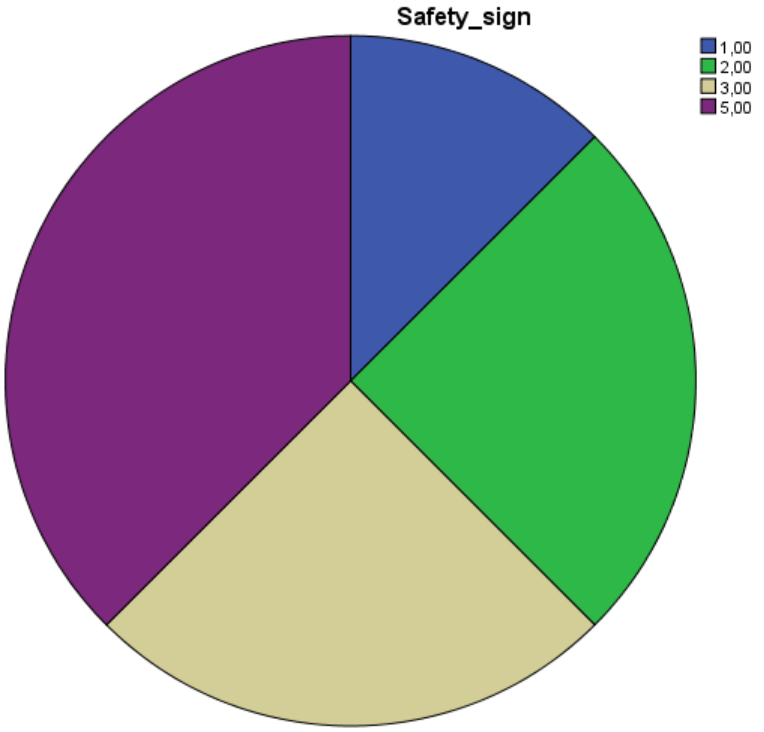

Comfort_satisf
1,00
2,00
3,00
4,00
5,00

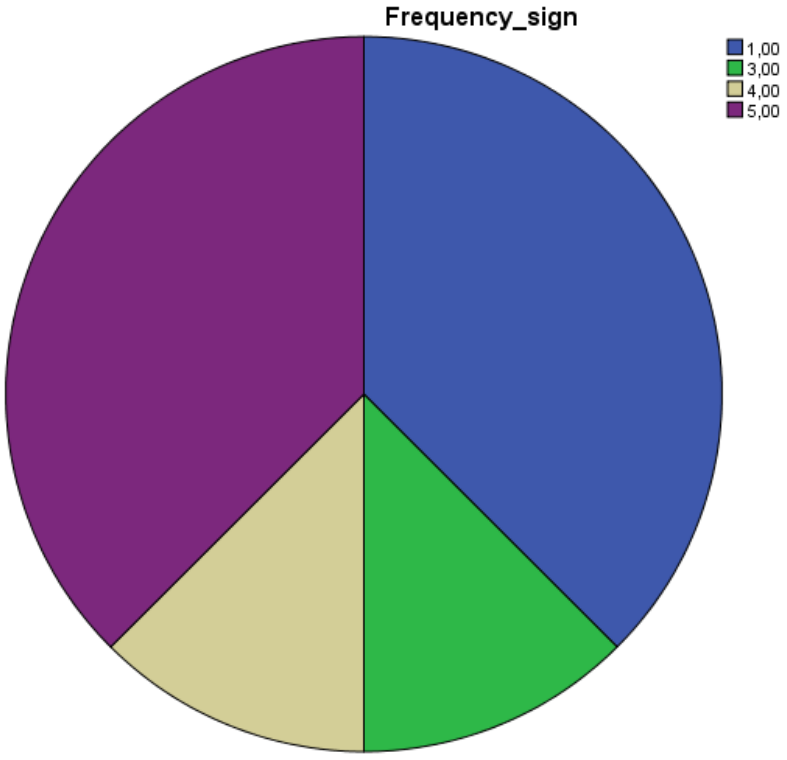

Accessibility_satisf
1,00
2,00
4,00
5,00

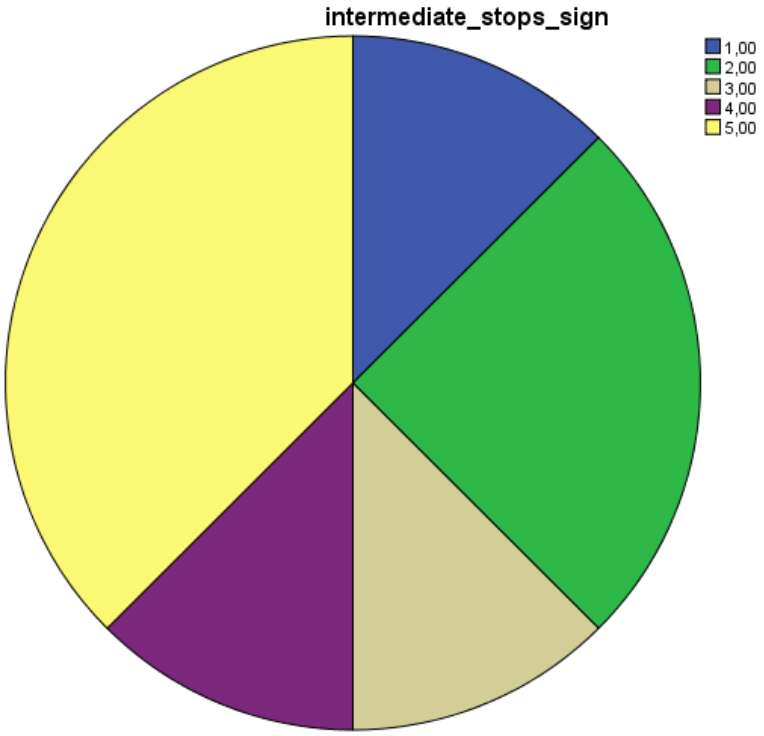

Cost_sign
3,00
5,00

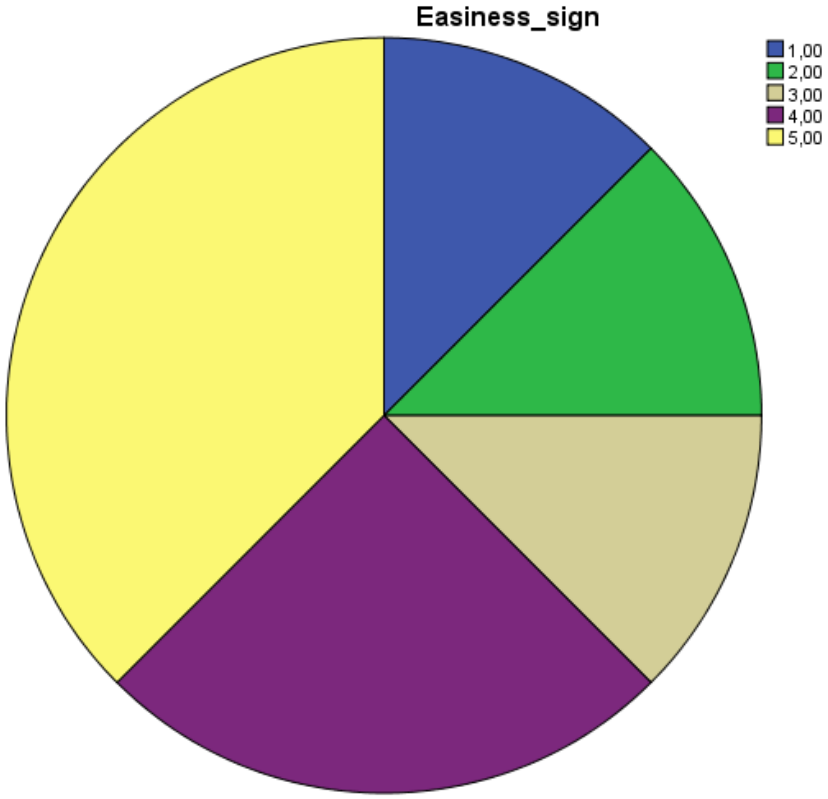

Trip_duration_sign
3,00
4,00
5,00

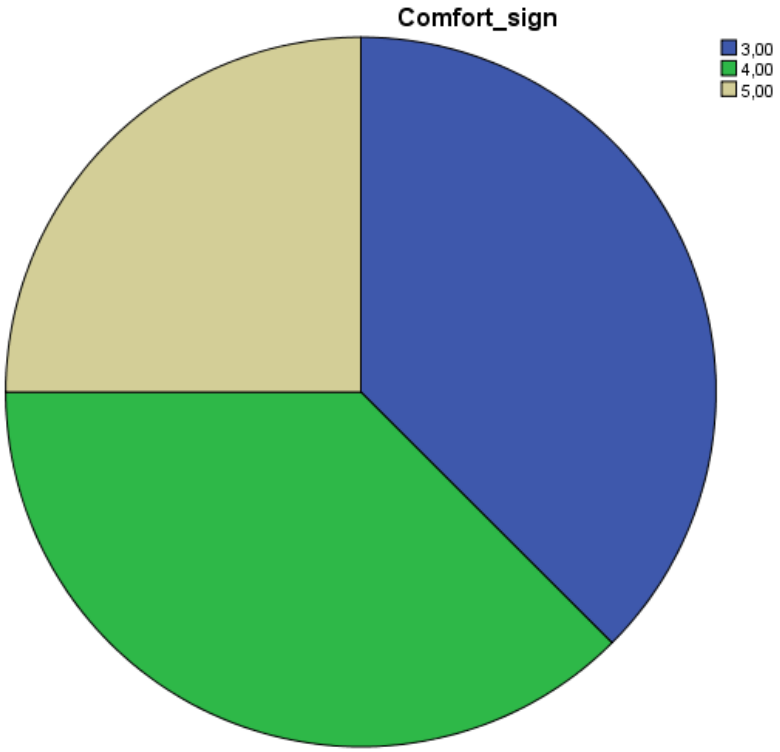

Reliability_sign
3,00
5,00

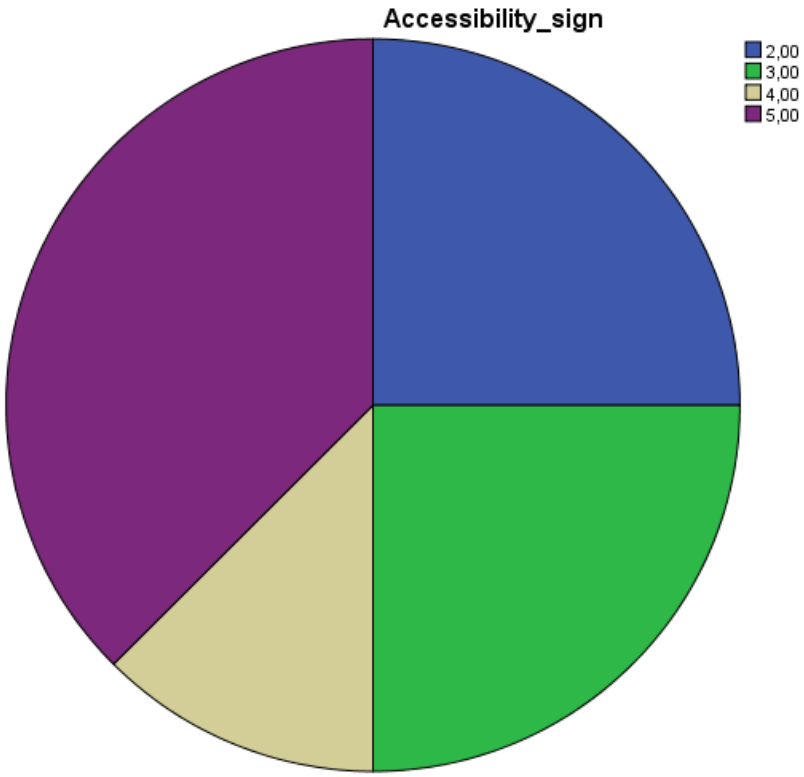

Safety_sign
1,00
2,00
3,00
5,00


Frequency_sign
1,00
3,00
4,00
5,00


intermediate_stops_sign
1,00
2,00
3,00
4,00
5,00


Easiness_sign
1,00
2,00
3,00
4,00
5,00


Comfort_sign
3,00
4,00
5,00


Accessibility_sign
2,00
3,00
4,00
5,00

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Cost_satisf	8	2,00	4,00	3,1250	,83452
Trip_duration_satisf	8	1,00	5,00	2,8750	1,24642
Reliability_satisf	8	2,00	5,00	3,7500	1,03510
Safety_satisf	8	3,00	5,00	3,8750	,83452
Frequency_satisf	8	1,00	5,00	2,8750	1,24642
intermediate_stops_satisf	8	1,00	5,00	2,8750	1,35620
Easiness_satisf	8	1,00	5,00	3,6250	1,30247
Comfort_satisf	8	1,00	5,00	3,2500	1,28174
Accessibility_satisf	8	1,00	5,00	3,7500	1,48805
Cost_sign	8	3,00	5,00	4,5000	,92582
Trip_duration_sign	8	3,00	5,00	4,6250	,74402
Reliability_sign	8	3,00	5,00	4,5000	,92582
Safety_sign	8	1,00	5,00	3,2500	1,58114
Frequency_sign	8	1,00	5,00	3,1250	1,88509
intermediate_stops_sign	8	1,00	5,00	3,3750	1,59799
Easiness_sign	8	1,00	5,00	3,6250	1,50594
Comfort_sign	8	3,00	5,00	3,8750	,83452
Accessibility_sign	8	2,00	5,00	3,6250	1,30247
Valid N (listwise)	8				

- ***The case of Trieste and Friuli-Venezia Giulia, IT***

Frequencies

Statistics

		Gender	age_group	Income	Driving_license	Car_ownership
N	Valid	436	423	436	436	436
	Missing	0	13	0	0	0
Mean			2,51			

Statistics

		Employment_status	Education_level	Trip_Purpose	Mode	Level_of_satisfaction
N	Valid	436	436	436	436	436
	Missing	0	0	0	0	0
Mean						

Statistics

		Cost_satisf	Trip_duration_satisf	Reliability_satisf	Safety_satisf	Frequency_satisf
N	Valid	358	353	200	153	324
	Missing	78	83	236	283	112
Mean		4,22	4,42	4,28	4,52	3,87

Statistics

		intermediate_stops_satisf	Easiness_satisf	Comfort_satisf	Accessibility_satisf	Cost_sign
N	Valid	326	334	218	349	332
	Missing	110	102	218	87	104
Mean		4,54	4,42	4,21	4,47	4,31

Statistics

		Trip_duration_sign	Reliability_sign	Safety_sign	Frequency_sign	intermediate_stops_sign
N	Valid	330	312	313	298	303
	Missing	106	124	123	138	133
Mean		4,31	4,54	4,85	4,42	4,48

Statistics

		Easiness_sign	Comfort_sign	Accessibility_sign
N	Valid	317	328	316
	Missing	119	108	120
Mean		4,45	4,29	4,51

Frequency Table

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	F	240	55,0	55,0	55,0
	M	187	42,9	42,9	97,9
	n	9	2,1	2,1	100,0
	Total	436	100,0	100,0	

age_group

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	43	9,9	10,2	10,2
	2	167	38,3	39,5	49,6
	3	166	38,1	39,2	88,9
	4	47	10,8	11,1	100,0
	Total	423	97,0	100,0	
Missing	System	13	3,0		
Total		436	100,0		

Income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< 10.000 euro	5	1,1	1,1	1,1
	> 40.000 euro	9	2,1	2,1	3,2
	10.000-20.000 euro	10	2,3	2,3	5,5
	20.000-30.000 euro	16	3,7	3,7	9,2
	30.000-40.000 euro	9	2,1	2,1	11,2
	no answer	387	88,8	88,8	100,0
	Total	436	100,0	100,0	

Driving_license

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	43	9,9	9,9	9,9
	no answer	9	2,1	2,1	11,9
	yes	384	88,1	88,1	100,0
	Total	436	100,0	100,0	

Car_ownership

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	101	23,2	23,2	23,2
	no answer	6	1,4	1,4	24,5
	yes	329	75,5	75,5	100,0

	Total	436	100,0	100,0	

Employment_status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Full time	308	70,6	70,6	70,6
	no answer	7	1,6	1,6	72,2
	Part time	21	4,8	4,8	77,1
	Retired	52	11,9	11,9	89,0
	Student	40	9,2	9,2	98,2
	Unemployed	8	1,8	1,8	100,0
	Total	436	100,0	100,0	

Education_level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bachelor's degree	71	16,3	16,3	16,3
	Doctorate degree	39	8,9	8,9	25,2
	High school graduate, diploma or equivalent	145	33,3	33,3	58,5
	Master's degree	136	31,2	31,2	89,7
	no answer	8	1,8	1,8	91,5
	Primary school	1	,2	,2	91,7
	Primary school completed	6	1,4	1,4	93,1
	Secondary school completed	30	6,9	6,9	100,0
	Total	436	100,0	100,0	

Trip_Purpose

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Leisure	408	93,6	93,6	93,6
	no answer	9	2,1	2,1	95,6
	Other	8	1,8	1,8	97,5
	Work	11	2,5	2,5	100,0
	Total	436	100,0	100,0	

Mode

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	bus	1	,2	,2	,2
	ferry	369	84,6	84,6	84,9
	no an	66	15,1	15,1	100,0
	Total	436	100,0	100,0	

Level_of_satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little satisfied	12	2,8	2,8	2,8
	no answer	218	50,0	50,0	52,8
	Satisfied	136	31,2	31,2	83,9
	Unsatisfied	2	,5	,5	84,4
	Very satisfied	68	15,6	15,6	100,0
	Total	436	100,0	100,0	

Cost_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied	3	,7	,8	,8
	Partly Satisfied	8	1,8	2,2	3,1
	Satisfied	53	12,2	14,8	17,9
	More than Satisfied	138	31,7	38,5	56,4
	Very Satisfied	156	35,8	43,6	100,0
	Total	358	82,1	100,0	
Missing	System	78	17,9		
Total		436	100,0		

Trip_duration_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	1	,2	,3	,3
	Partly Satisfied	6	1,4	1,7	2,0
	Satisfied	33	7,6	9,3	11,3
	More than Satisfied	116	26,6	32,9	44,2
	Very Satisfied	197	45,2	55,8	100,0
	Total	353	81,0	100,0	
Missing	System	83	19,0		
Total		436	100,0		

Reliability_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	2	,5	1,0	1,0
	Partly Satisfied	4	,9	2,0	3,0
	Satisfied	28	6,4	14,0	17,0
	More than Satisfied	68	15,6	34,0	51,0
	Very Satisfied	98	22,5	49,0	100,0

	Total	200	45,9	100,0	
Missing	System	236	54,1		
Total		436	100,0		

Safety_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	2	,5	1,3	1,3
	Partly Satisfied	4	,9	2,6	3,9
	Satisfied	7	1,6	4,6	8,5
	More than Satisfied	39	8,9	25,5	34,0
	Very Satisfied	101	23,2	66,0	100,0
	Total	153	35,1	100,0	
Missing	System	283	64,9		
Total		436	100,0		

Frequency_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	8	1,8	2,5	2,5
	Partly Satisfied	31	7,1	9,6	12,0
	Satisfied	80	18,3	24,7	36,7
	More than Satisfied	82	18,8	25,3	62,0
	Very Satisfied	123	28,2	38,0	100,0
	Total	324	74,3	100,0	
Missing	System	112	25,7		
Total		436	100,0		

intermediate_stops_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	4	,9	1,2	1,2
	Partly Satisfied	7	1,6	2,1	3,4
	Satisfied	26	6,0	8,0	11,3
	More than Satisfied	62	14,2	19,0	30,4
	Very Satisfied	227	52,1	69,6	100,0
	Total	326	74,8	100,0	
Missing	System	110	25,2		
Total		436	100,0		

Easiness_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent

Valid	Not at all Satisfied	4	,9	1,2	1,2
	Partly Satisfied	14	3,2	4,2	5,4
	Satisfied	28	6,4	8,4	13,8
	More than Satisfied	81	18,6	24,3	38,0
	Very Satisfied	207	47,5	62,0	100,0
	Total	334	76,6	100,0	
Missing	System	102	23,4		
Total		436	100,0		

Comfort_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	5	1,1	2,3	2,3
	Partly Satisfied	8	1,8	3,7	6,0
	Satisfied	20	4,6	9,2	15,1
	More than Satisfied	88	20,2	40,4	55,5
	Very Satisfied	97	22,2	44,5	100,0
	Total	218	50,0	100,0	
Missing	System	218	50,0		
Total		436	100,0		

Accessibility_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	4	,9	1,1	1,1
	Partly Satisfied	13	3,0	3,7	4,9
	Satisfied	23	5,3	6,6	11,5
	More than Satisfied	85	19,5	24,4	35,8
	Very Satisfied	224	51,4	64,2	100,0
	Total	349	80,0	100,0	
Missing	System	87	20,0		
Total		436	100,0		

Cost_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	4	,9	1,2	1,2
	Partly Significant	17	3,9	5,1	6,3
	Significant	30	6,9	9,0	15,4
	More than Significant	103	23,6	31,0	46,4
	Very Significant	178	40,8	53,6	100,0
	Total	332	76,1	100,0	
Missing	System	104	23,9		

Total		436	100,0		

Trip_duration_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	2	,5	,6	,6
	Partly Significant	9	2,1	2,7	3,3
	Significant	27	6,2	8,2	11,5
	More than Significant	138	31,7	41,8	53,3
	Very Significant	154	35,3	46,7	100,0
	Total	330	75,7	100,0	
Missing	System	106	24,3		
Total		436	100,0		

Reliability_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	2	,5	,6	,6
	Partly Significant	5	1,1	1,6	2,2
	Significant	19	4,4	6,1	8,3
	More than Significant	82	18,8	26,3	34,6
	Very Significant	204	46,8	65,4	100,0
	Total	312	71,6	100,0	
Missing	System	124	28,4		
Total		436	100,0		

Safety_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	1	,2	,3	,3
	Partly Significant	1	,2	,3	,6
	Significant	5	1,1	1,6	2,2
	More than Significant	30	6,9	9,6	11,8
	Very Significant	276	63,3	88,2	100,0
	Total	313	71,8	100,0	
Missing	System	123	28,2		
Total		436	100,0		

Frequency_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	3	,7	1,0	1,0
	Partly Significant	9	2,1	3,0	4,0

	Significant	24	5,5	8,1	12,1
	More than Significant	87	20,0	29,2	41,3
	Very Significant	175	40,1	58,7	100,0
	Total	298	68,3	100,0	
Missing	System	138	31,7		
Total		436	100,0		

intermediate_stops_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	3	,7	1,0	1,0
	Partly Significant	6	1,4	2,0	3,0
	Significant	17	3,9	5,6	8,6
	More than Significant	95	21,8	31,4	39,9
	Very Significant	182	41,7	60,1	100,0
	Total	303	69,5	100,0	
Missing	System	133	30,5		
Total		436	100,0		

Easiness_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Partly Significant	3	,7	,9	,9
	Significant	12	2,8	3,8	4,7
	More than Significant	140	32,1	44,2	48,9
	Very Significant	162	37,2	51,1	100,0
	Total	317	72,7	100,0	
Missing	System	119	27,3		
Total		436	100,0		

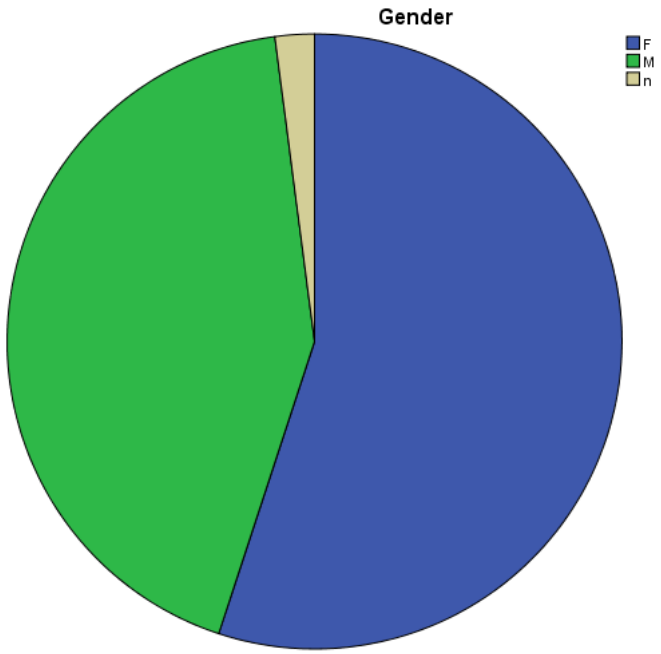
Comfort_sign

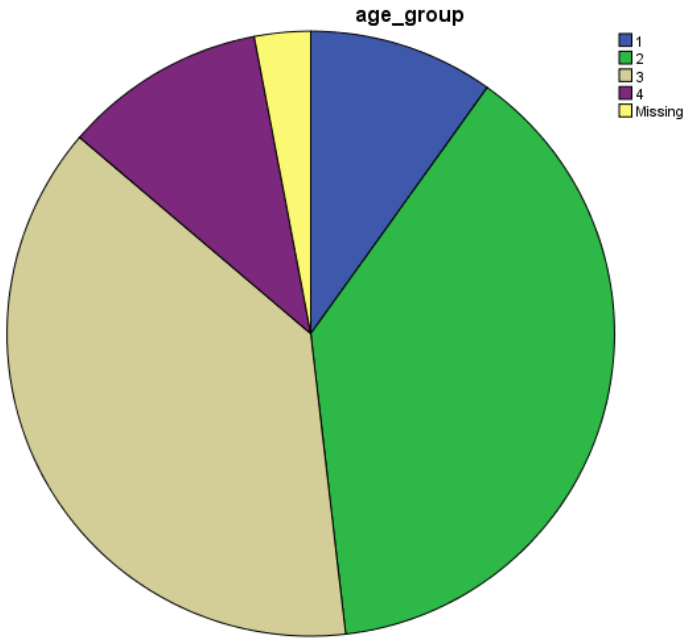
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Partly Significant	9	2,1	2,7	2,7
	Significant	42	9,6	12,8	15,5
	More than Significant	122	28,0	37,2	52,7
	Very Significant	155	35,6	47,3	100,0
	Total	328	75,2	100,0	
Missing	System	108	24,8		
Total		436	100,0		

Accessibility_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Partly Significant	4	,9	1,3	1,3
	Significant	9	2,1	2,8	4,1
	More than Significant	126	28,9	39,9	44,0
	Very Significant	177	40,6	56,0	100,0
	Total	316	72,5	100,0	
Missing	System	120	27,5		
Total		436	100,0		

Pie Chart

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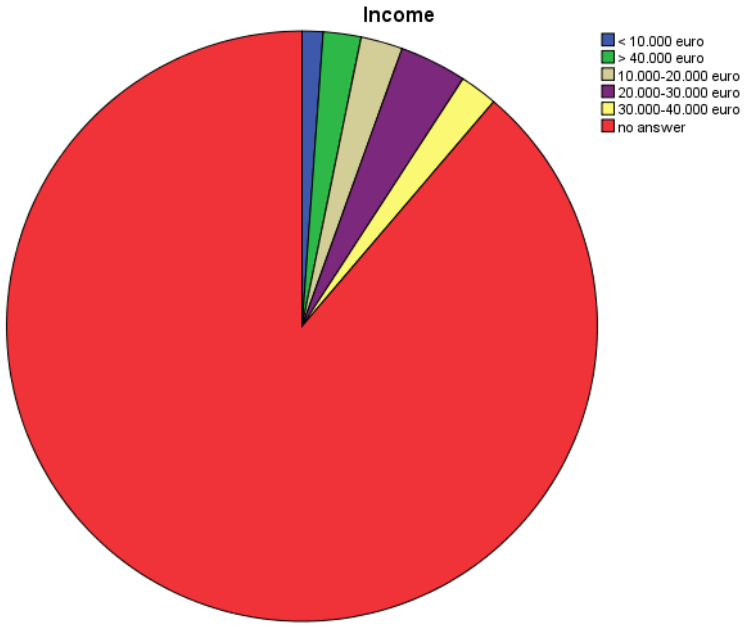
1
2
3
4
Missing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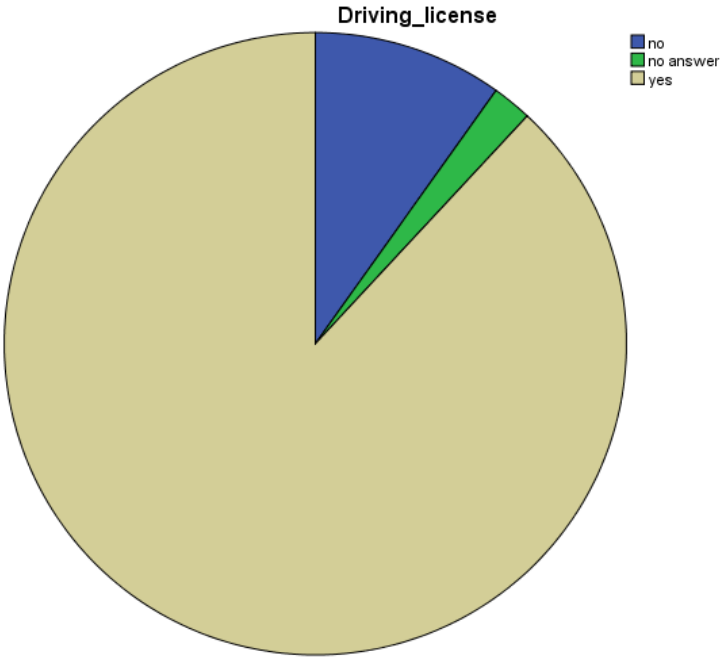
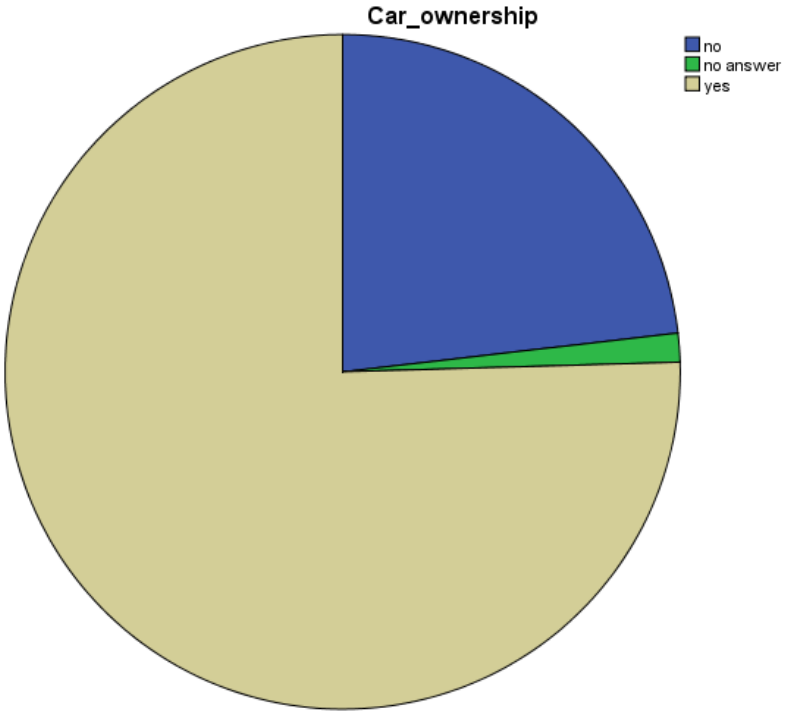
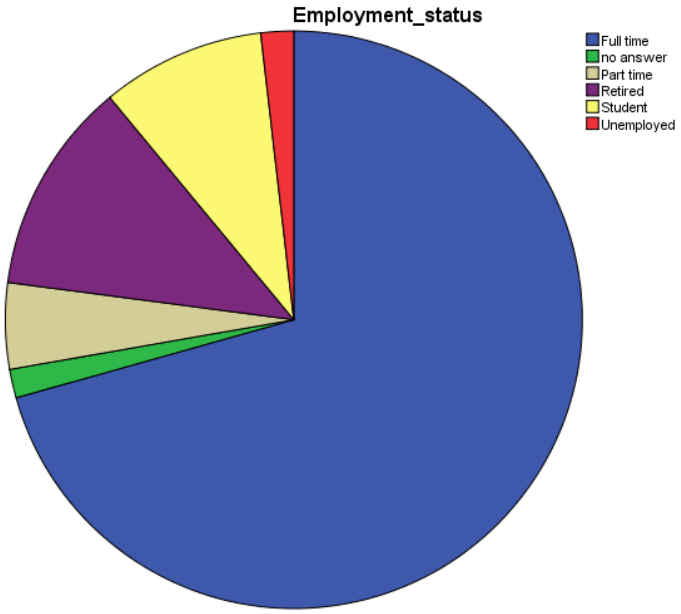
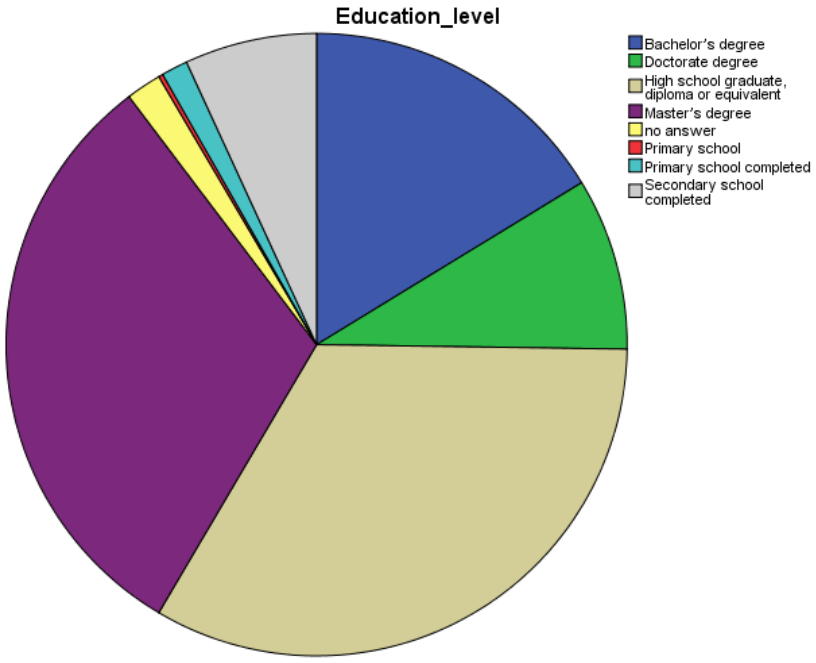

Driving_license
no
no answer
yes


Car_ownership
no
no answer
yes


Employment_status
Full time
no answer
Part time
Retired
Student
Unemployed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Doctorate degree
High school graduate, diploma or equivalent
Master's degree
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Primary school
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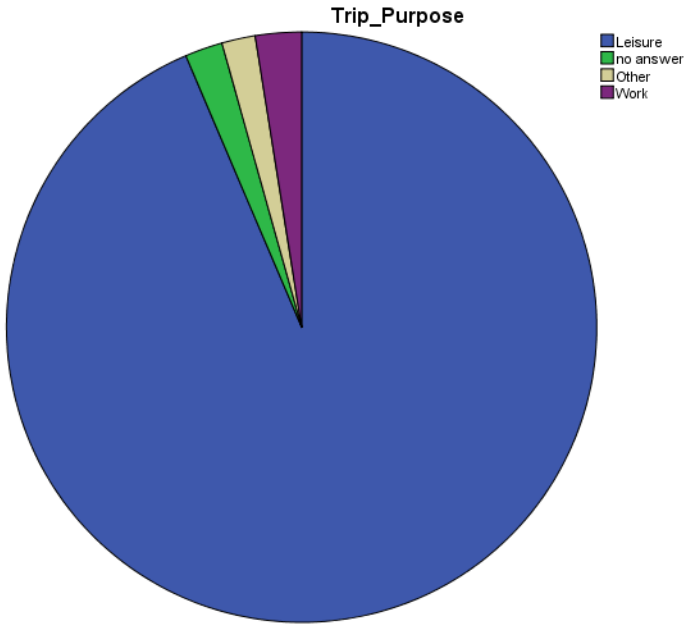
Secondary school completed


Trip_Purpose
Leisure
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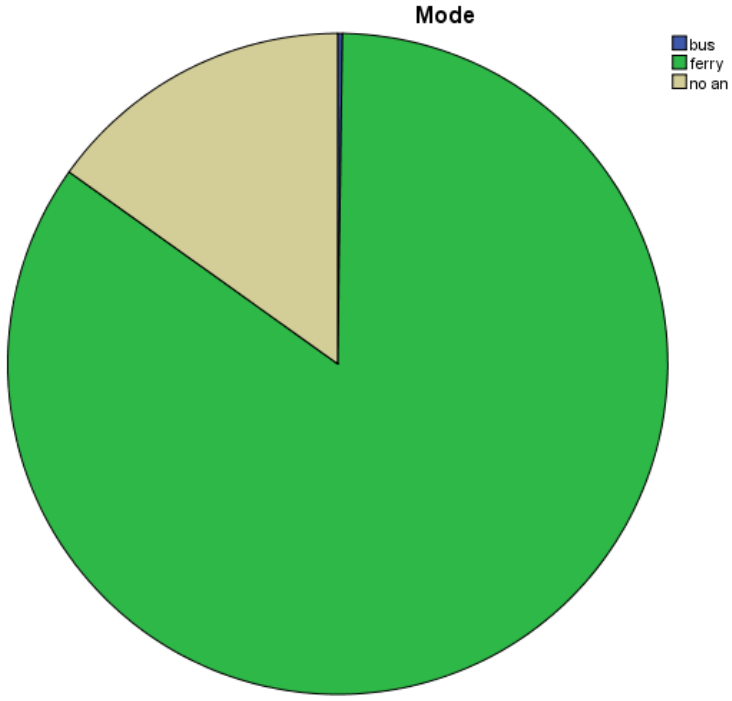
Other
Work


Mode
bus
ferry
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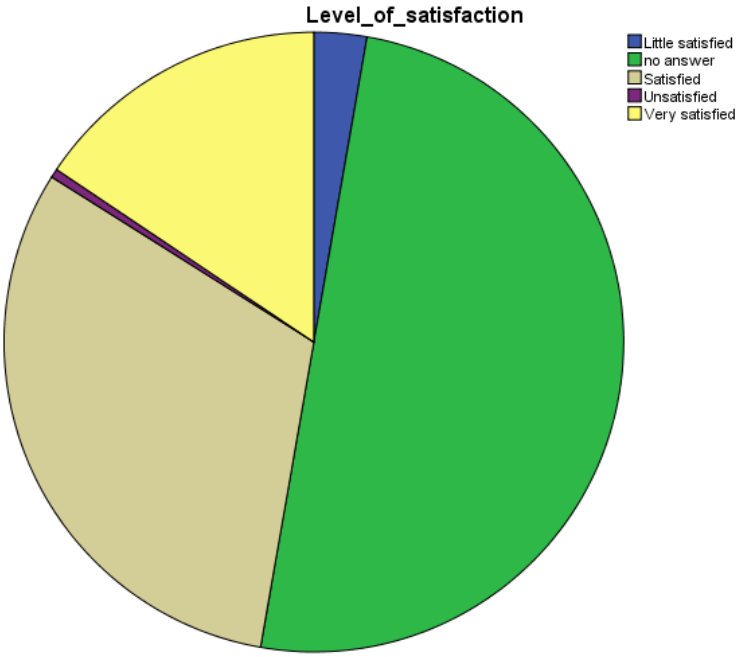
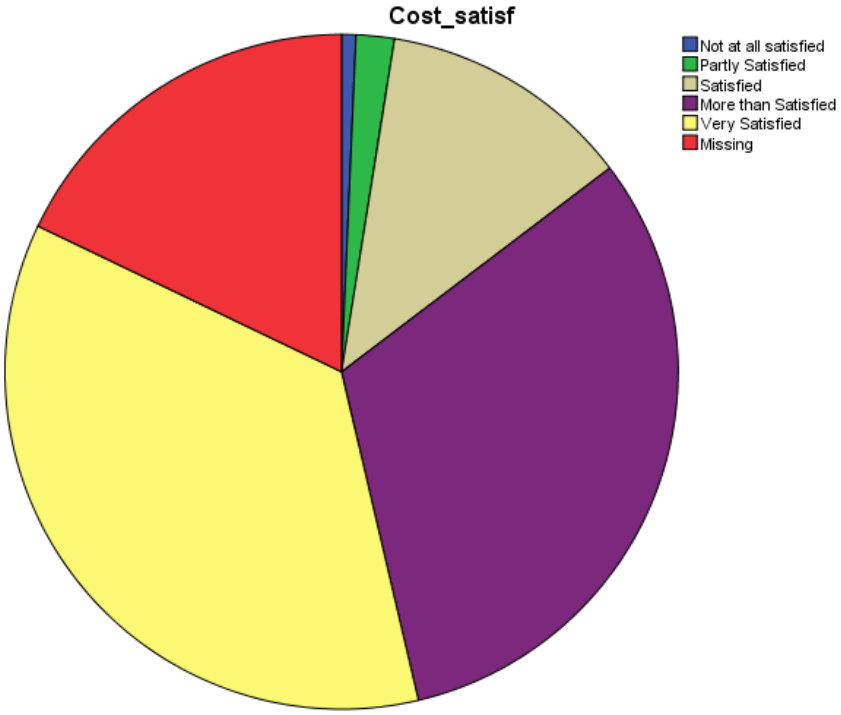

Level_of_satisfaction
Little satisfied
no answer
Satisfied
Unsatisfied
Very satisfied


Cost_satisf
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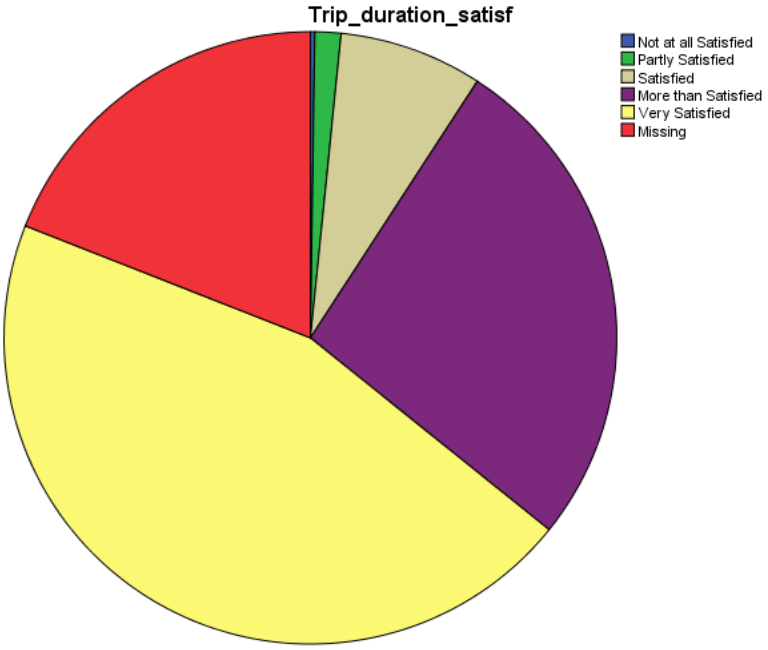
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied
Missing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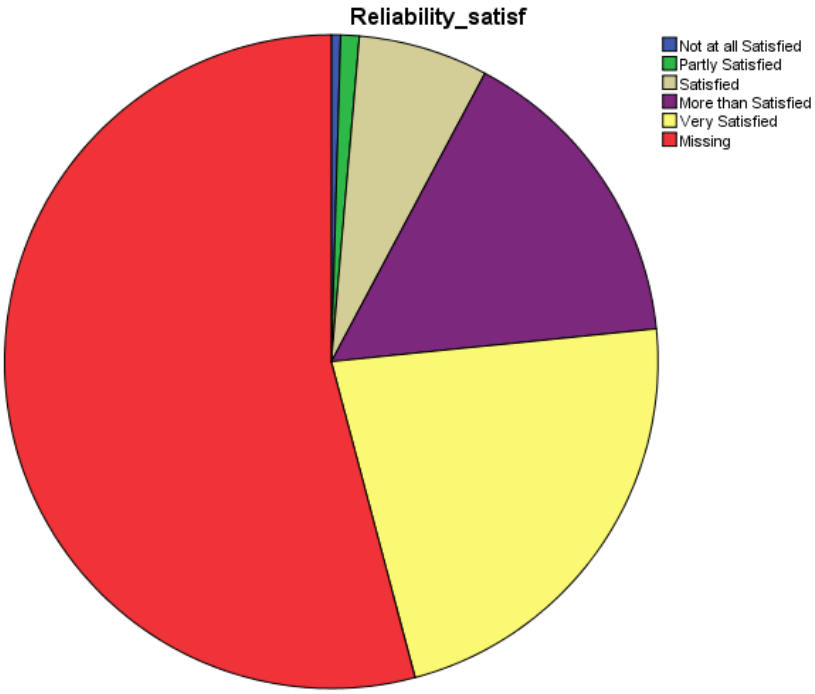
Satisfied
More than Satisfied
Very Satisfied
Missing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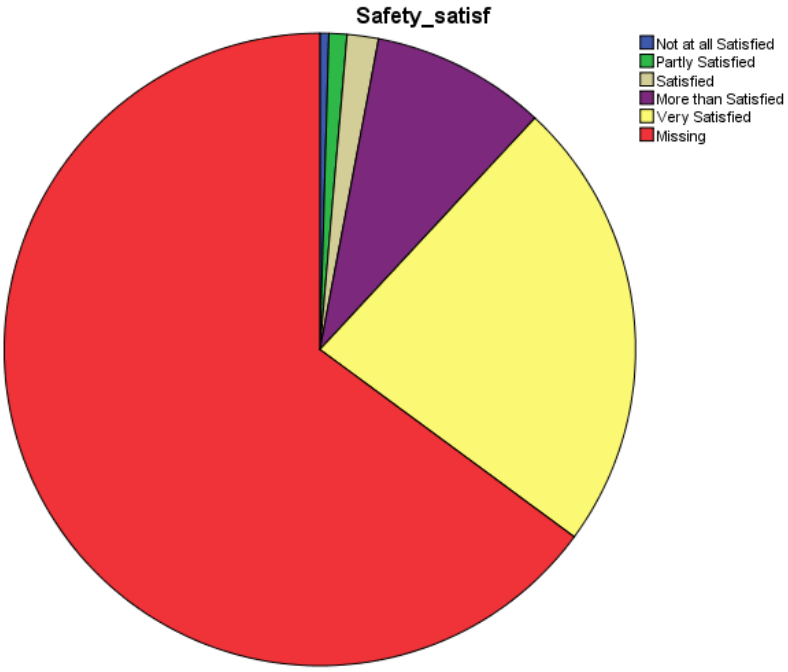
Satisfied
More than Satisfied
Very Satisfied
Missing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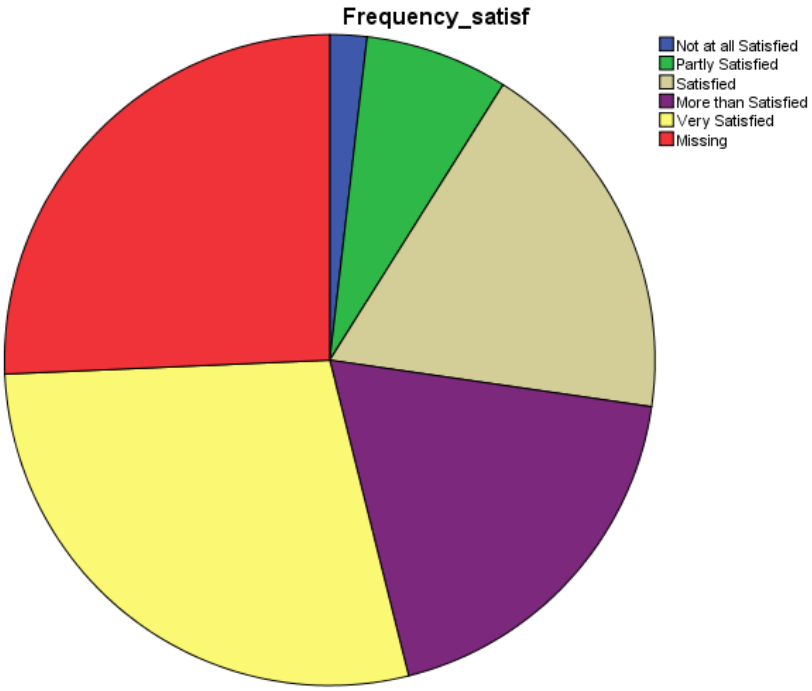
Satisfied
More than Satisfied
Very Satisfied
Missing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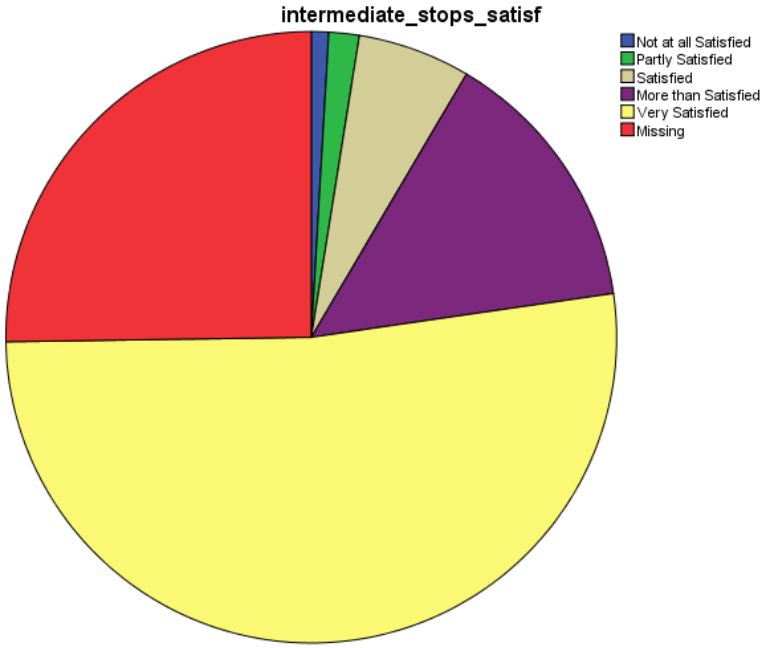
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied
Missing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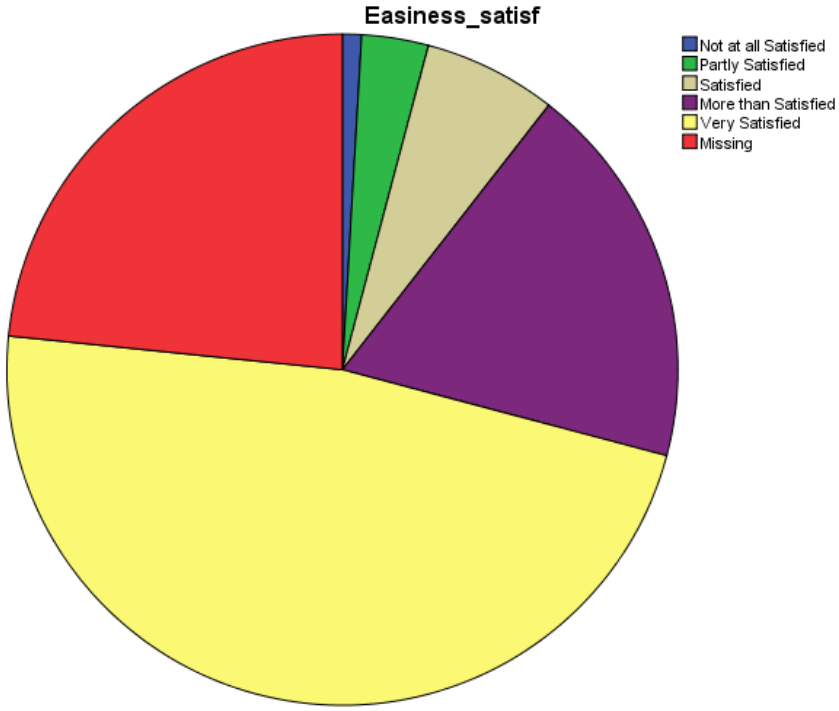
Satisfied
More than Satisfied
Very Satisfied
Missing


Easiness_satisf
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Satisfied
More than Satisfied
Very Satisfied
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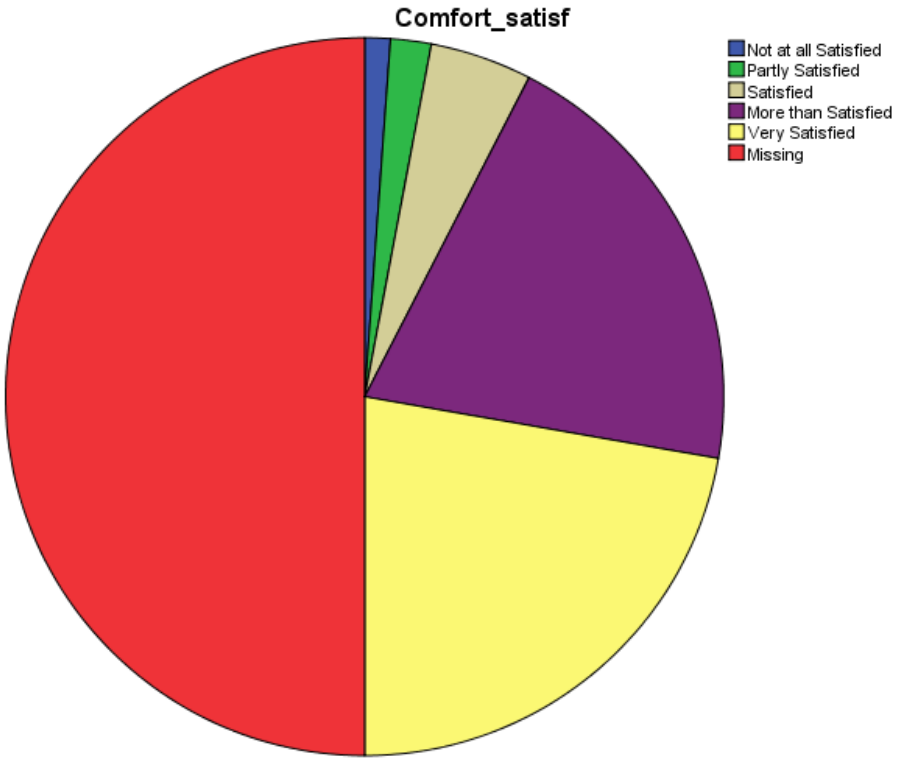
Comfort_satisf
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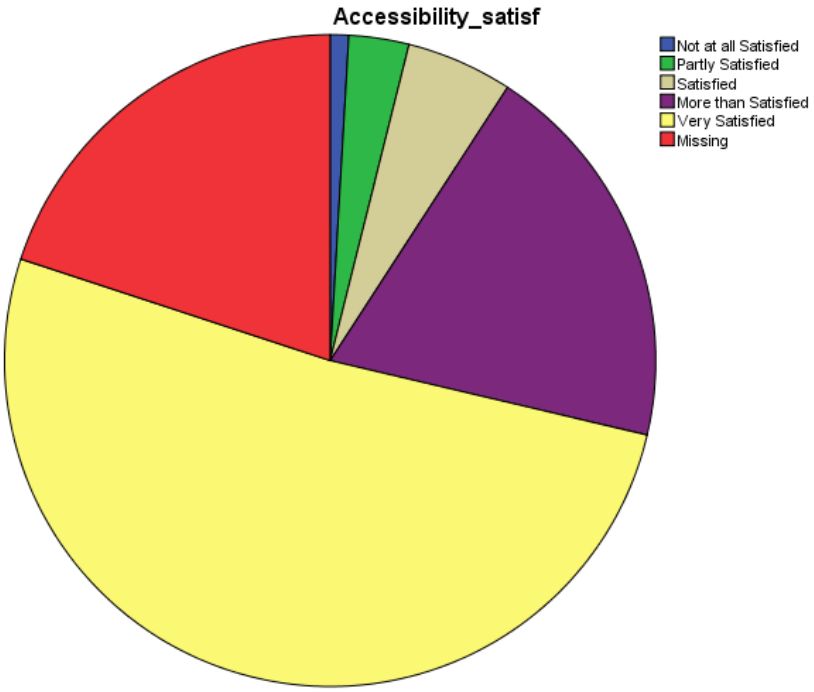
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied
Missing


Accessibility_satisf
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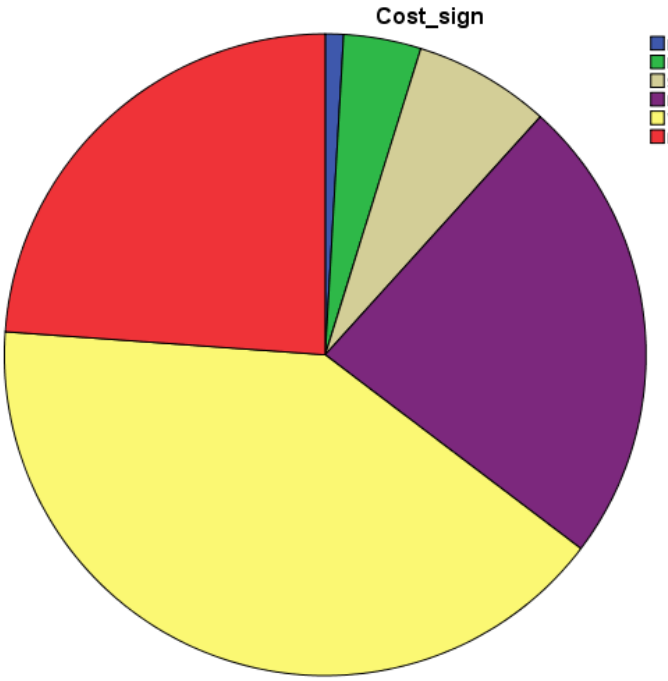
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied
Missing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Significant
More than Significant
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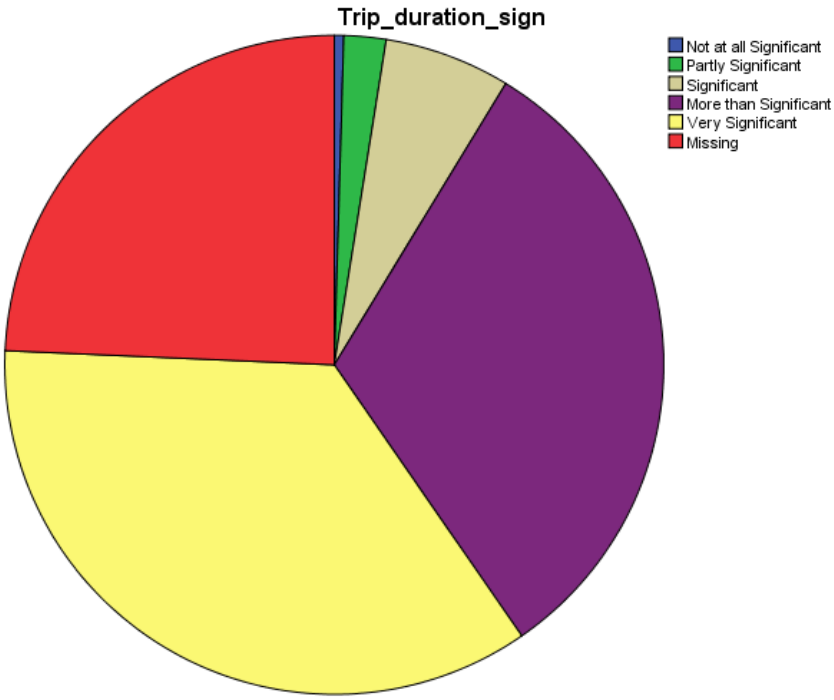
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More than Significant
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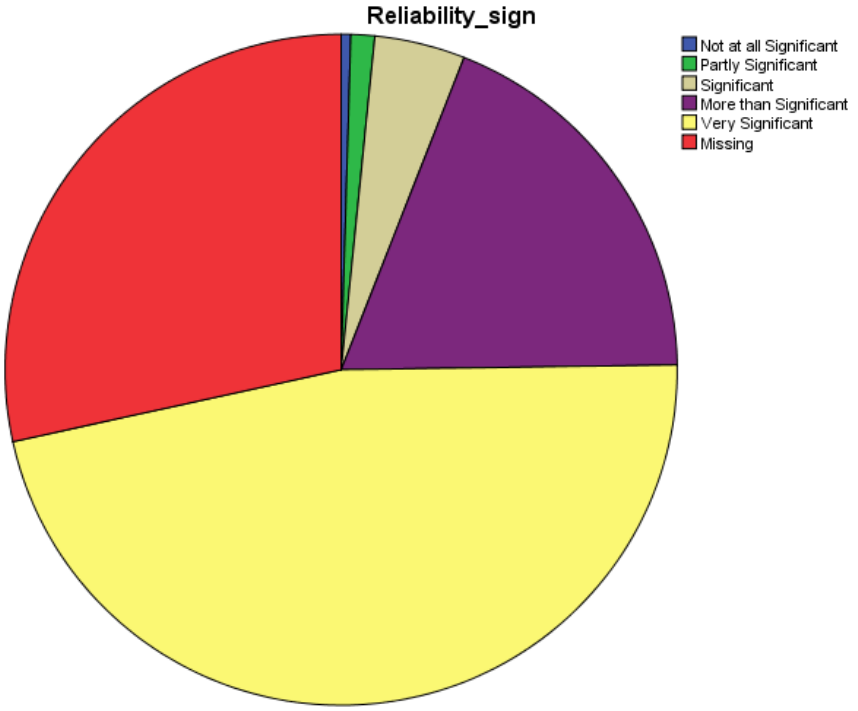
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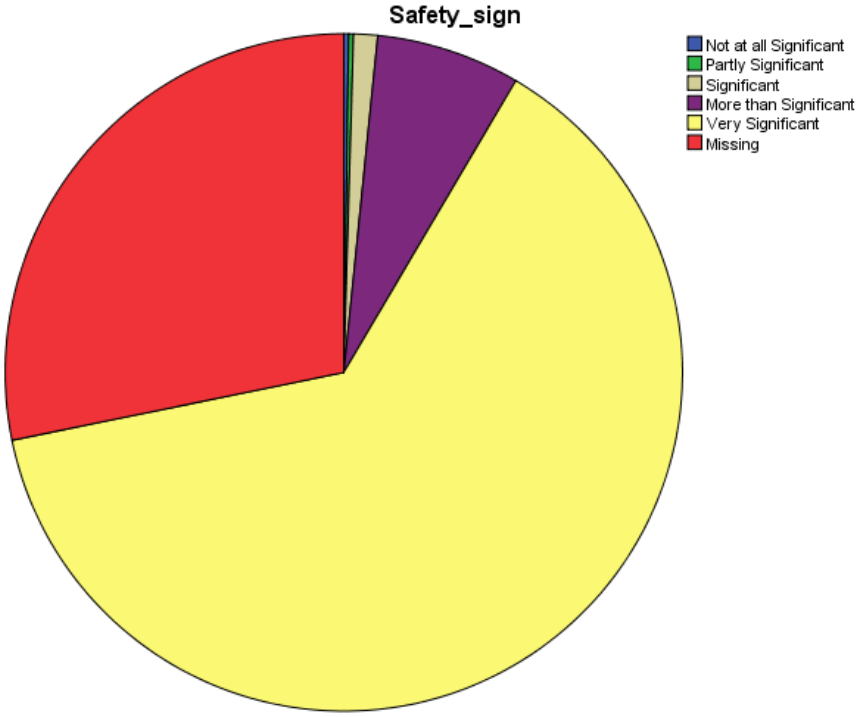
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Significant
More than Significant
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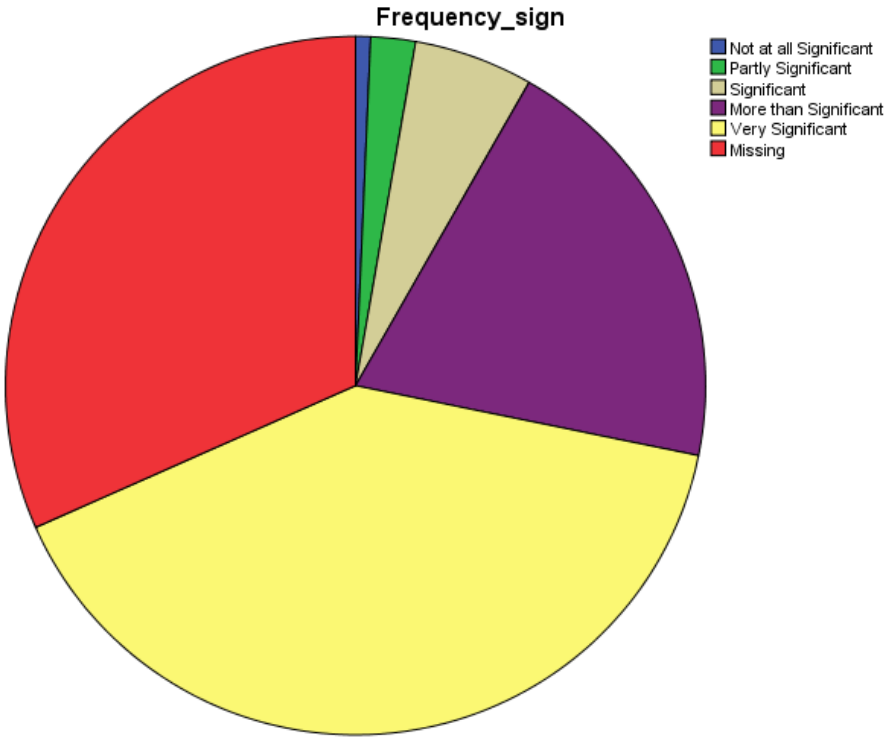
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Significant
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Very Significant
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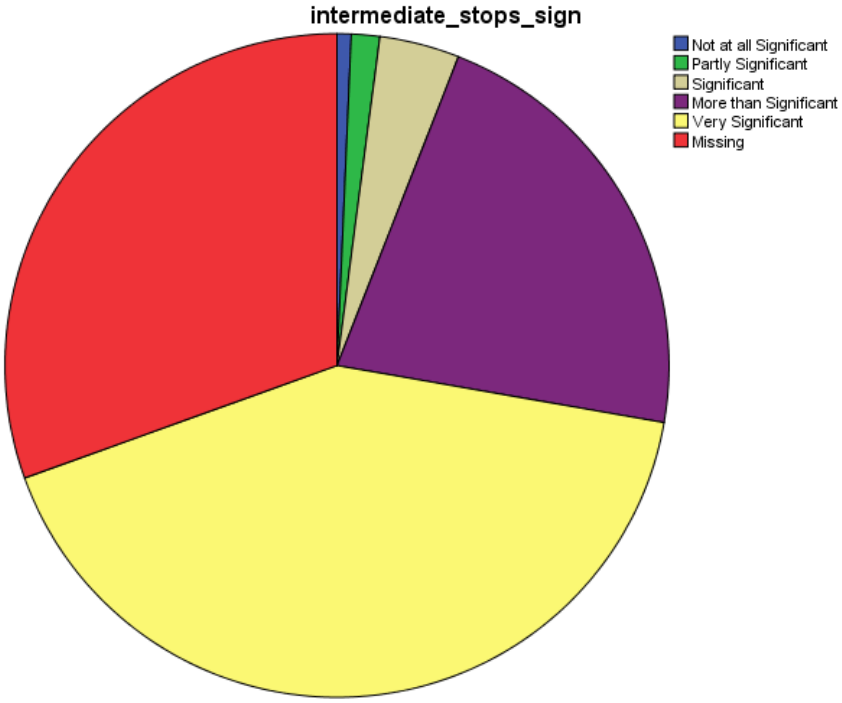
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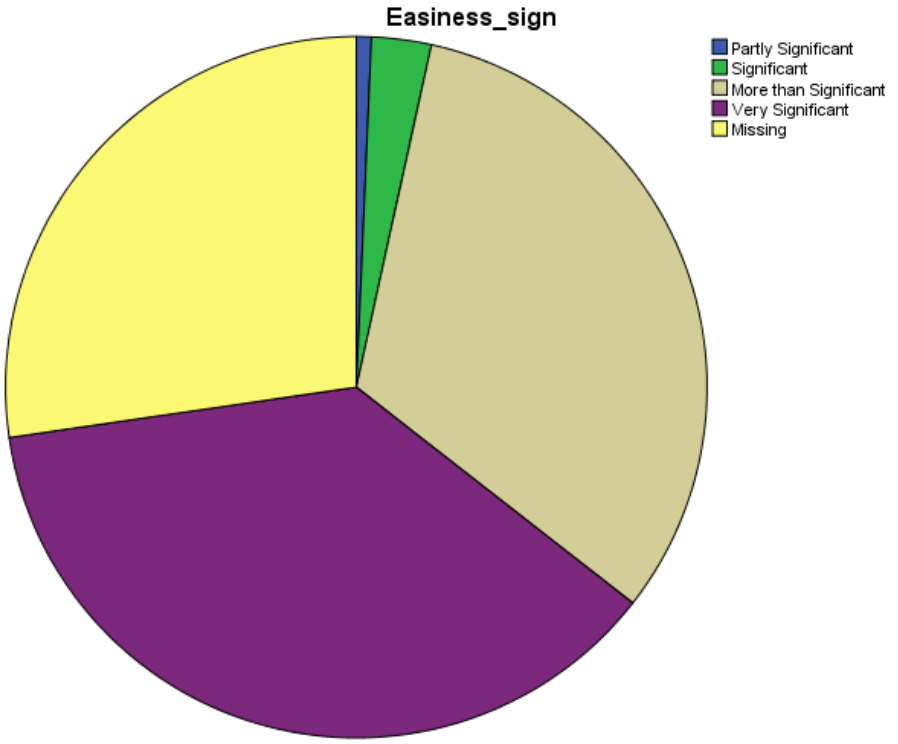
Partly Significant
Significant
More than Significant
Very Significant
Missing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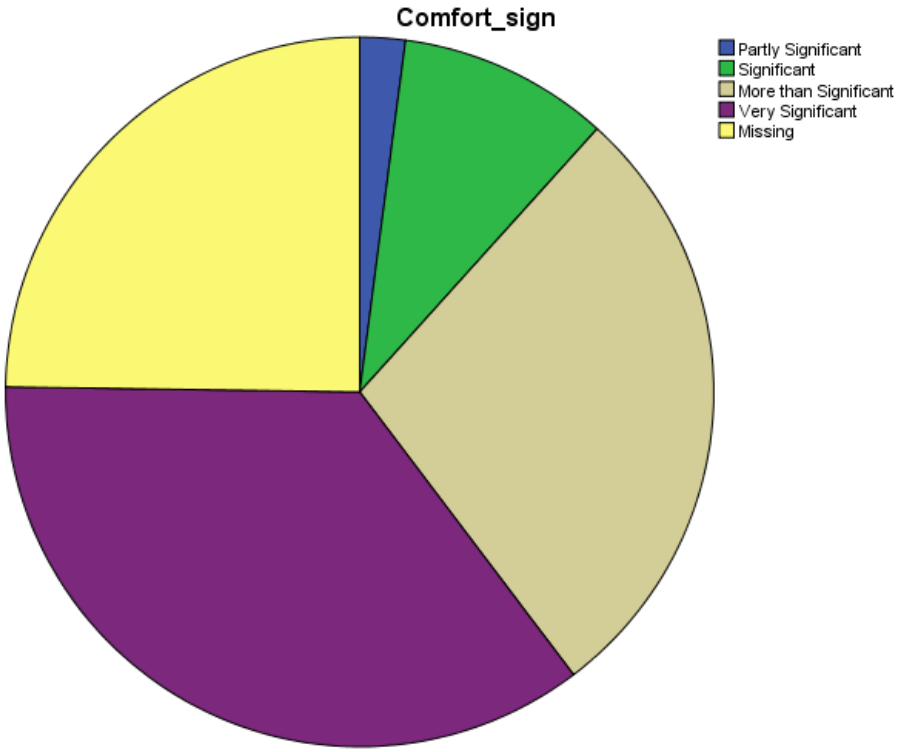
Significant
More than Significant
Very Significant
Missing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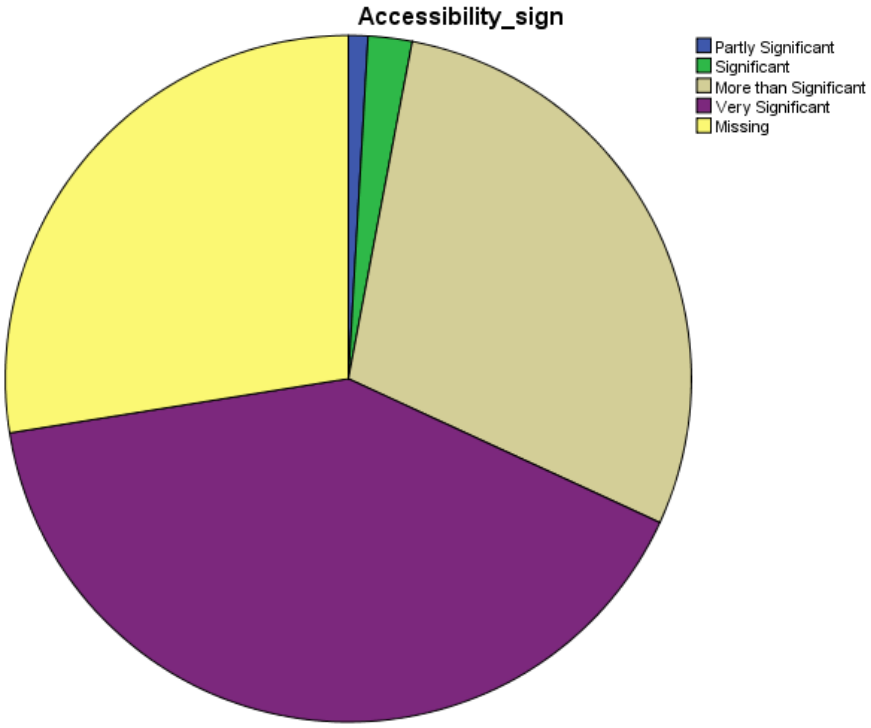
Significant
More than Significant
Very Significant
Missing



Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Cost_satisf	358	1	5	4,22	,839
Trip_duration_satisf	353	1	5	4,42	,754
Reliability_satisf	200	1	5	4,28	,852
Safety_satisf	153	1	5	4,52	,812
Frequency_satisf	324	1	5	3,87	1,103
intermediate_stops_satisf	326	1	5	4,54	,828
Easiness_satisf	334	1	5	4,42	,899
Comfort_satisf	218	1	5	4,21	,922
Accessibility_satisf	349	1	5	4,47	,862
Cost_sign	332	1	5	4,31	,921
Trip_duration_sign	330	1	5	4,31	,785
Reliability_sign	312	1	5	4,54	,738
Safety_sign	313	1	5	4,85	,467
Frequency_sign	298	1	5	4,42	,842
intermediate_stops_sign	303	1	5	4,48	,775
Easiness_sign	317	2	5	4,45	,618
Comfort_sign	328	2	5	4,29	,793
Accessibility_sign	316	2	5	4,51	,620
Valid N (listwise)	102				

Crosstabs

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Gender * Trip_duration_sign	330	75,7%	106	24,3%	436	100,0%
age_group * Trip_duration_sign	327	75,0%	109	25,0%	436	100,0%
Trip_Purpose * Trip_duration_sign	330	75,7%	106	24,3%	436	100,0%

Gender * Trip_duration_sign Crosstabulation

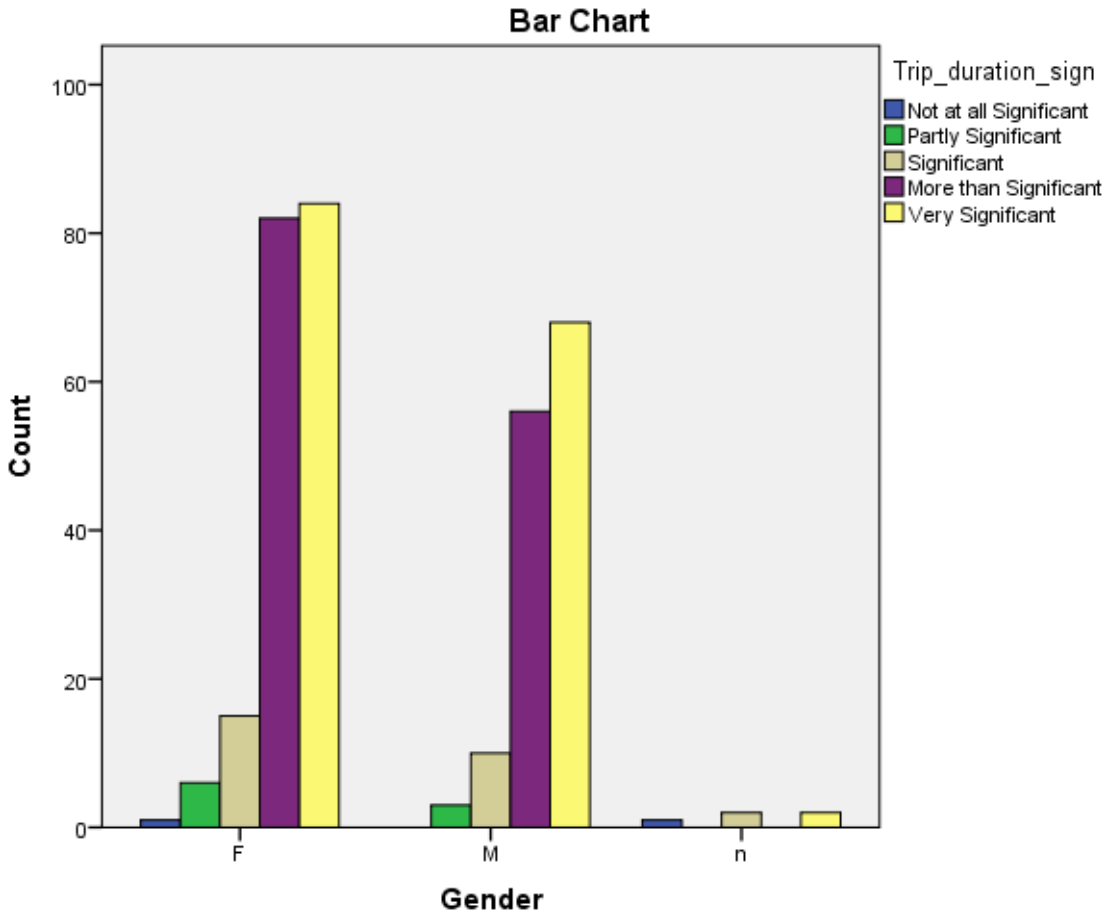
Count

		Trip_duration_sign				
		Not at all Significant	Partly Significant	Significant	More than Significant	Very Significant
Gender	F	1	6	15	82	84
	M	0	3	10	56	68
	n	1	0	2	0	2
Total		2	9	27	138	154

Gender * Trip_duration_sign Crosstabulation

Count

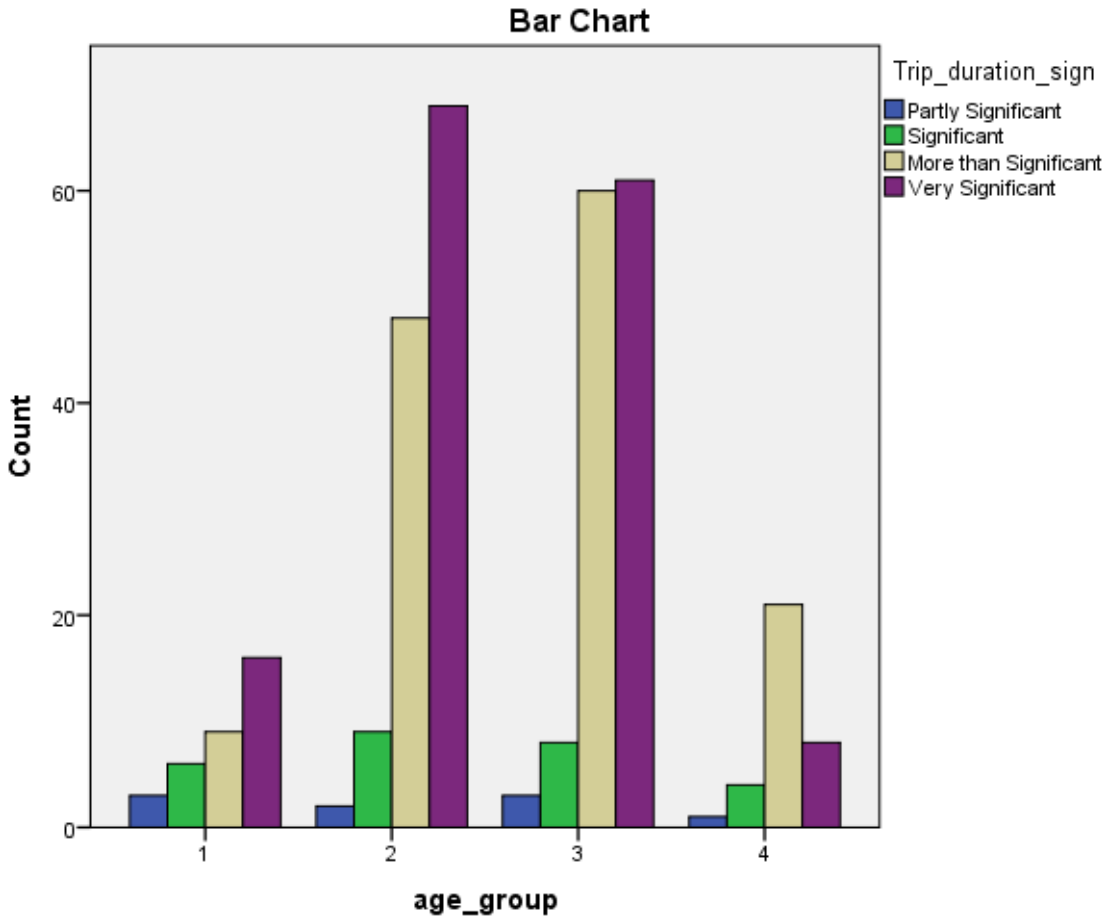
		Total
Gender	F	188
	M	137
	n	5
Total		330



age_group * Trip_duration_sign Crosstabulation

Count

		Trip_duration_sign				Total
		Partly Significant	Significant	More than Significant	Very Significant	
age_group	1	3	6	9	16	34
	2	2	9	48	68	127
	3	3	8	60	61	132
	4	1	4	21	8	34
Total		9	27	138	153	327



Trip_Purpose * Trip_duration_sign Crosstabulation

Count

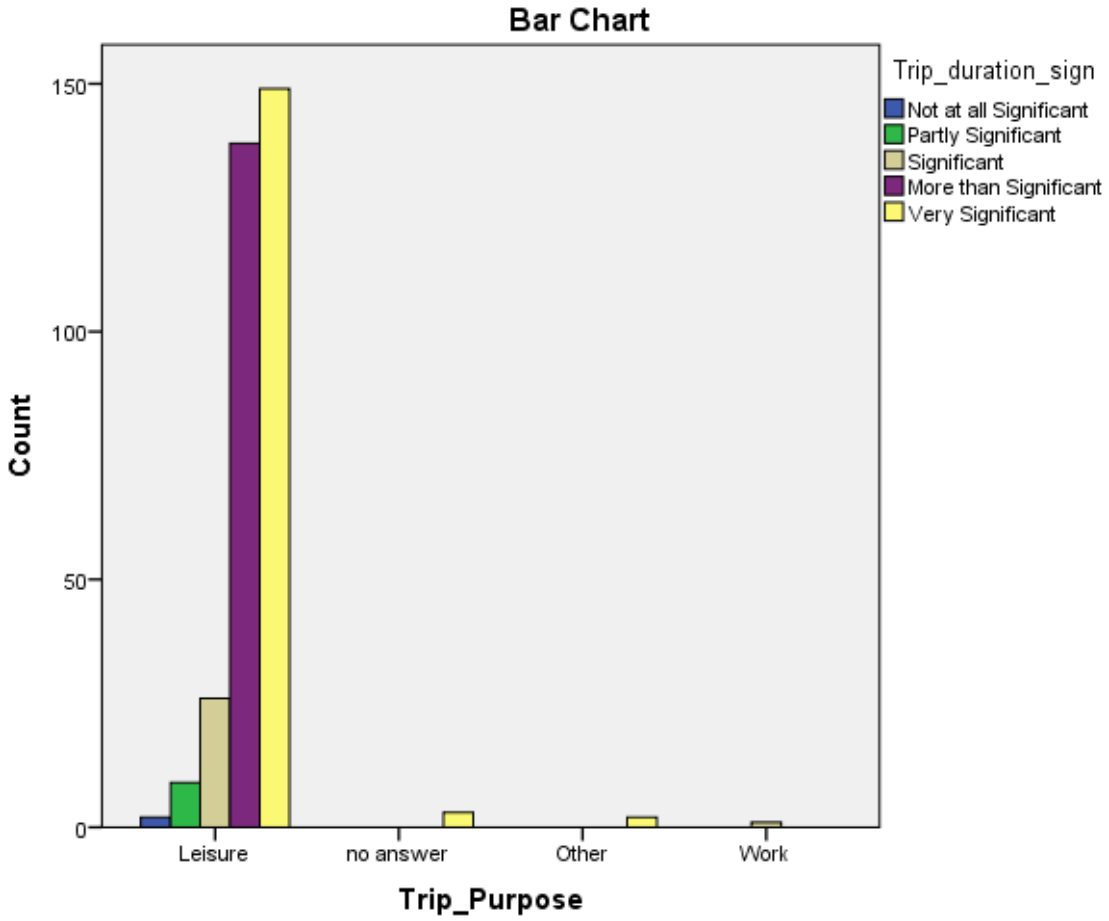
		Trip_duration_sign			
		Not at all Significant	Partly Significant	Significant	More than Significant
Trip_Purpose	Leisure	2	9	26	138
	no answer	0	0	0	0
	Other	0	0	0	0
	Work	0	0	1	0
Total		2	9	27	138

Trip_Purpose * Trip_duration_sign Crosstabulation

Count

		Trip_duration_sign	Total
		Very Significant	
Trip_Purpose	Leisure	149	324
	no answer	3	3
	Other	2	2

	Work	0	1
Total		154	330



- ***The case of Zagreb, HR***

Frequencies

Statistics

		Gender	Age_group	Income	Driving_license	Car_ownership
N	Valid	600	600	600	600	600
	Missing	0	0	0	0	0
Mean			1,87			
Std. Deviation			,815			

Statistics

		Employment_status	Education_level	Trip_Purpose	Mode	Level_of_satisfaction
N	Valid	600	600	600	600	600
	Missing	0	0	0	0	0
Mean						
Std. Deviation						

Statistics

		Cost_satisf	Trip_duration_satisf	Reliability_satisf	Safety_satisf	Frequency_satisf
N	Valid	598	599	599	593	599
	Missing	2	1	1	7	1
Mean		3,58	3,30	3,93	2,91	3,21
Std. Deviation		1,154	,826	,610	,776	1,053

Statistics

		intermediate_stops_satisf	Easiness_satisf	Comfort_satisf	Accessibility_satisf	Cost_sign
N	Valid	600	600	600	600	599
	Missing	0	0	0	0	1
Mean		4,19	3,46	3,47	3,50	3,97
Std. Deviation		1,260	1,061	,908	,923	1,040

Statistics

		Trip_duration_sign	Reliability_sign	Safety_sign	Frequency_sign	intermediate_stops_sign
N	Valid	599	599	599	600	600
	Missing	1	1	1	0	0
Mean		4,18	4,14	3,82	3,88	3,66

Std. Deviation	,735	,664	1,129	,775	1,094

Statistics

		Easiness_sign	Comfort_sign	Accessibility_sign
N	Valid	600	600	600
	Missing	0	0	0
Mean		3,64	4,09	3,63
Std. Deviation		,779	,930	,992

Frequency Table

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	F	272	45,3	45,3	45,3
	M	328	54,7	54,7	100,0
	Total	600	100,0	100,0	

Age_group

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	217	36,2	36,2	36,2
	2	275	45,8	45,8	82,0
	3	80	13,3	13,3	95,3
	4	28	4,7	4,7	100,0
	Total	600	100,0	100,0	

Income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	>40.000euro	12	2,0	2,0	2,0
	0-10.000euro	202	33,7	33,7	35,7
	10.000-20.000euro	126	21,0	21,0	56,7
	20.000-30.000euro	118	19,7	19,7	76,3
	30.000-40.000euro	52	8,7	8,7	85,0
	Prefer not to say	90	15,0	15,0	100,0
	Total	600	100,0	100,0	

Driving_license

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	106	17,7	17,7	17,7
	yes	494	82,3	82,3	100,0

	Total	600	100,0	100,0	

Car_ownership

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	297	49,5	49,5	49,5
	yes	303	50,5	50,5	100,0
	Total	600	100,0	100,0	

Employment_status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Full time	362	60,3	60,3	60,3
	Other	50	8,3	8,3	68,7
	Part time	25	4,2	4,2	72,8
	Retired	9	1,5	1,5	74,3
	Student	121	20,2	20,2	94,5
	Unemployed	33	5,5	5,5	100,0
	Total	600	100,0	100,0	

Education_level

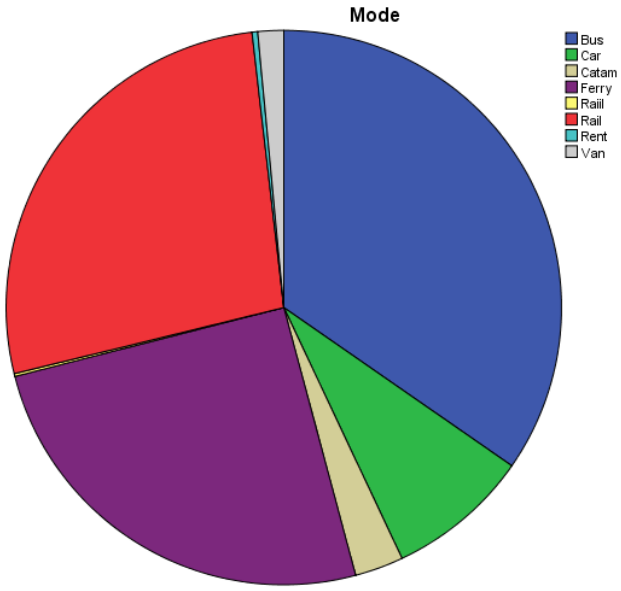
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bachelor's degree	81	13,5	13,5	13,5
	Doctorate degree	33	5,5	5,5	19,0
	High school graduate, diploma or equivalent	127	21,2	21,2	40,2
	Master's degree	100	16,7	16,7	56,8
	Primary school completed	55	9,2	9,2	66,0
	Secondary school completed	116	19,3	19,3	85,3
	Student	88	14,7	14,7	100,0
	Total	600	100,0	100,0	

Trip_Purpose

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Leisure	202	33,7	33,7	33,7
	Other	250	41,7	41,7	75,3
	Work	148	24,7	24,7	100,0
	Total	600	100,0	100,0	

Mode

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bus	208	34,7	34,7	34,7
	Car	50	8,3	8,3	43,0
	Catam	17	2,8	2,8	45,8
	Ferry	151	25,2	25,2	71,0
	Raiil	1	,2	,2	71,2
	Rail	162	27,0	27,0	98,2
	Rent	2	,3	,3	98,5
	Van	9	1,5	1,5	100,0
	Total	600	100,0	100,0	



Level_of_satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	little satisfied	127	21,2	21,2	21,2
	satisfied	336	56,0	56,0	77,2
	unsatisfied	28	4,7	4,7	81,8
	very satisfied	109	18,2	18,2	100,0
	Total	600	100,0	100,0	

Cost_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	10	1,7	1,7	1,7
	Partly Satisfied	101	16,8	16,9	18,6

	Satisfied	213	35,5	35,6	54,2
	More than Satisfied	80	13,3	13,4	67,6
	Very Satisfied	194	32,3	32,4	100,0
	Total	598	99,7	100,0	
Missing	System	2	,3		
Total		600	100,0		

Trip_duration_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	8	1,3	1,3	1,3
	Partly Satisfied	90	15,0	15,0	16,4
	Satisfied	243	40,5	40,6	56,9
	More than Satisfied	231	38,5	38,6	95,5
	Very Satisfied	27	4,5	4,5	100,0
	Total	599	99,8	100,0	
Missing	System	1	,2		
Total		600	100,0		

Reliability_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	2	,3	,3	,3
	Partly Satisfied	5	,8	,8	1,2
	Satisfied	108	18,0	18,0	19,2
	More than Satisfied	404	67,3	67,4	86,6
	Very Satisfied	80	13,3	13,4	100,0
	Total	599	99,8	100,0	
Missing	System	1	,2		
Total		600	100,0		

Safety_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	16	2,7	2,7	2,7
	Partly Satisfied	147	24,5	24,8	27,5
	Satisfied	316	52,7	53,3	80,8
	More than Satisfied	102	17,0	17,2	98,0
	Very Satisfied	12	2,0	2,0	100,0
	Total	593	98,8	100,0	
Missing	System	7	1,2		
Total		600	100,0		

Frequency_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	1	,2	,2	,2
	Partly Satisfied	175	29,2	29,2	29,4
	Satisfied	224	37,3	37,4	66,8
	More than Satisfied	95	15,8	15,9	82,6
	Very Satisfied	104	17,3	17,4	100,0
	Total	599	99,8	100,0	
Missing	System	1	,2		
Total		600	100,0		

intermediate_stops_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	24	4,0	4,0	4,0
	Partly Satisfied	69	11,5	11,5	15,5
	Satisfied	79	13,2	13,2	28,7
	More than Satisfied	27	4,5	4,5	33,2
	Very Satisfied	401	66,8	66,8	100,0
	Total	600	100,0	100,0	

Easiness_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	17	2,8	2,8	2,8
	Partly Satisfied	91	15,2	15,2	18,0
	Satisfied	214	35,7	35,7	53,7
	More than Satisfied	157	26,2	26,2	79,8
	Very Satisfied	121	20,2	20,2	100,0
	Total	600	100,0	100,0	

Comfort_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	20	3,3	3,3	3,3
	Partly Satisfied	55	9,2	9,2	12,5
	Satisfied	207	34,5	34,5	47,0
	More than Satisfied	261	43,5	43,5	90,5
	Very Satisfied	57	9,5	9,5	100,0
	Total	600	100,0	100,0	

Accessibility_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied2 Partly Satisfied	10	1,7	1,7	1,7
	2	78	13,0	13,0	14,7
	Satisfied	184	30,7	30,7	45,3
	More than Satisfied	256	42,7	42,7	88,0
	Very Satisfied	72	12,0	12,0	100,0
	Total	600	100,0	100,0	

Cost_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Partly Significant	55	9,2	9,2	9,2
	Significant	168	28,0	28,0	37,2
	More than Significant	117	19,5	19,5	56,8
	Very Significant	259	43,2	43,2	100,0
	Total	599	99,8	100,0	
Missing	System	1	,2		
Total		600	100,0		

Trip_duration_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Partly Significant	20	3,3	3,3	3,3
	Significant	57	9,5	9,5	12,9
	More than Significant	316	52,7	52,8	65,6
	Very Significant	206	34,3	34,4	100,0
	Total	599	99,8	100,0	
Missing	System	1	,2		
Total		600	100,0		

Reliability_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Significant	95	15,8	15,9	15,9
	More than Significant	323	53,8	53,9	69,8
	Very Significant	181	30,2	30,2	100,0
	Total	599	99,8	100,0	
Missing	System	1	,2		
Total		600	100,0		

Safety_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	2	,3	,3	,3
	Partly Significant	98	16,3	16,4	16,7
	Significant	140	23,3	23,4	40,1
	More than Significant	127	21,2	21,2	61,3
	Very Significant	232	38,7	38,7	100,0
	Total	599	99,8	100,0	
Missing	System	1	,2		
Total		600	100,0		

Frequency_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	1	,2	,2	,2
	Partly Significant	25	4,2	4,2	4,3
	Significant	138	23,0	23,0	27,3
	More than Significant	315	52,5	52,5	79,8
	Very Significant	121	20,2	20,2	100,0
	Total	600	100,0	100,0	

intermediate_stops_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Partly Significant	120	20,0	20,0	20,0
	Significant	135	22,5	22,5	42,5
	More than Significant	174	29,0	29,0	71,5
	Very Significant	171	28,5	28,5	100,0
	Total	600	100,0	100,0	

Easiness_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Partly Significant	50	8,3	8,3	8,3
	Significant	181	30,2	30,2	38,5
	More than Significant	307	51,2	51,2	89,7
	Very Significant	62	10,3	10,3	100,0
	Total	600	100,0	100,0	

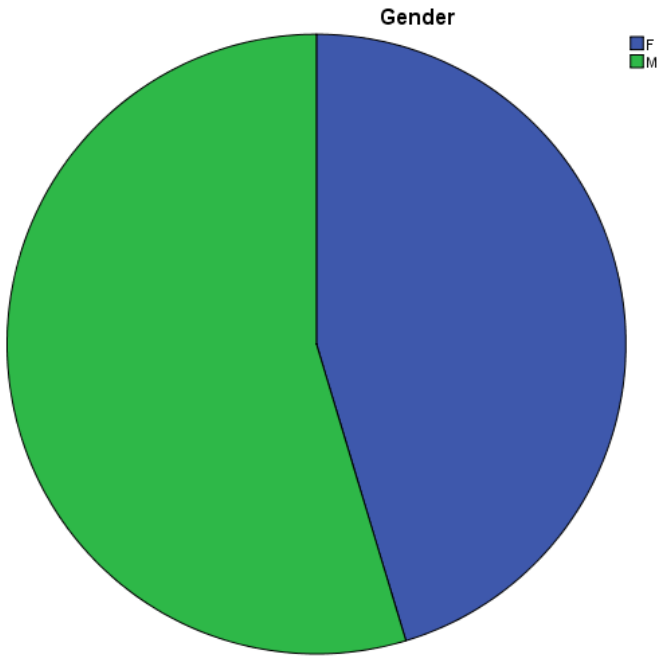
Comfort_sign

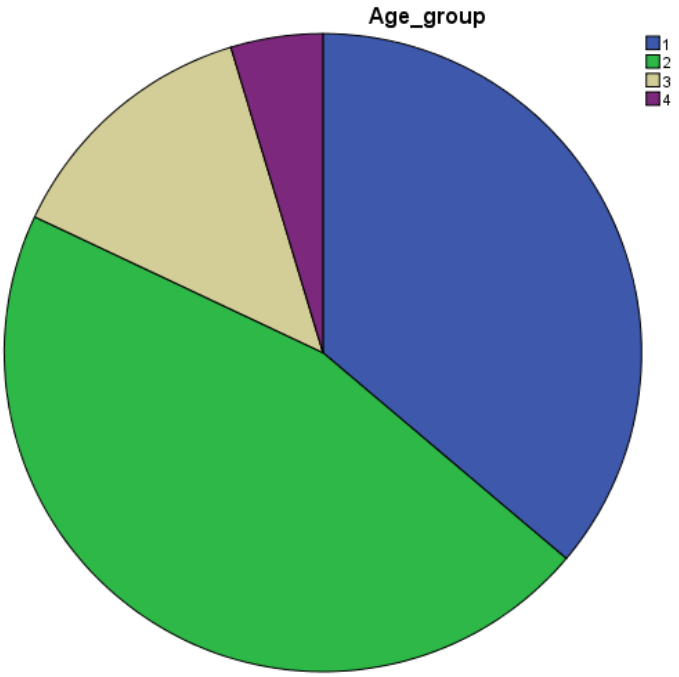
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Partly Significant	52	8,7	8,7	8,7
	Significant	78	13,0	13,0	21,7
	More than Significant	233	38,8	38,8	60,5
	Very Significant	237	39,5	39,5	100,0
	Total	600	100,0	100,0	

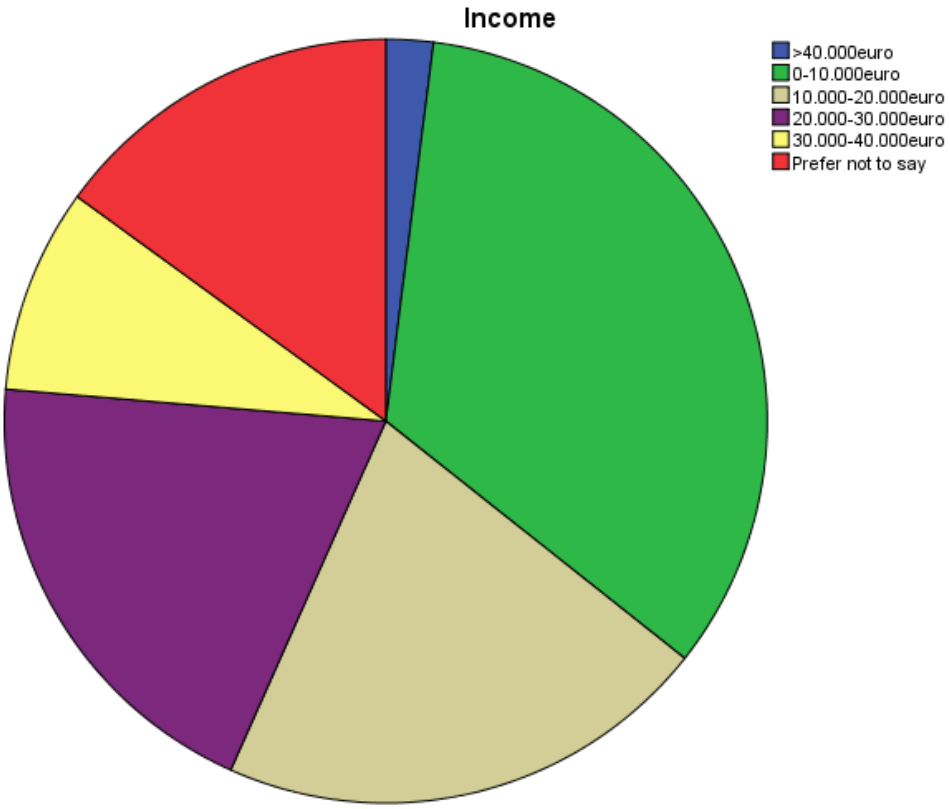
Accessibility_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Partly Significant	84	14,0	14,0	14,0
	Significant	194	32,3	32,3	46,3
	More than Significant	181	30,2	30,2	76,5
	Very Significant	141	23,5	23,5	100,0
	Total	600	100,0	100,0	

Pie Chart




Age_group
1
2
3
4


Income
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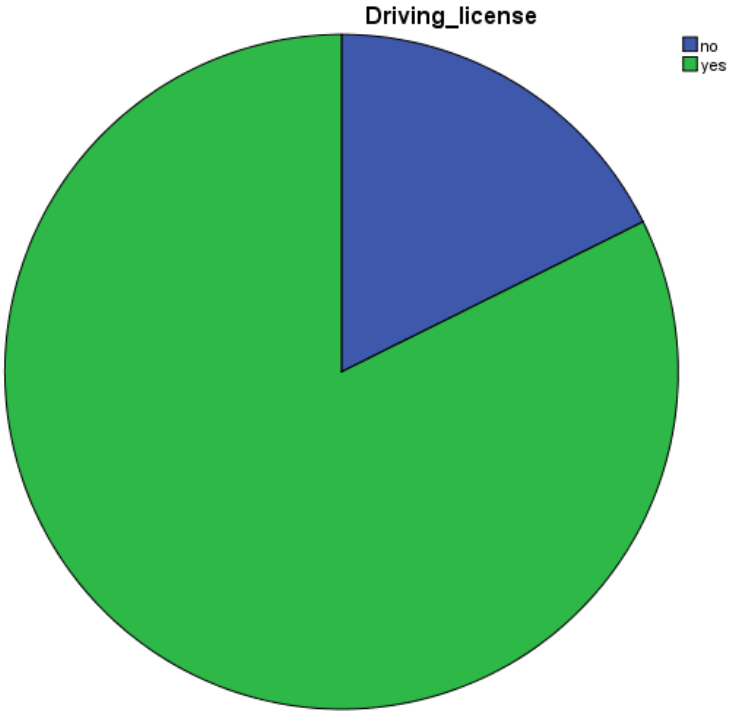
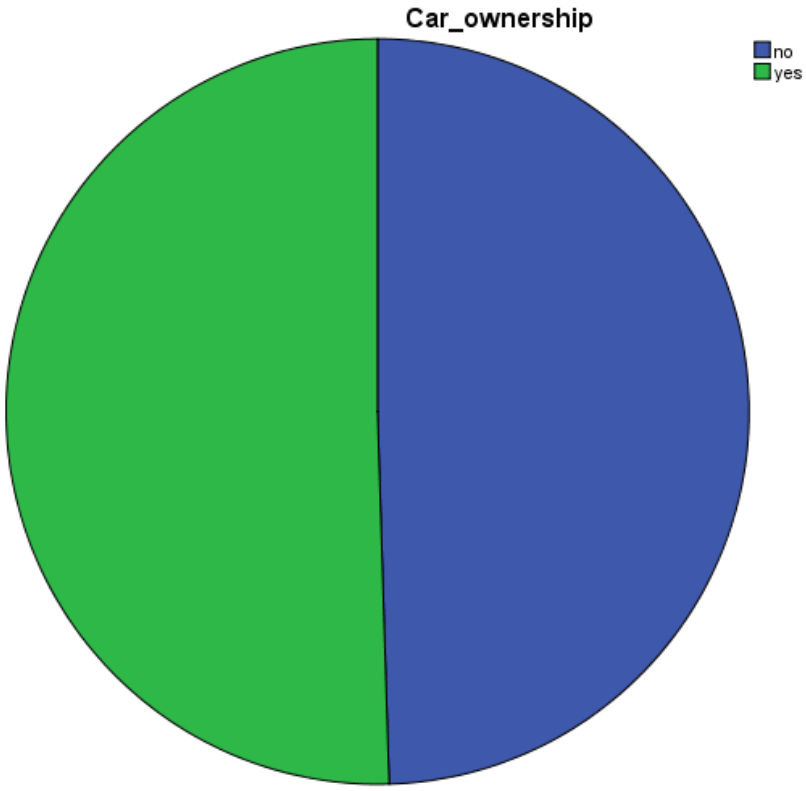
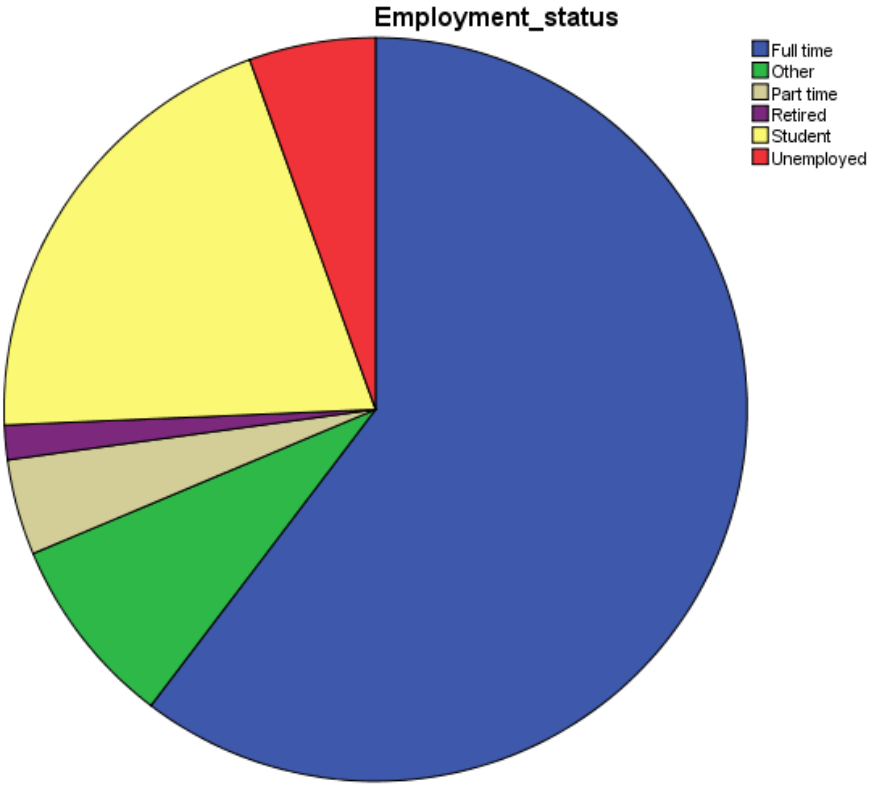
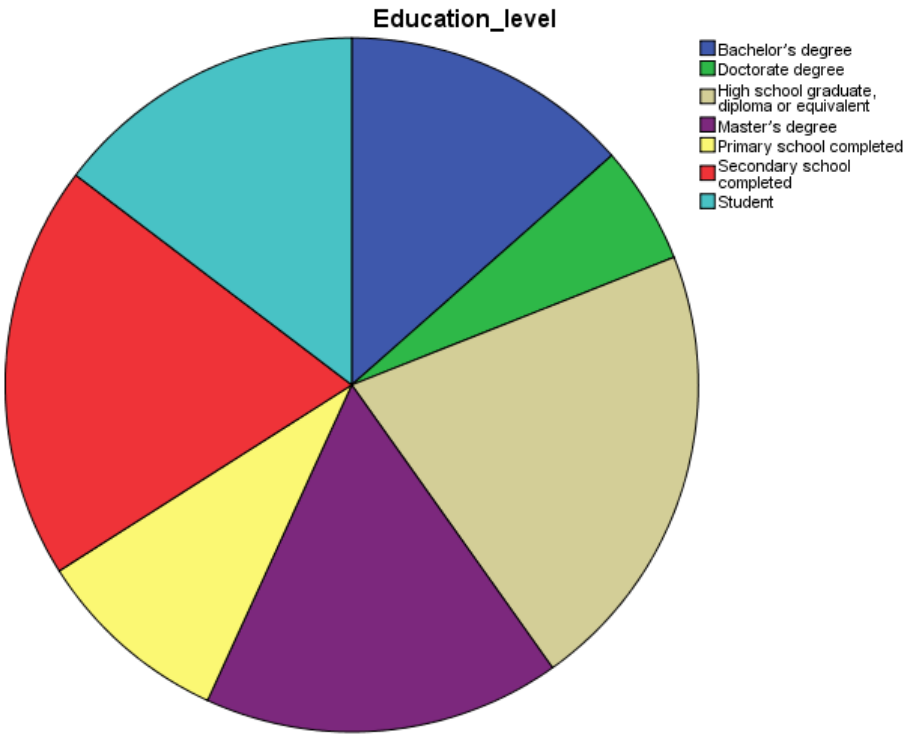
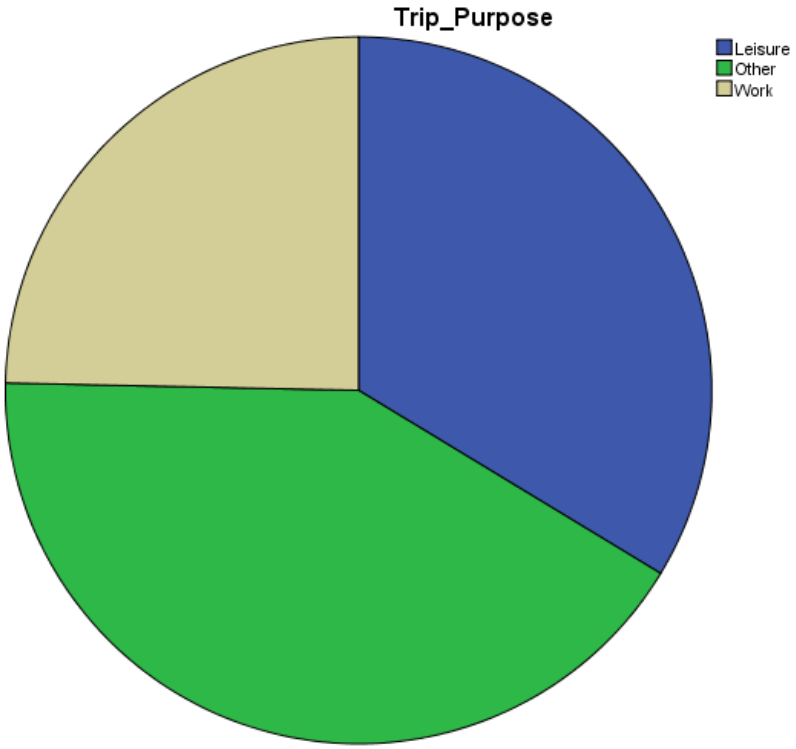
0-10.000euro
10.000-20.000euro
20.000-30.000euro
30.000-40.000euro
Prefer not to say

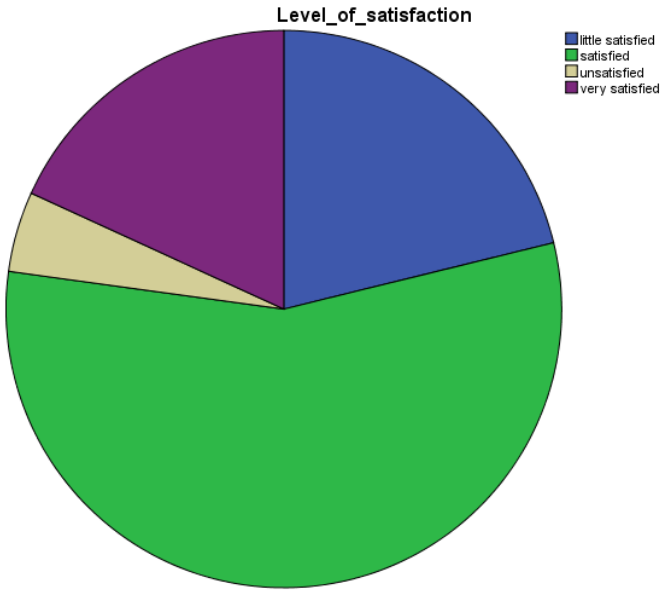

Driving_license
no
yes

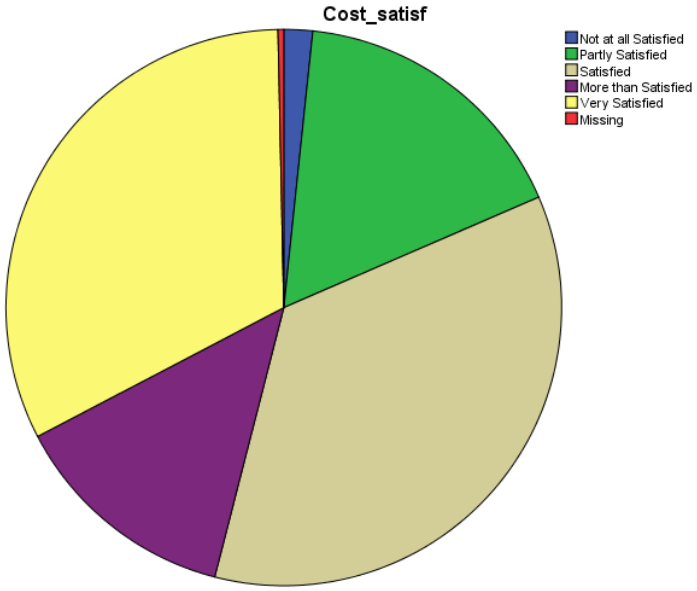

Car_ownership
no
yes

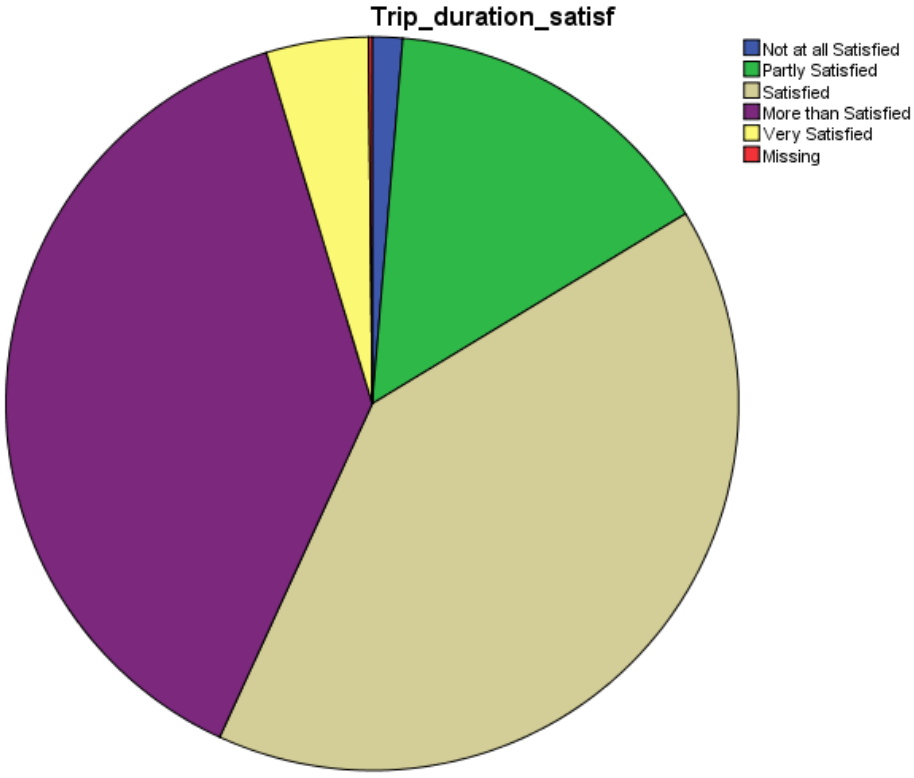

Employment_status
Full time
Other
Part time
Retired
Student
Unemployed

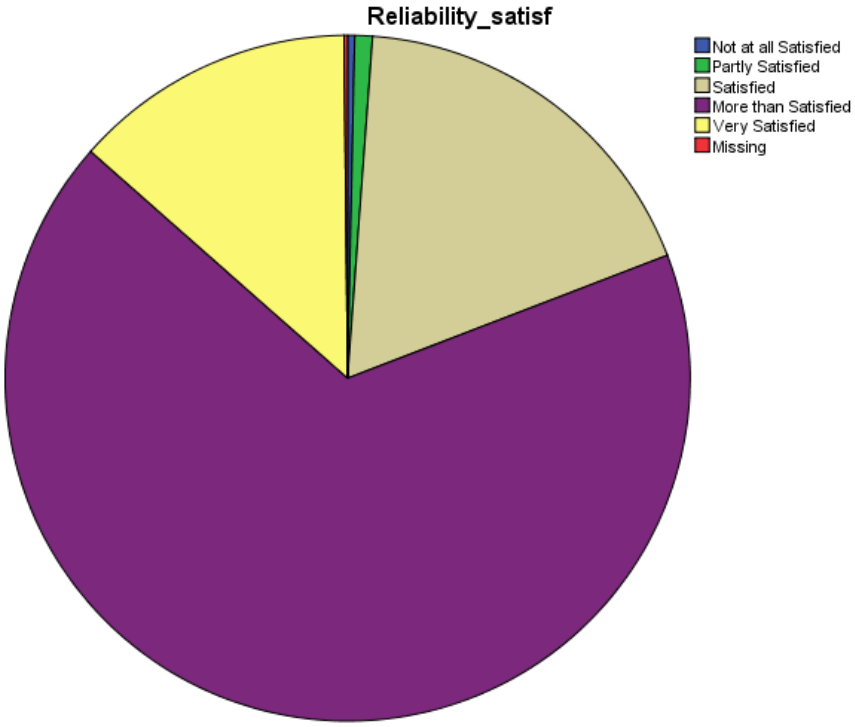

Education_level
Bachelor's degree
Doctorate degree
High school graduate, diploma or equivalent
Master's degree
Primary school completed
Secondary school completed
Student

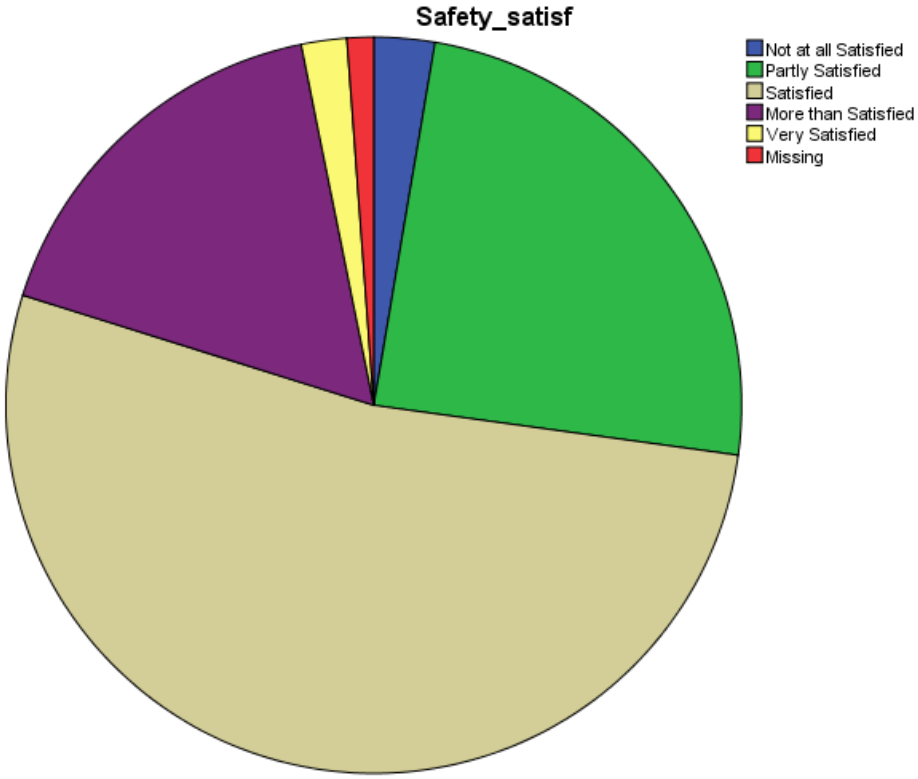

Trip_Purpose
Leisure
Other
Work

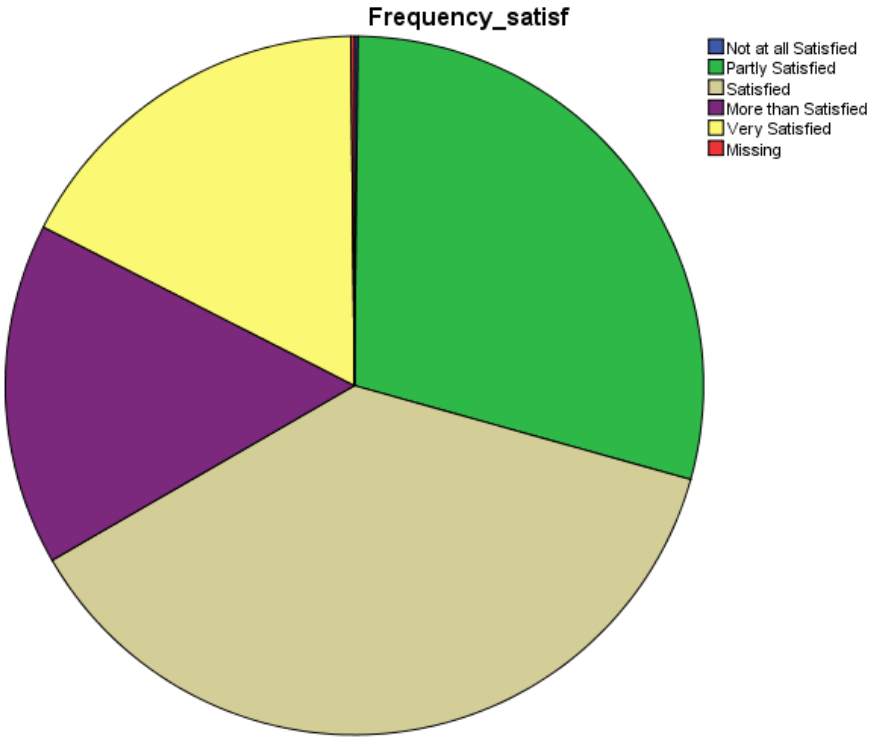

Level_of_satisfaction
little satisfied
satisfied
unsatisfied
very satisfied

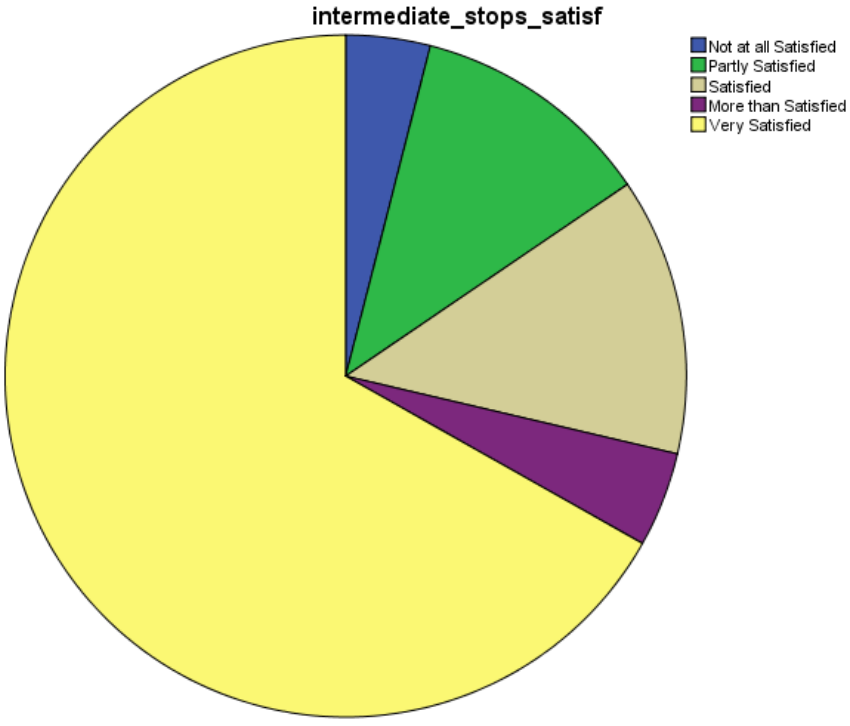

Cost_satisf
Not at all Satisfied
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied
Missing

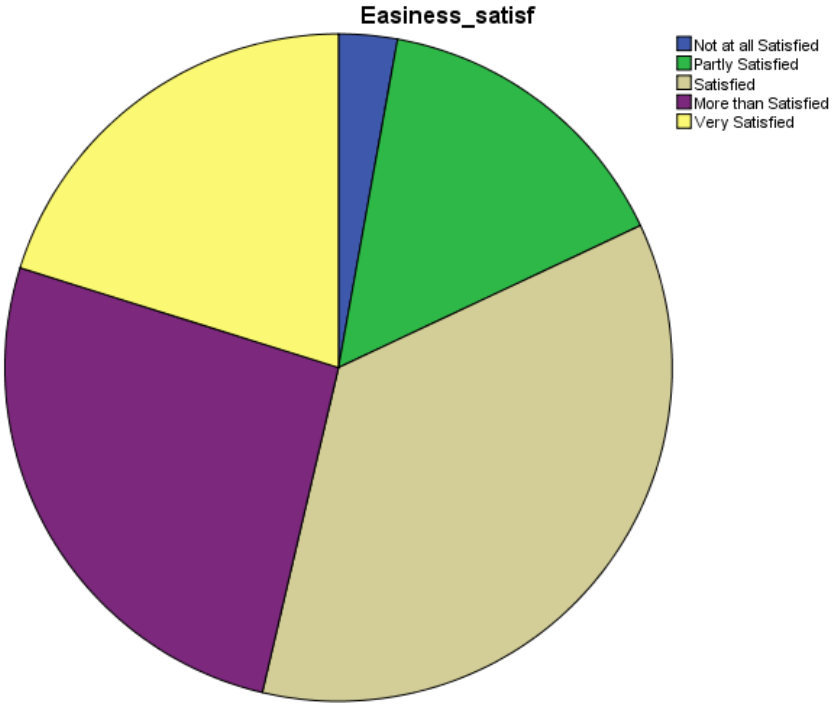

Trip_duration_satisf
Not at all Satisfied
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied
Missing

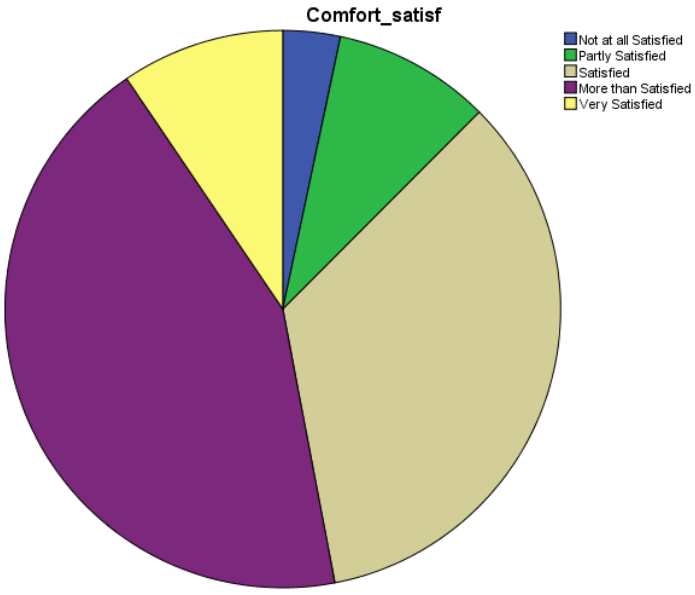

Reliability_satisf
Not at all Satisfied
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied
Missing

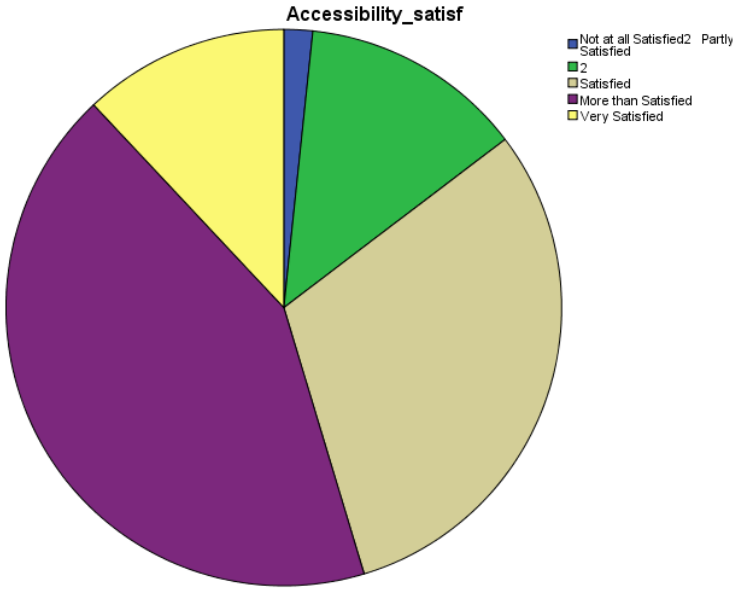

Safety_satisf
Not at all Satisfied
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied
Missing

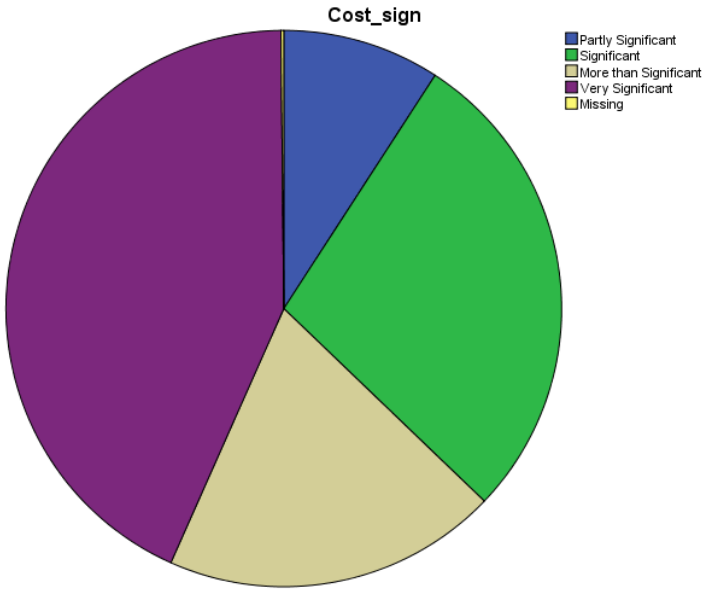

Frequency_satisf
Not at all Satisfied
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied
Missing

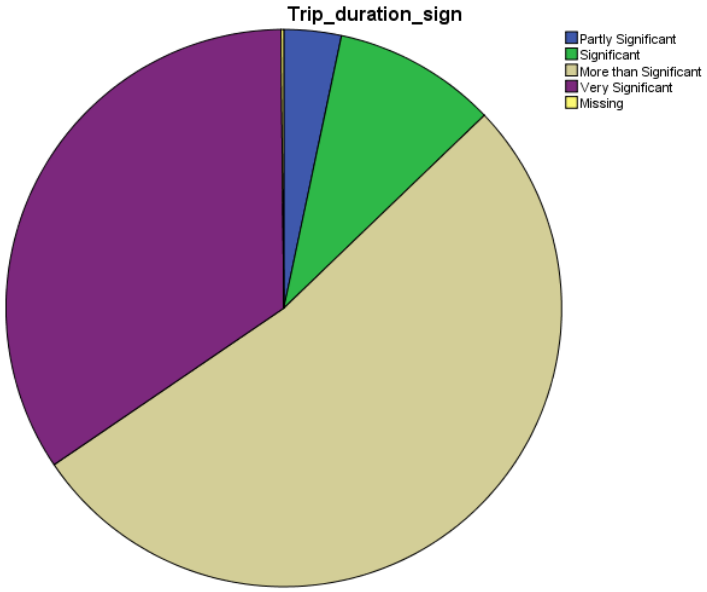

intermediate_stops_satisf
Not at all Satisfied
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied

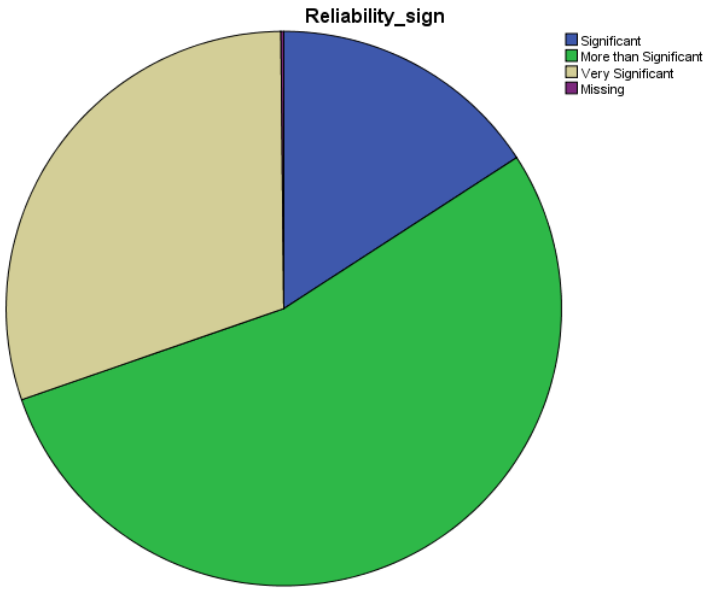

Easiness_satisf
Not at all Satisfied
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied

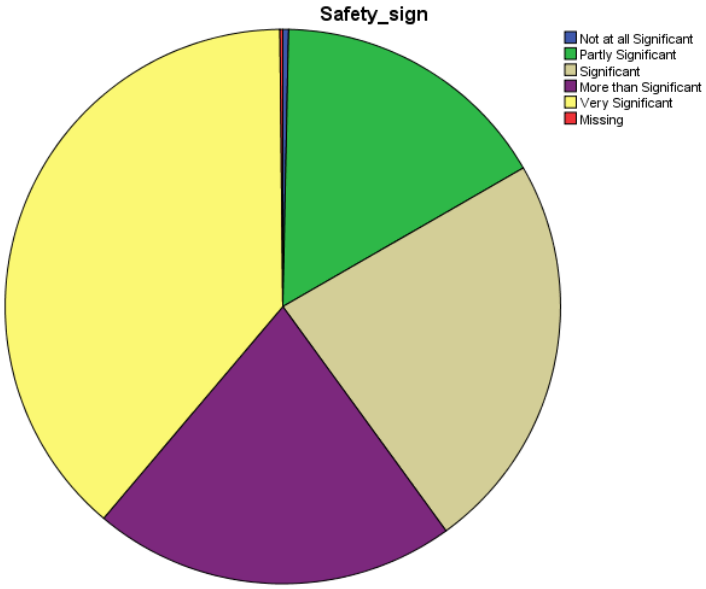

Comfort_satisf
Not at all Satisfied
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied

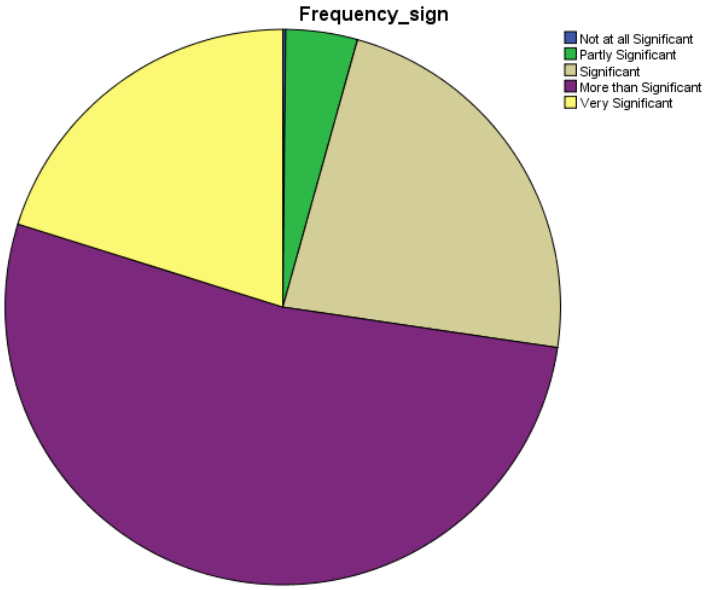

Accessibility_satisf
Not at all Satisfied2 Partly Satisfied
2
Satisfied
More than Satisfied
Very Satisfied

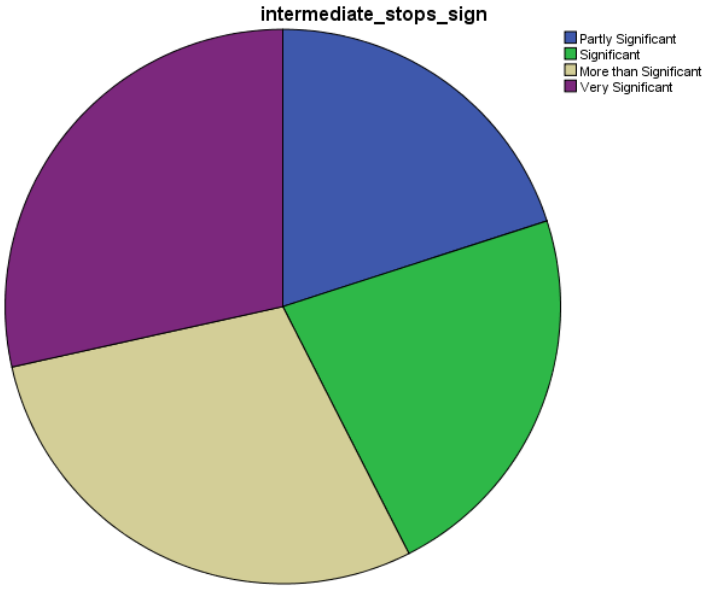

Cost_sign
Partly Significant
Significant
More than Significant
Very Significant
Missing

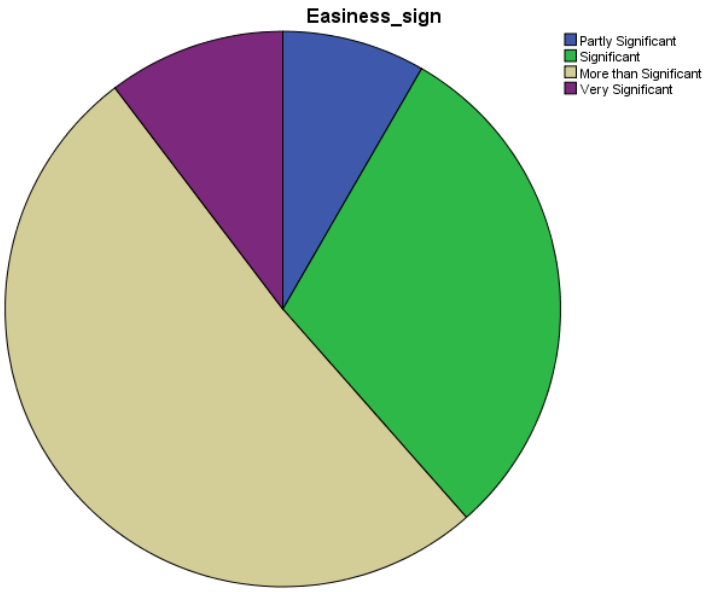

Trip_duration_sign
Partly Significant
Significant
More than Significant
Very Significant
Missing

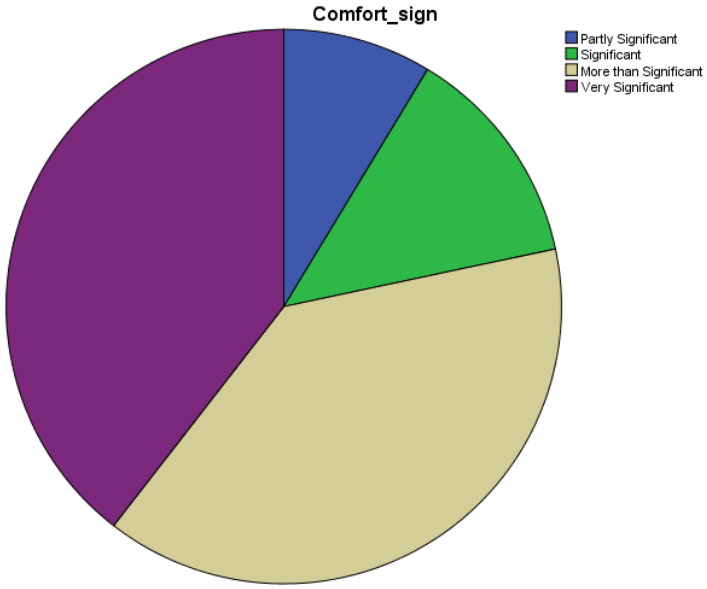

Reliability_sign
Significant
More than Significant
Very Significant
Missing

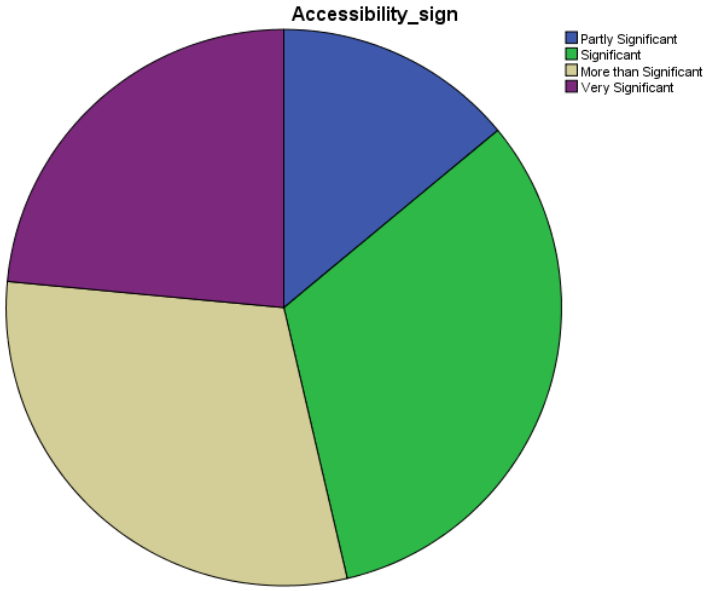

Safety_sign
Not at all Significant
Partly Significant
Significant
More than Significant
Very Significant
Missing


Frequency_sign
Not at all Significant
Partly Significant
Significant
More than Significant
Very Significant


intermediate_stops_sign
Partly Significant
Significant
More than Significant
Very Significant


Easiness_sign
Partly Significant
Significant
More than Significant
Very Significant





Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Cost_satisf	598	1	5	3,58	1,154
Trip_duration_satisf	599	1	5	3,30	,826
Reliability_satisf	599	1	5	3,93	,610
Safety_satisf	593	1	5	2,91	,776
Frequency_satisf	599	1	5	3,21	1,053
intermediate_stops_satisf	600	1	5	4,19	1,260
Easiness_satisf	600	1	5	3,46	1,061
Comfort_satisf	600	1	5	3,47	,908

Accessibility_satisf	600	1	5	3,50	,923
Cost_sign	599	2	5	3,97	1,040
Trip_duration_sign	599	2	5	4,18	,735
Reliability_sign	599	3	5	4,14	,664
Safety_sign	599	1	5	3,82	1,129
Frequency_sign	600	1	5	3,88	,775
intermediate_stops_sign	600	2	5	3,66	1,094
Easiness_sign	600	2	5	3,63	,779
Comfort_sign	600	2	5	4,09	,930
Accessibility_sign	600	2	5	3,63	,992
Valid N (listwise)	591				

Crosstabs

Mode * Cost_satisf Crosstabulation

Count

		Cost_satisf					Total
		Not at all Satisfied	Partly Satisfied	Satisfied	More than Satisfied	Very Satisfied	
Mode	Bus	1	41	73	24	69	208
	Car	0	6	18	9	17	50
	Catam	3	2	6	1	5	17
	Ferry	4	20	51	21	53	149
	Raiil	0	0	1	0	0	1
	Rail	1	31	58	22	50	162
	Rent	0	1	1	0	0	2
	Van	1	0	5	3	0	9
Total		10	101	213	80	194	598

Mode * Trip_duration_satisf Crosstabulation

Count

		Trip_duration_satisf					Total
		Not at all Satisfied	Partly Satisfied	Satisfied	More than Satisfied	Very Satisfied	
Mode	Bus	4	35	82	76	11	208
	Car	1	9	16	21	3	50
	Catam	0	2	5	7	3	17
	Ferry	1	16	70	59	4	150
	Raiil	0	0	0	1	0	1
	Rail	2	27	66	62	5	162

	Rent	0	0	1	1	0	2
	Van	0	1	3	4	1	9
Total		8	90	243	231	27	599

Mode * Reliability_satisf Crosstabulation

Count

		Reliability_satisf					Total
		Not at all Satisfied	Partly Satisfied	Satisfied	More than Satisfied	Very Satisfied	
Mode	Bus	1	1	36	148	22	208
	Car	0	0	9	32	9	50
	Catam	0	0	2	14	1	17
	Ferry	0	0	32	97	21	150
	Raiil	0	0	0	1	0	1
	Rail	1	2	27	107	25	162
	Rent	0	0	0	2	0	2
	Van	0	2	2	3	2	9
Total		2	5	108	404	80	599

Mode * Safety_satisf Crosstabulation

Count

		Safety_satisf					Total
		Not at all Satisfied	Partly Satisfied	Satisfied	More than Satisfied	Very Satisfied	
Mode	Bus	4	44	127	26	5	206
	Car	1	12	26	9	2	50
	Catam	0	2	6	8	0	16
	Ferry	8	42	69	26	3	148
	Raiil	0	0	1	0	0	1
	Rail	3	44	85	27	2	161
	Rent	0	0	1	1	0	2
	Van	0	3	1	5	0	9
Total		16	147	316	102	12	593

Mode * Frequency_satisf Crosstabulation

Count

		Frequency_satisf					Total
		Not at all Satisfied	Partly Satisfied	Satisfied	More than Satisfied	Very Satisfied	
Mode	Bus	1	63	80	33	31	208
	Car	0	12	16	12	10	50
	Catam	0	5	3	1	8	17
	Ferry	0	52	58	21	19	150
	Raiil	0	0	0	1	0	1
	Rail	0	42	66	27	27	162
	Rent	0	1	1	0	0	2
	Van	0	0	0	0	9	9
Total		1	175	224	95	104	599

Mode * intermediate_stops_satisf Crosstabulation

Count

		intermediate_stops_satisf					Total
		Not at all Satisfied	Partly Satisfied	Satisfied	More than Satisfied	Very Satisfied	
Mode	Bus	10	33	33	6	126	208
	Car	1	7	5	3	34	50
	Catam	0	0	0	0	17	17
	Ferry	6	6	15	5	119	151
	Raiil	0	0	0	0	1	1
	Rail	7	23	25	10	97	162
	Rent	0	0	0	0	2	2
	Van	0	0	1	3	5	9
Total		24	69	79	27	401	600

Mode * Easiness_satisf Crosstabulation

Count

		Easiness_satisf					Total
		Not at all Satisfied	Partly Satisfied	Satisfied	More than Satisfied	Very Satisfied	
Mode	Bus	2	32	73	56	45	208
	Car	3	6	19	11	11	50
	Catam	3	2	7	1	4	17
	Ferry	6	21	54	41	29	151

	Raiil	0	0	0	1	0	1
	Rail	3	30	58	43	28	162
	Rent	0	0	1	0	1	2
	Van	0	0	2	4	3	9
Total		17	91	214	157	121	600

Mode * Comfort_satisf Crosstabulation

Count

		Comfort_satisf					Total
		Not at all Satisfied	Partly Satisfied	Satisfied	More than Satisfied	Very Satisfied	
Mode	Bus	8	17	57	105	21	208
	Car	2	8	18	17	5	50
	Catam	0	5	5	5	2	17
	Ferry	6	8	60	62	15	151
	Raiil	0	0	0	1	0	1
	Rail	4	16	62	67	13	162
	Rent	0	1	0	0	1	2
	Van	0	0	5	4	0	9
Total		20	55	207	261	57	600

Mode * Accessibility_satisf Crosstabulation

Count

		Accessibility_satisf					Total
		Not at all Satisfied2 Partly Satisfied	2	Satisfied	More than Satisfied	Very Satisfied	
Mode	Bus	3	32	63	84	26	208
	Car	1	5	15	24	5	50
	Catam	0	0	3	14	0	17
	Ferry	2	15	41	68	25	151
	Raiil	0	0	1	0	0	1
	Rail	4	23	57	62	16	162
	Rent	0	0	0	2	0	2
	Van	0	3	4	2	0	9
Total		10	78	184	256	72	600

Mode * Cost_sign Crosstabulation
Count

		Cost_sign				Total
		Partly Significant	Significant	More than Significant	Very Significant	
Mode	Bus	19	60	41	88	208
	Car	4	15	9	22	50
	Catam	3	8	1	5	17
	Ferry	13	45	28	64	150
	Raiil	0	0	1	0	1
	Rail	15	37	35	75	162
	Rent	0	1	0	1	2
	Van	1	2	2	4	9
Total		55	168	117	259	599

Mode * Trip_duration_sign Crosstabulation
Count

		Trip_duration_sign				Total
		Partly Significant	Significant	More than Significant	Very Significant	
Mode	Bus	9	25	114	60	208
	Car	0	5	27	18	50
	Catam	0	0	12	5	17
	Ferry	5	14	78	53	150
	Raiil	0	0	0	1	1
	Rail	6	13	80	63	162
	Rent	0	0	1	1	2
	Van	0	0	4	5	9
Total		20	57	316	206	599

Mode * Reliability_sign Crosstabulation
Count

		Reliability_sign			Total
		Significant	More than Significant	Very Significant	
Mode	Bus	34	102	72	208
	Car	7	29	14	50
	Catam	2	6	9	17
	Ferry	22	82	46	150
	Raiil	0	1	0	1
	Rail	28	97	37	162
	Rent	0	1	1	2

	Van	2	5	2	9
Total		95	323	181	599

Mode * Safety_sign Crosstabulation

Count

		Safety_sign					Total
		Not at all Significant	Partly Significant	Significant	More than Significant	Very Significant	
Mode	Bus	1	43	64	37	63	208
	Car	0	4	12	10	24	50
	Catam	0	2	4	5	6	17
	Ferry	1	23	29	34	63	150
	Raiil	0	0	0	0	1	1
	Rail	0	26	30	37	69	162
	Rent	0	0	1	0	1	2
	Van	0	0	0	4	5	9
Total		2	98	140	127	232	599

Mode * Frequency_sign Crosstabulation

Count

		Frequency_sign					Total
		Not at all Significant	Partly Significant	Significant	More than Significant	Very Significant	
Mode	Bus	1	10	47	120	30	208
	Car	0	1	10	24	15	50
	Catam	0	0	3	10	4	17
	Ferry	0	8	34	77	32	151
	Raiil	0	0	0	1	0	1
	Rail	0	6	42	76	38	162
	Rent	0	0	0	1	1	2
	Van	0	0	2	6	1	9
Total		1	25	138	315	121	600

Mode * intermediate_stops_sign Crosstabulation

Count

		intermediate_stops_sign				Total
		Partly Significant	Significant	More than Significant	Very Significant	
Mode	Bus	39	38	58	73	208
	Car	9	10	19	12	50
	Catam	5	3	3	6	17
	Ferry	37	36	42	36	151
	Raiil	1	0	0	0	1
	Rail	26	44	50	42	162
	Rent	0	0	1	1	2
	Van	3	4	1	1	9
Total		120	135	174	171	600

Mode * Easiness_sign Crosstabulation
Count

		Easiness_sign				Total
		Partly Significant	Significant	More than Significant	Very Significant	
Mode	Bus	14	62	113	19	208
	Car	6	16	22	6	50
	Catam	2	5	9	1	17
	Ferry	14	42	73	22	151
	Raiil	0	0	1	0	1
	Rail	12	54	84	12	162
	Rent	0	0	2	0	2
	Van	2	2	3	2	9
Total		50	181	307	62	600

Mode * Comfort_sign Crosstabulation
Count

		Comfort_sign				Total
		Partly Significant	Significant	More than Significant	Very Significant	
Mode	Bus	22	21	85	80	208
	Car	4	7	22	17	50
	Catam	0	0	8	9	17
	Ferry	11	24	54	62	151
	Raiil	0	0	0	1	1
	Rail	15	26	60	61	162
	Rent	0	0	1	1	2
	Van	0	0	3	6	9
Total		52	78	233	237	600

Mode * Accessibility_sign Crosstabulation

Count

		Accessibility_sign				Total
		Partly Significant	Significant	More than Significant	Very Significant	
Mode	Bus	34	66	55	53	208
	Car	4	14	20	12	50
	Catam	2	6	4	5	17
	Ferry	18	51	42	40	151
	Raiil	0	1	0	0	1
	Rail	24	52	56	30	162
	Rent	0	0	1	1	2
	Van	2	4	3	0	9
Total		84	194	181	141	600

- ***The case of Ljubljana, SI***

Frequencies

Statistics

		Gender	Age_group	Income	Driving_license	Car_ownership
N	Valid	600	600	600	600	600
	Missing	0	0	0	0	0
Mean			2,15			
Std. Deviation			,647			

Statistics

		Employment_status	Education_level	Trip_Purpose	Mode	Level_of_satisfaction
N	Valid	600	600	600	600	600
	Missing	0	0	0	0	0
Mean						
Std. Deviation						

Statistics

		Cost_satisf	Trip_duration_satisf	Reliability_satisf	Safety_satisf	Frequency_satisf
N	Valid	600	600	600	600	600
	Missing	0	0	0	0	0
Mean			3,91	4,05	3,83	4,16
Std. Deviation			1,049	,917	1,073	,923

Statistics

		intermediate_stops_satisf	Easiness_satisf	Comfort_satisf	Accessibility_satisf	Cost_sign
N	Valid	600	600	600	600	600
	Missing	0	0	0	0	0
Mean		3,93	4,05	3,99	3,99	3,58
Std. Deviation		1,145	,996	1,005	,966	1,388

Statistics

		Trip_duration_sign	Reliability_sign	Safety_sign	Frequency_sign	intermediate_stops_sign
N	Valid	600	600	600	600	600
	Missing	0	0	0	0	0
Mean		3,94	4,08	3,79	4,19	3,80
Std. Deviation		1,121	1,021	1,133	1,002	1,198

Statistics

		Easiness_sign	Comfort_sign	Accessibility_sign
N	Valid	600	600	600
	Missing	0	0	0
Mean		4,08	4,03	4,07
Std. Deviation		,994	,981	1,030

Frequency Table

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	F	281	46,8	46,8	46,8
	M	317	52,8	52,8	99,7
	other	2	,3	,3	100,0
	Total	600	100,0	100,0	

Age_group

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	76	12,7	12,7	12,7
	2	372	62,0	62,0	74,7
	3	140	23,3	23,3	98,0
	4	12	2,0	2,0	100,0
	Total	600	100,0	100,0	

Income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	>40.000euro	20	3,3	3,3	3,3
	0-10.000euro	150	25,0	25,0	28,3
	10.000-20.000euro	236	39,3	39,3	67,7
	20.000-30.000euro	100	16,7	16,7	84,3
	30.000-40.000euro	32	5,3	5,3	89,7
	Prefer not to say	62	10,3	10,3	100,0
	Total	600	100,0	100,0	

Driving_license

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	45	7,5	7,5	7,5
	yes	555	92,5	92,5	100,0
	Total	600	100,0	100,0	

Car_ownership

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	139	23,2	23,2	23,2
	yes	461	76,8	76,8	100,0
	Total	600	100,0	100,0	

Employment_status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Full time	415	69,2	69,2	69,2
	Other	22	3,7	3,7	72,8
	Part time	57	9,5	9,5	82,3
	Retired	16	2,7	2,7	85,0
	Student	75	12,5	12,5	97,5
	Unemployed	15	2,5	2,5	100,0
	Total	600	100,0	100,0	

Education_level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Primary s	3	,5	,5	,5
	Bachelor's	147	24,5	24,5	25,0
	Doctorate	30	5,0	5,0	30,0
	High schoo	123	20,5	20,5	50,5
	Master's d	153	25,5	25,5	76,0
	Other	12	2,0	2,0	78,0
	Primary sc	1	,2	,2	78,2
	Secondary	85	14,2	14,2	92,3
	Student	46	7,7	7,7	100,0
	Total	600	100,0	100,0	

Trip_Purpose

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Leisure	206	34,3	34,3	34,3
	Other	96	16,0	16,0	50,3
	Work	298	49,7	49,7	100,0
	Total	600	100,0	100,0	

Mode

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	airplan	279	46,5	46,5	46,5
	bus	19	3,2	3,2	49,7
	car	271	45,2	45,2	94,8

	ferry	3	,5	,5	95,3
	other	6	1,0	1,0	96,3
	train	22	3,7	3,7	100,0
	Total	600	100,0	100,0	

Level_of_satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	little s	53	8,8	8,8	8,8
	littly s	8	1,3	1,3	10,2
	satisfie	383	63,8	63,8	74,0
	unsatisf	11	1,8	1,8	75,8
	very sat	145	24,2	24,2	100,0
	Total	600	100,0	100,0	

Cost_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	26	4,3	4,3	4,3
	Partly Satisfied	49	8,2	8,2	12,5
	Satisfied	181	30,2	30,2	42,7
	More than Satisfied	216	36,0	36,0	78,7
	Very Satisfied	128	21,3	21,3	100,0
	Total	600	100,0	100,0	

Trip_duration_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	20	3,3	3,3	3,3
	Partly Satisfied	38	6,3	6,3	9,7
	Satisfied	124	20,7	20,7	30,3
	More than Satisfied	210	35,0	35,0	65,3
	Very Satisfied	208	34,7	34,7	100,0
	Total	600	100,0	100,0	

Reliability_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	13	2,2	2,2	2,2
	Partly Satisfied	18	3,0	3,0	5,2
	Satisfied	107	17,8	17,8	23,0
	More than Satisfied	253	42,2	42,2	65,2
	Very Satisfied	209	34,8	34,8	100,0

	Total	600	100,0	100,0	

Safety_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	23	3,8	3,8	3,8
	Partly Satisfied	40	6,7	6,7	10,5
	Satisfied	146	24,3	24,3	34,8
	More than Satisfied	197	32,8	32,8	67,7
	Very Satisfied	194	32,3	32,3	100,0
	Total	600	100,0	100,0	

Frequency_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	12	2,0	2,0	2,0
	Partly Satisfied	17	2,8	2,8	4,8
	Satisfied	92	15,3	15,3	20,2
	More than Satisfied	222	37,0	37,0	57,2
	Very Satisfied	257	42,8	42,8	100,0
	Total	600	100,0	100,0	

intermediate_stops_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	32	5,3	5,3	5,3
	Partly Satisfied	34	5,7	5,7	11,0
	Satisfied	120	20,0	20,0	31,0
	More than Satisfied	170	28,3	28,3	59,3
	Very Satisfied	244	40,7	40,7	100,0
	Total	600	100,0	100,0	

Easiness_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	19	3,2	3,2	3,2
	Partly Satisfied	24	4,0	4,0	7,2
	Satisfied	98	16,3	16,3	23,5
	More than Satisfied	228	38,0	38,0	61,5
	Very Satisfied	231	38,5	38,5	100,0
	Total	600	100,0	100,0	

Comfort_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	14	2,3	2,3	2,3
	Partly Satisfied	36	6,0	6,0	8,3
	Satisfied	114	19,0	19,0	27,3
	More than Satisfied	215	35,8	35,8	63,2
	Very Satisfied	221	36,8	36,8	100,0
	Total	600	100,0	100,0	

Accessibility_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied2 Partly Satisfied	16	2,7	2,7	2,7
	2	21	3,5	3,5	6,2
	Satisfied	123	20,5	20,5	26,7
	More than Satisfied	232	38,7	38,7	65,3
	Very Satisfied	208	34,7	34,7	100,0
	Total	600	100,0	100,0	

Cost_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	-1	1	,2	,2	,2
	Not at all Significant	77	12,8	12,8	13,0
	Partly Significant	50	8,3	8,3	21,3
	Significant	127	21,2	21,2	42,5
	More than Significant	132	22,0	22,0	64,5
	Very Significant	213	35,5	35,5	100,0
	Total	600	100,0	100,0	

Trip_duration_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	27	4,5	4,5	4,5
	Partly Significant	33	5,5	5,5	10,0
	Significant	133	22,2	22,2	32,2
	More than Significant	161	26,8	26,8	59,0
	Very Significant	246	41,0	41,0	100,0
	Total	600	100,0	100,0	

Reliability_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	18	3,0	3,0	3,0
	Partly Significant	22	3,7	3,7	6,7
	Significant	115	19,2	19,2	25,8
	More than Significant	182	30,3	30,3	56,2
	Very Significant	263	43,8	43,8	100,0
	Total	600	100,0	100,0	

Safety_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	34	5,7	5,7	5,7
	Partly Significant	36	6,0	6,0	11,7
	Significant	149	24,8	24,8	36,5
	More than Significant	184	30,7	30,7	67,2
	Very Significant	197	32,8	32,8	100,0
	Total	600	100,0	100,0	

Frequency_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	18	3,0	3,0	3,0
	Partly Significant	17	2,8	2,8	5,8
	Significant	95	15,8	15,8	21,7
	More than Significant	171	28,5	28,5	50,2
	Very Significant	299	49,8	49,8	100,0
	Total	600	100,0	100,0	

intermediate_stops_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	36	6,0	6,0	6,0
	Partly Significant	48	8,0	8,0	14,0
	Significant	143	23,8	23,8	37,8
	More than Significant	148	24,7	24,7	62,5
	Very Significant	225	37,5	37,5	100,0
	Total	600	100,0	100,0	

Easiness_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	19	3,2	3,2	3,2
	Partly Significant	16	2,7	2,7	5,8
	Significant	112	18,7	18,7	24,5
	More than Significant	204	34,0	34,0	58,5
	Very Significant	249	41,5	41,5	100,0
	Total	600	100,0	100,0	

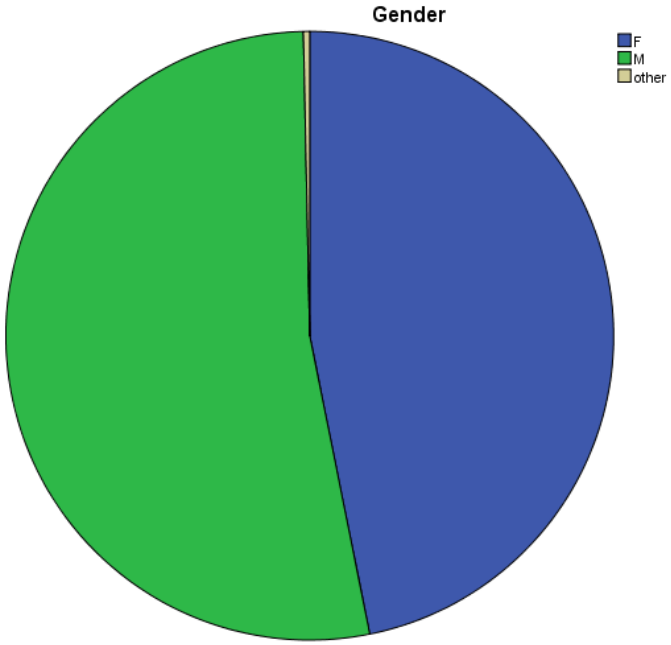
Comfort_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	12	2,0	2,0	2,0
	Partly Significant	28	4,7	4,7	6,7
	Significant	123	20,5	20,5	27,2
	More than Significant	203	33,8	33,8	61,0
	Very Significant	234	39,0	39,0	100,0
	Total	600	100,0	100,0	

Accessibility_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	17	2,8	2,8	2,8
	Partly Significant	27	4,5	4,5	7,3
	Significant	115	19,2	19,2	26,5
	More than Significant	179	29,8	29,8	56,3
	Very Significant	262	43,7	43,7	100,0
	Total	600	100,0	100,0	

Pie Chart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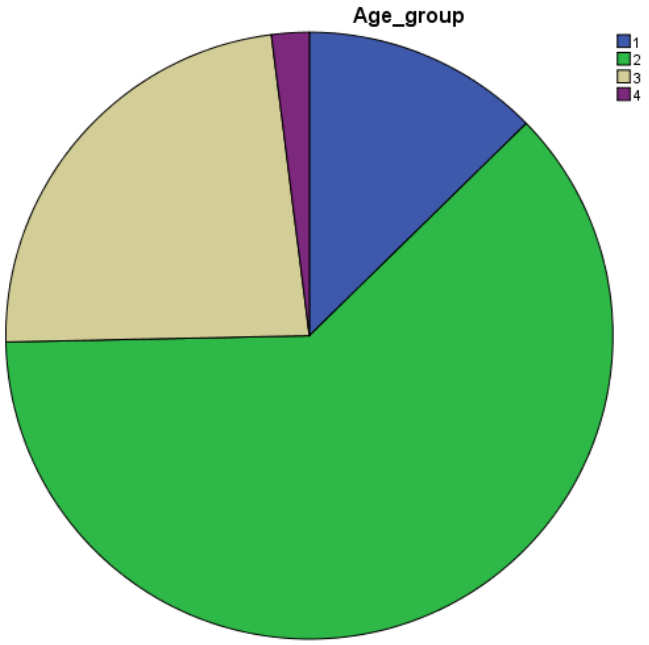
M
other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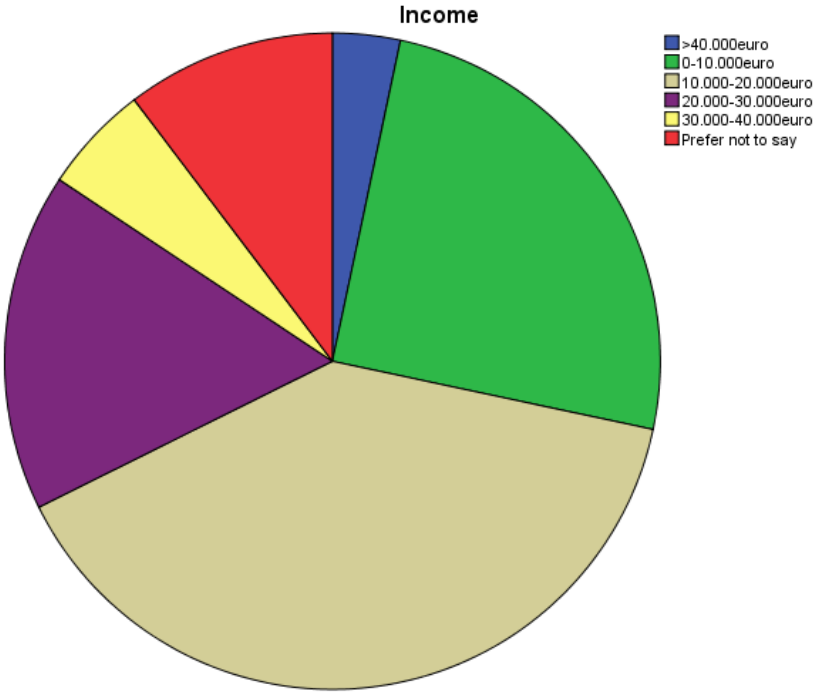
2
3
4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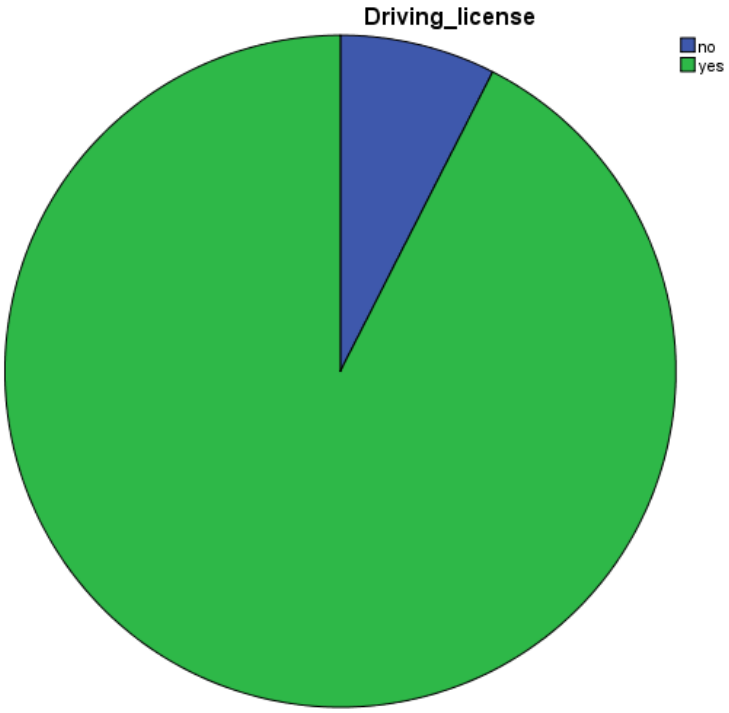
10.000-20.000euro
20.000-30.000euro
30.000-40.000euro
Prefer not to say


Driving_license
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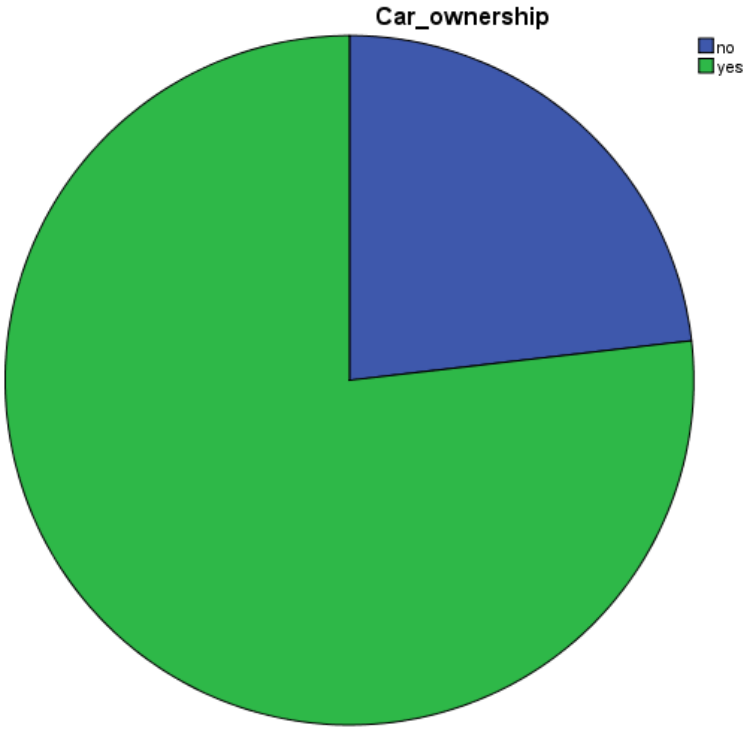
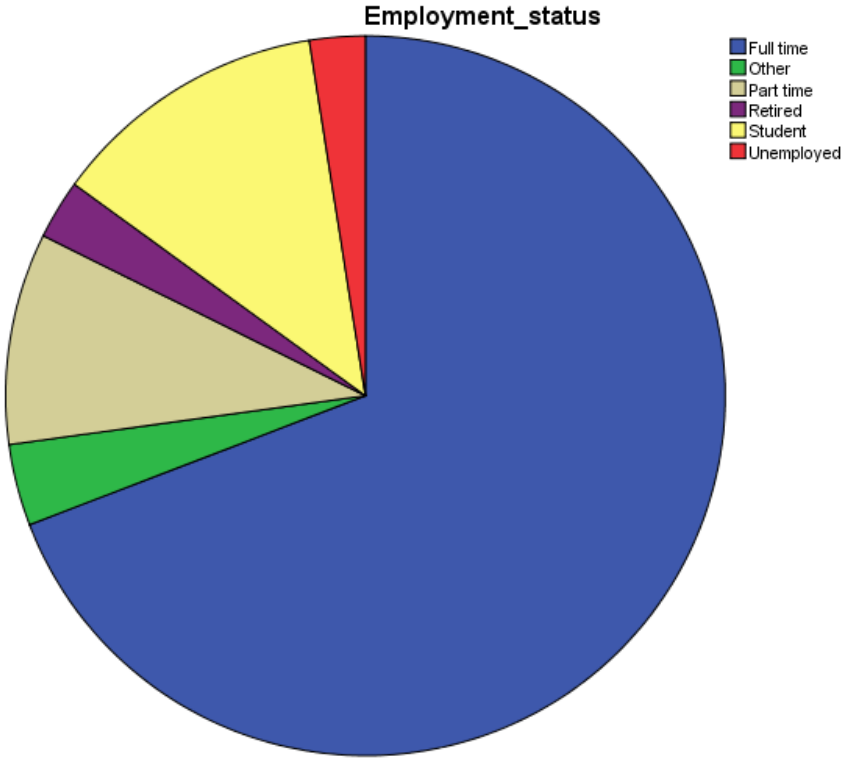
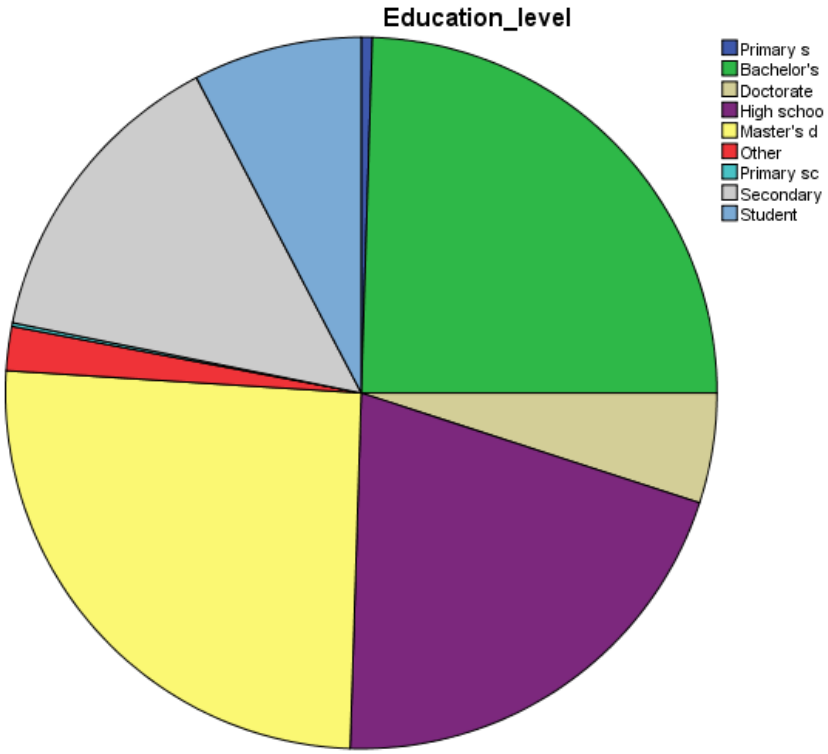
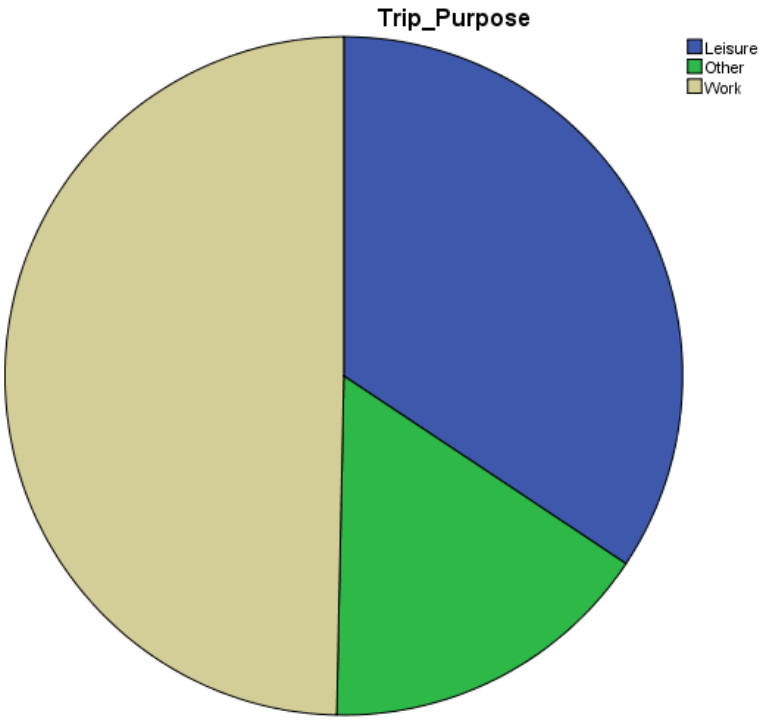
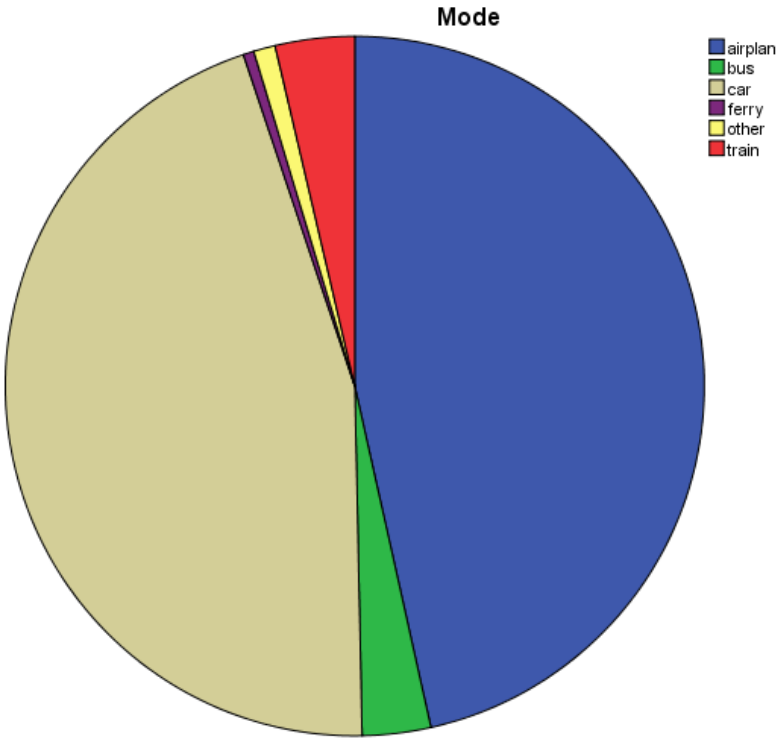
yes

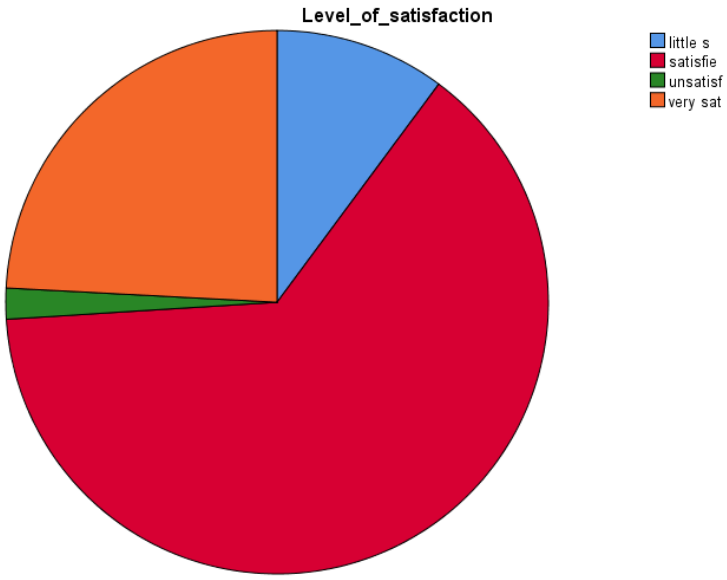

Car_ownership
no
yes

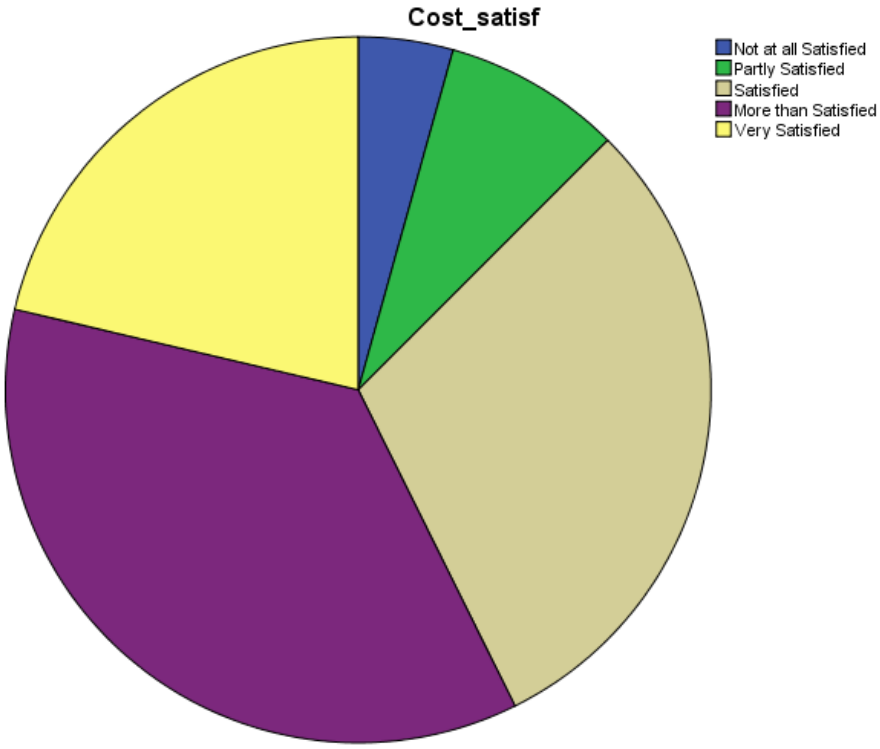

Employment_status
Full time
Other
Part time
Retired
Student
Unemployed


Education_level
Primary s
Bachelor's
Doctorate
High schoo
Master's d
Other
Primary sc
Secondary
Student


Trip_Purpose
Leisure
Other
Work


Mode
airplan
bus
car
ferry
other
train


Level_of_satisfaction
little s
satisfie
unsatisf
very sat


Cost_satisf
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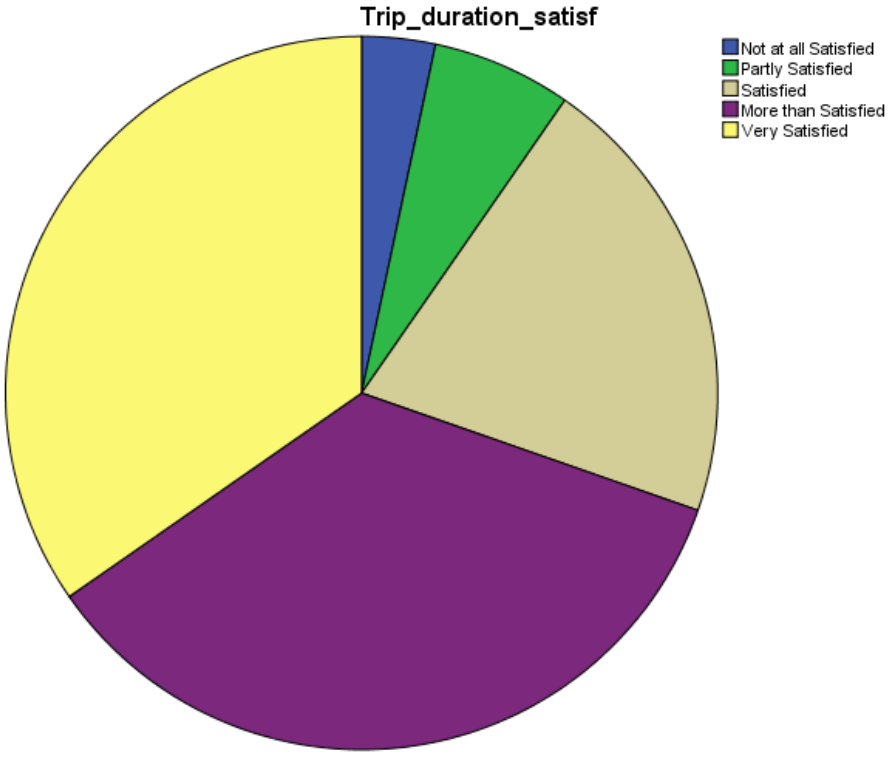
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied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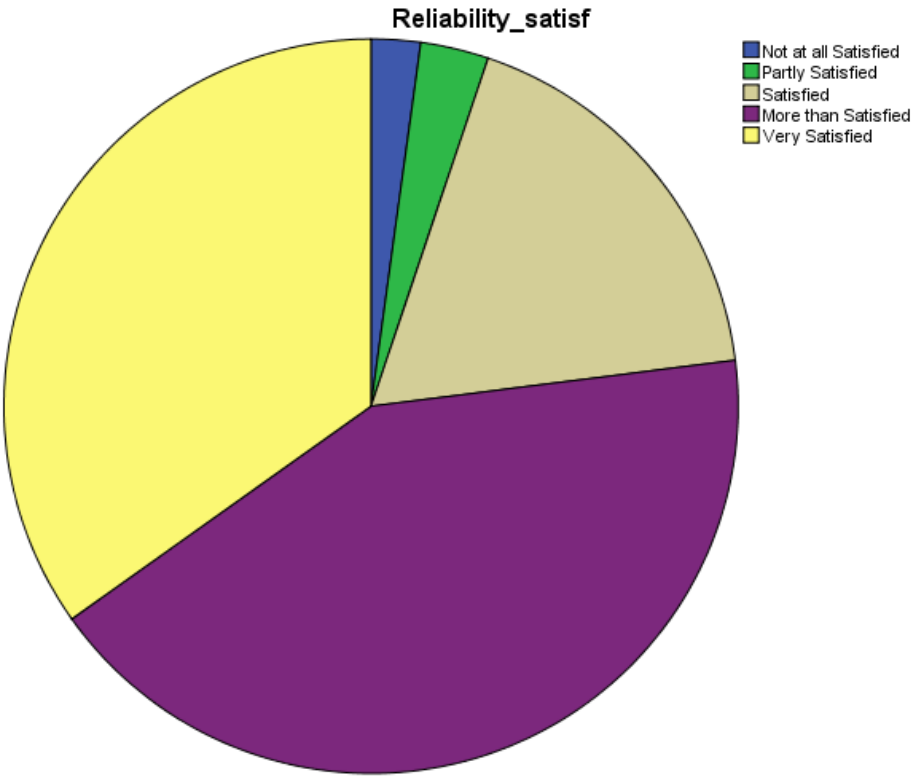
Satisfied
More than Satisfied
Very Satisfied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Satisfied
More than Satisfied
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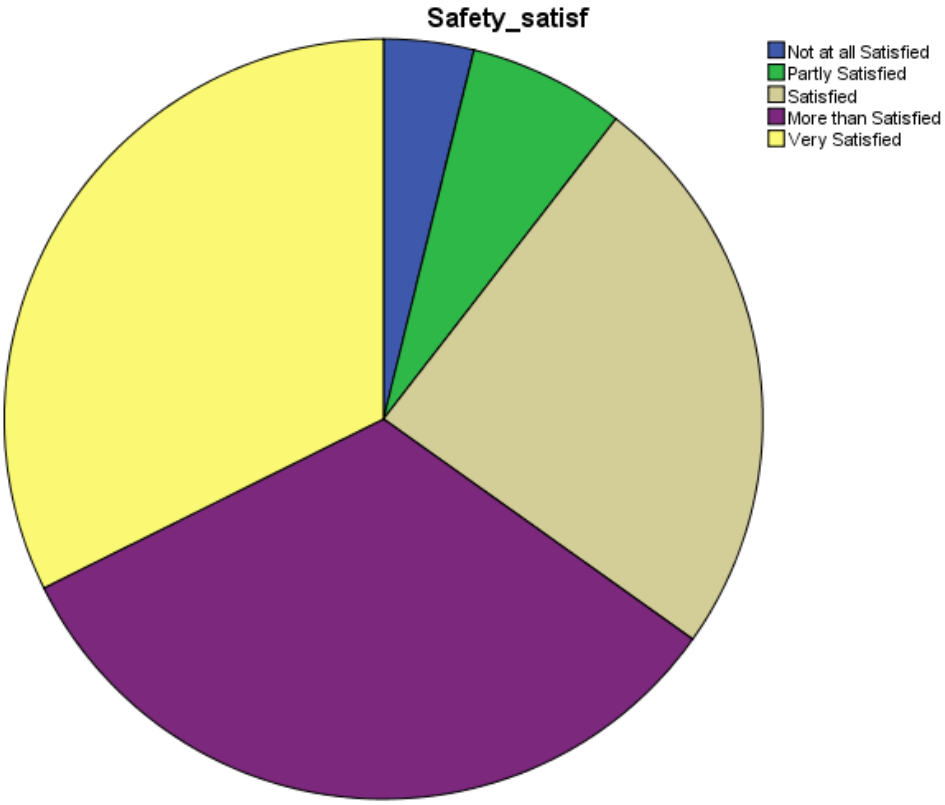
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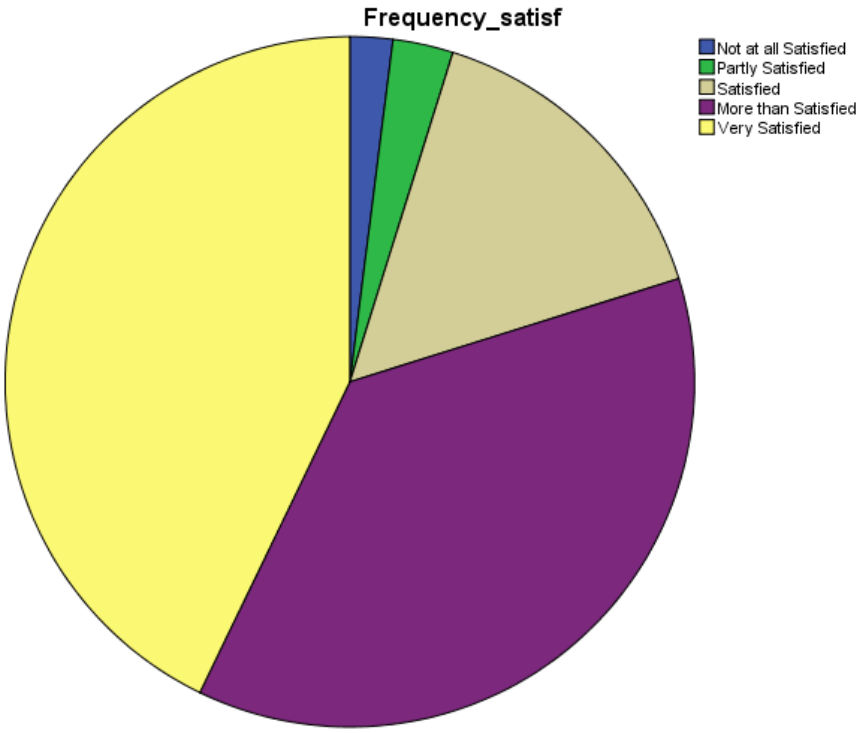
Satisfied
More than Satisfied
Very Satisfied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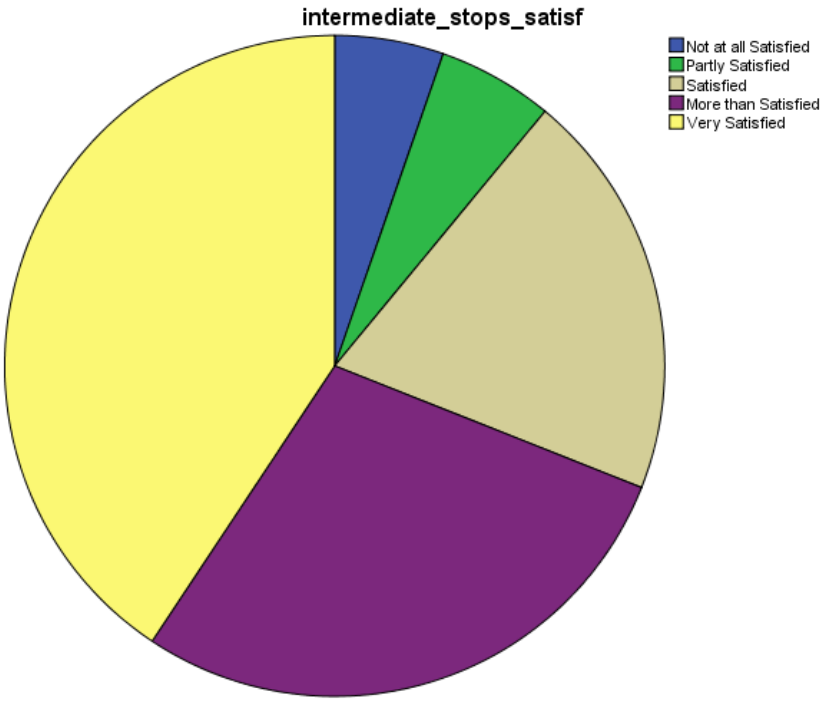
Satisfied
More than Satisfied
Very Satisfied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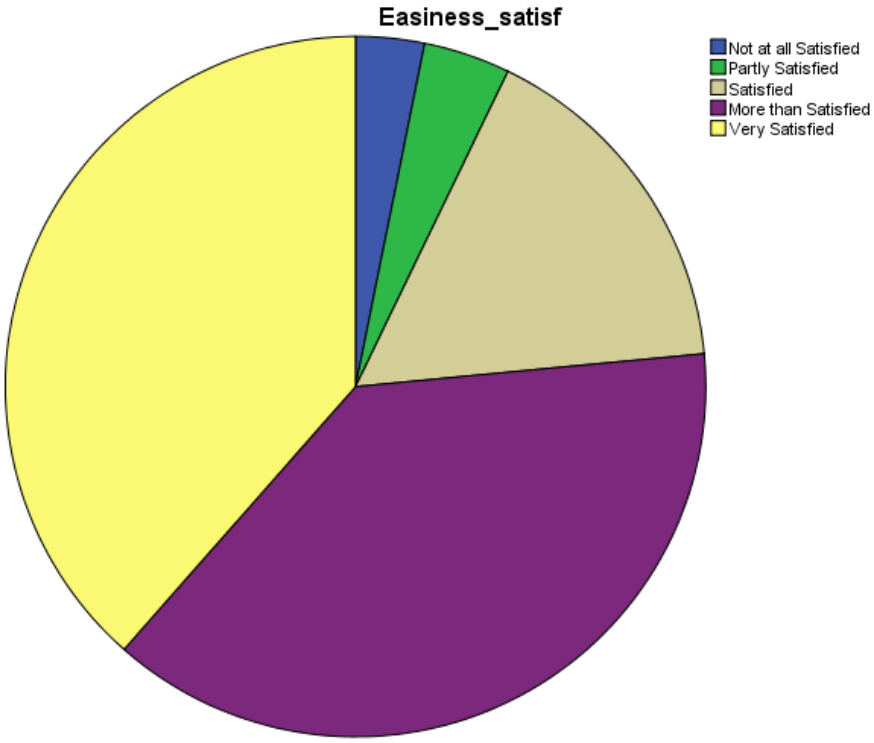
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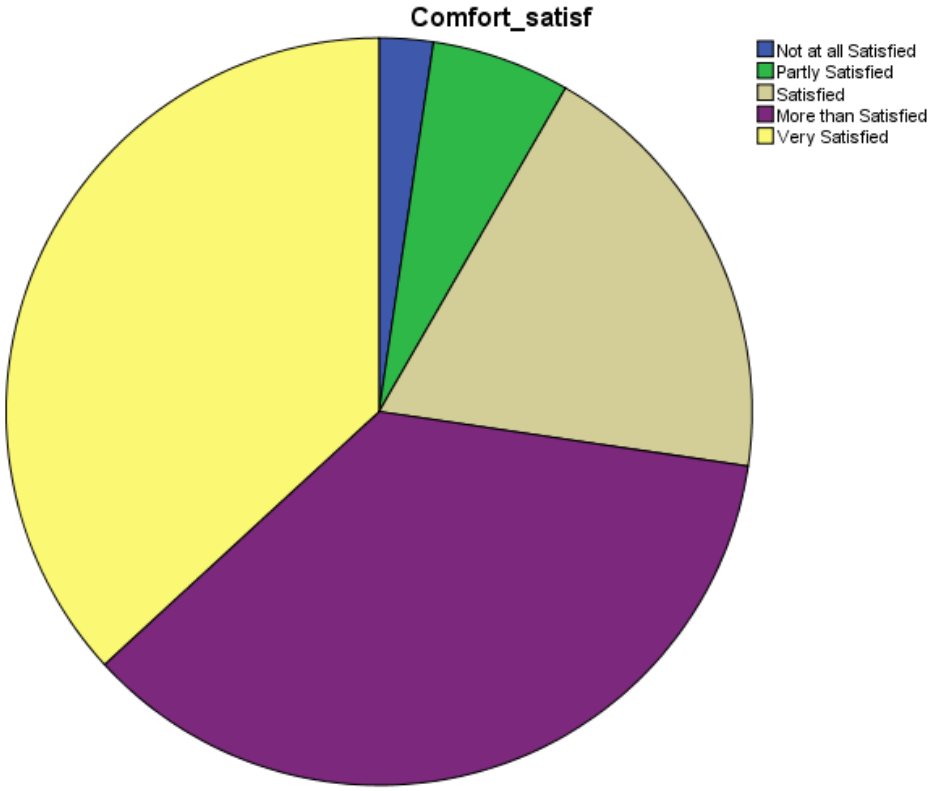
Satisfied
More than Satisfied
Very Satisfied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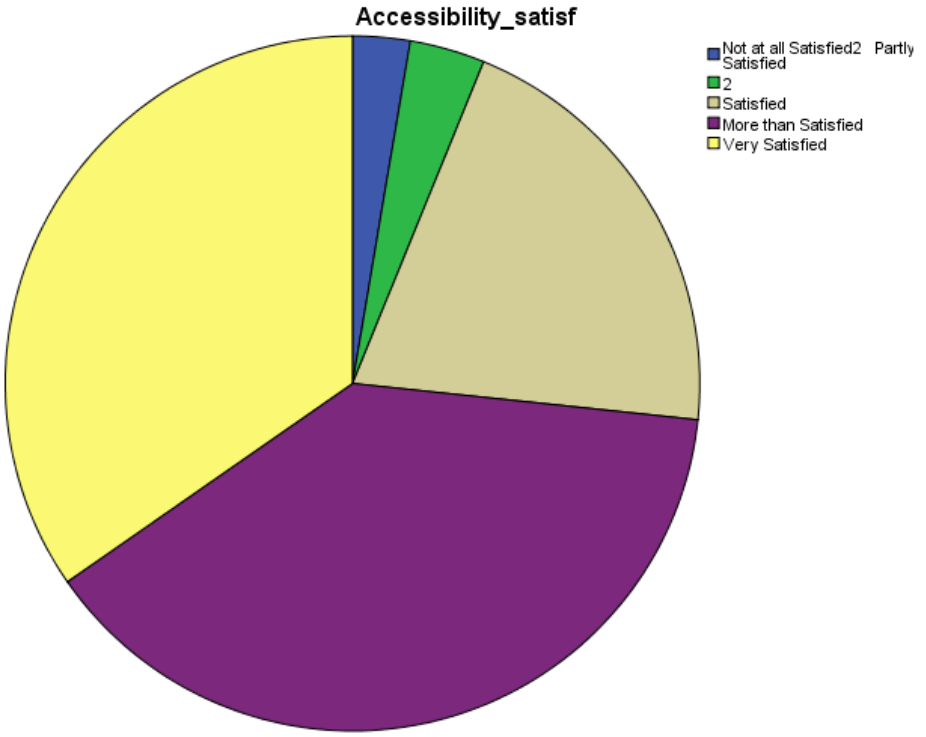
Satisfied
More than Satisfied
Very Satisfied


Accessibility_satisf
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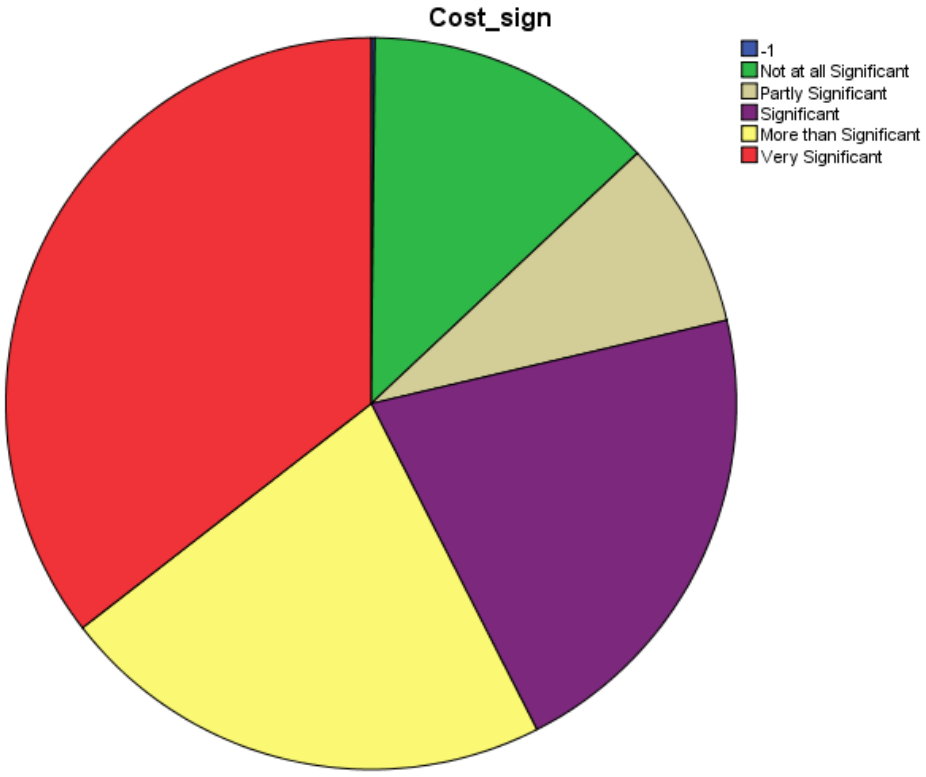
2
Satisfied
More than Satisfied
Very Satisfied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-1
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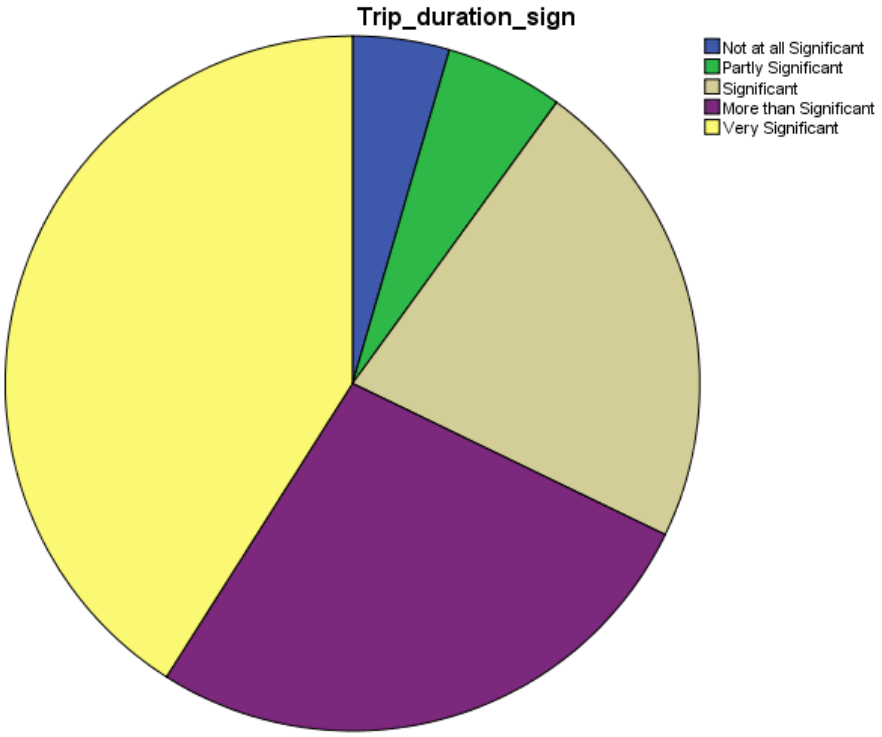
Partly Significant
Significant
More than Significant
Very Significant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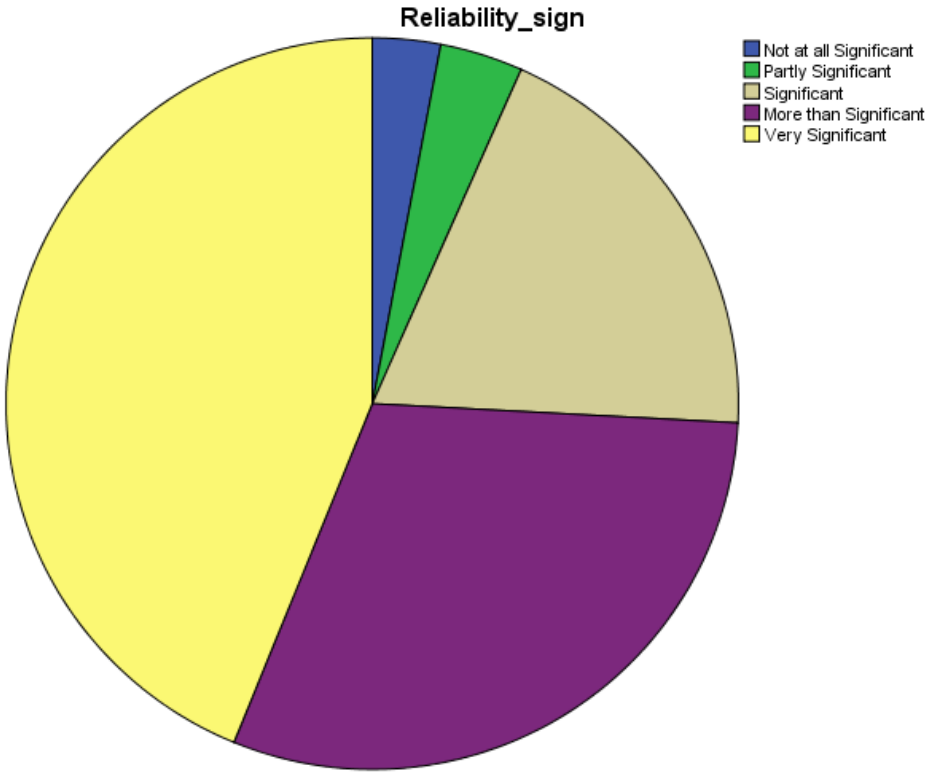
Significant
More than Significant
Very Significant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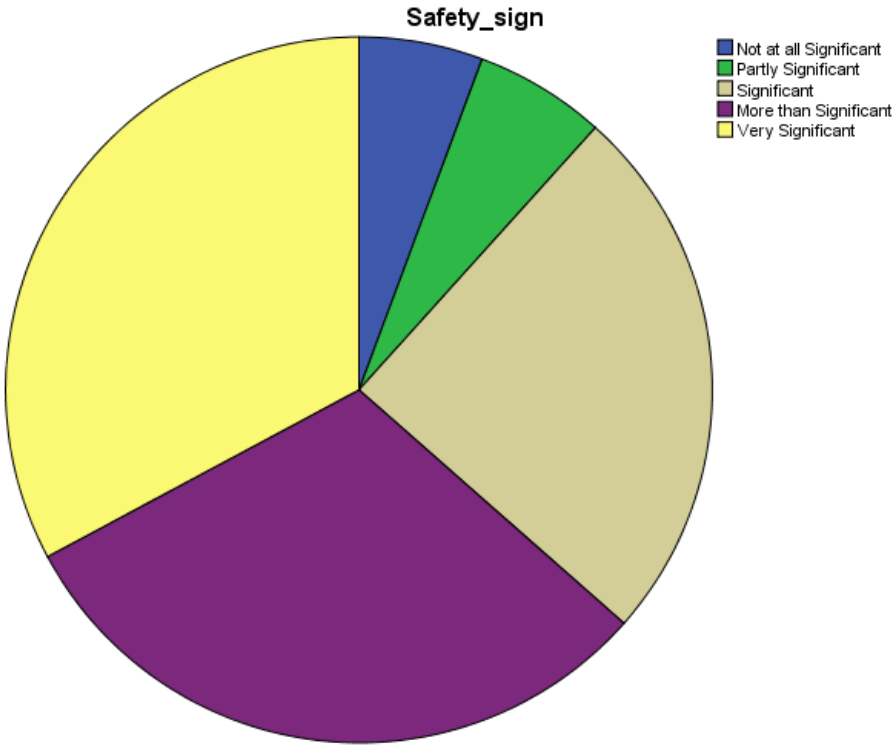
Significant
More than Significant
Very Significant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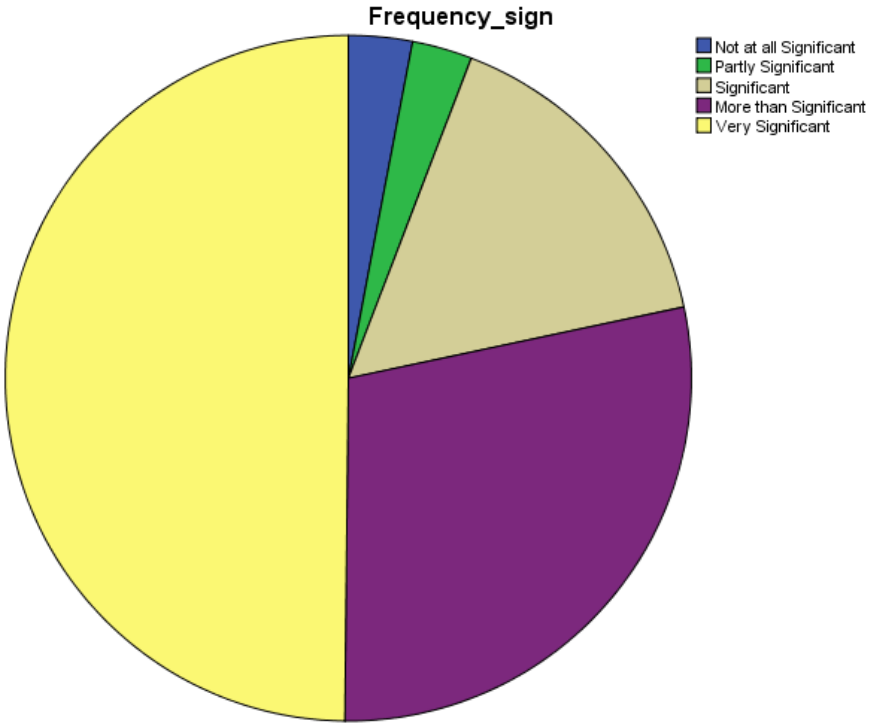
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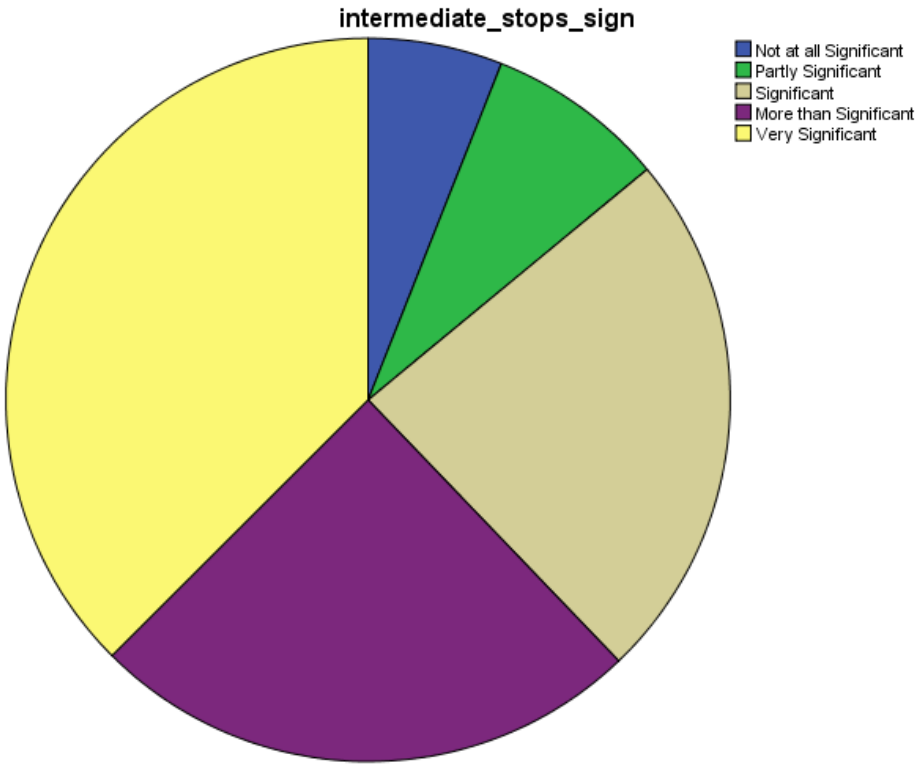
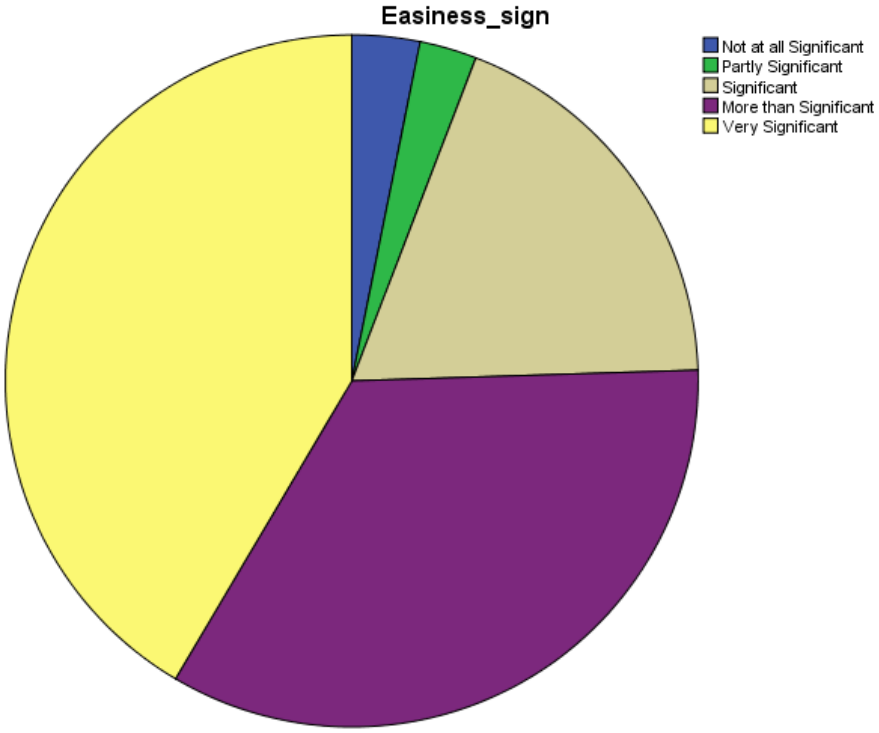
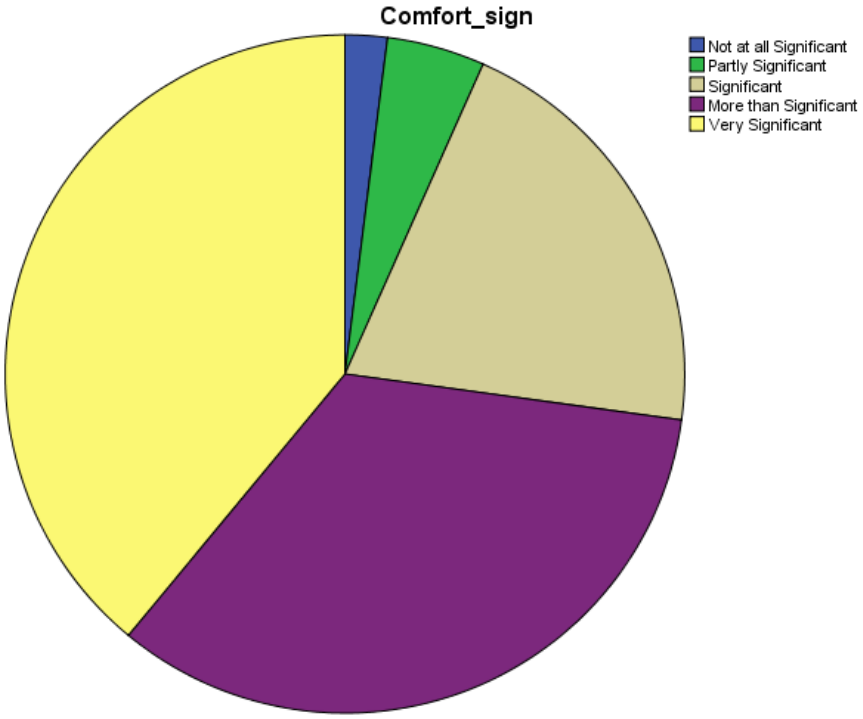
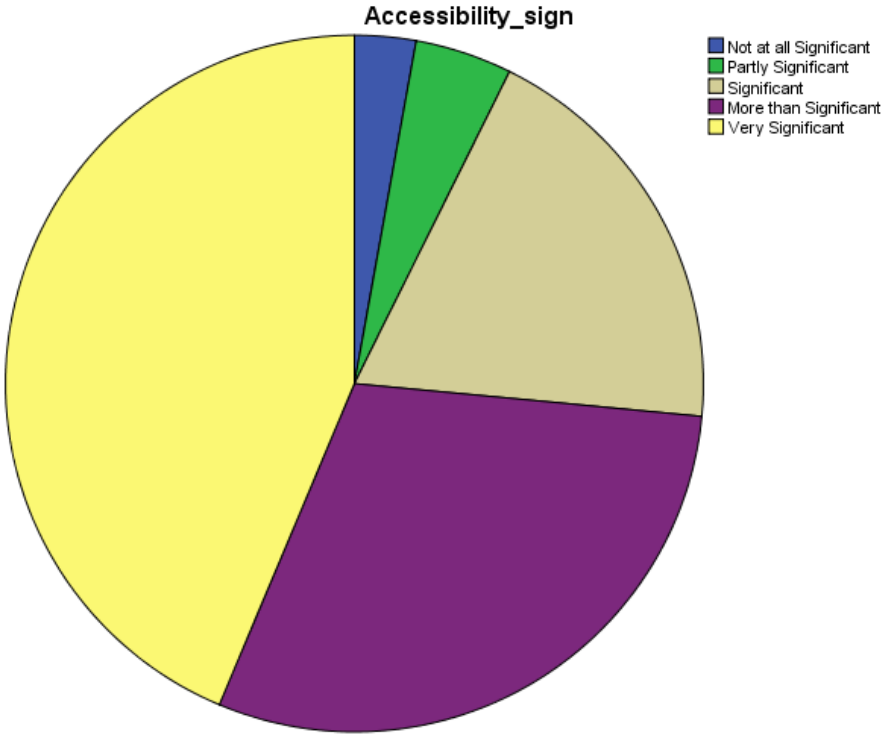
Significant
More than Significant
Very Significant


intermediate_stops_sign
Not at all Significant
Partly Significant
Significant
More than Significant
Very Significant


Easiness_sign
Not at all Significant
Partly Significant
Significant
More than Significant
Very Significant





Descriptives

Descriptive Statistics

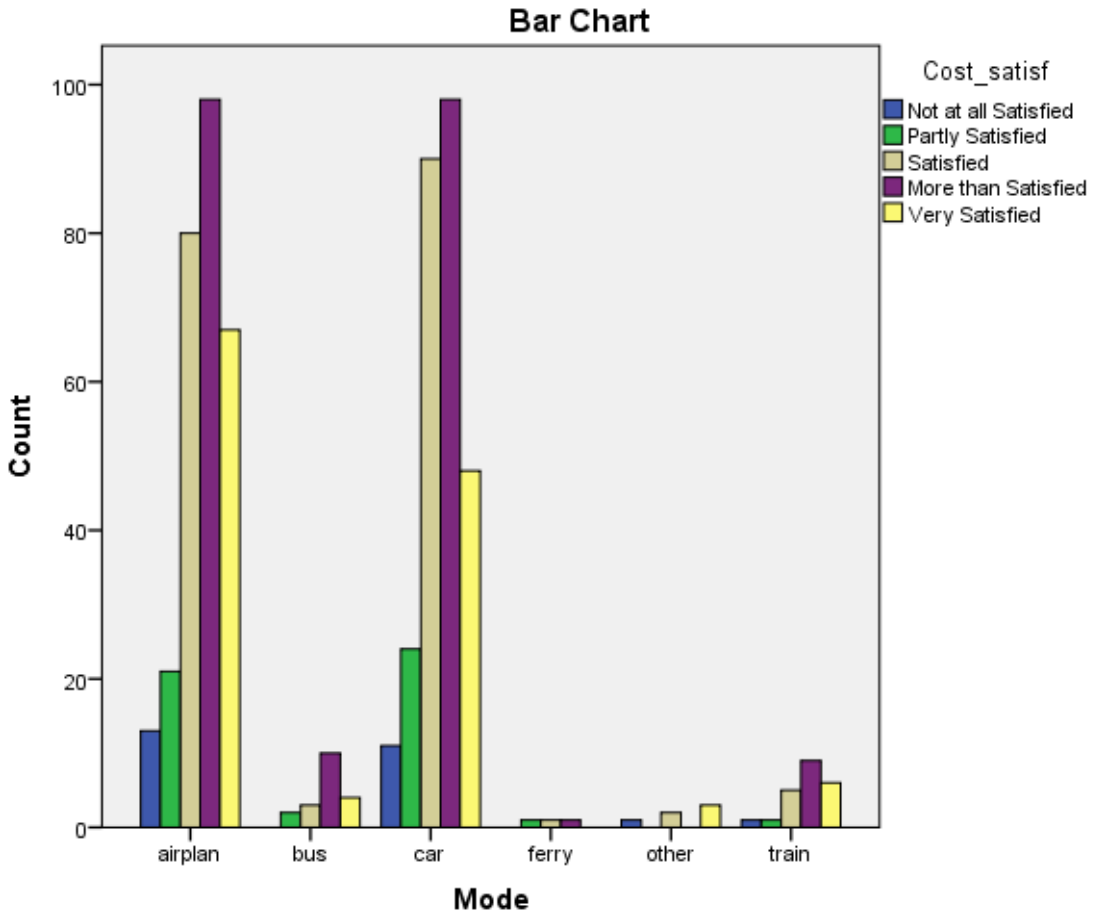
	N	Minimum	Maximum	Mean	Std. Deviation
Cost_satisf	600	1	5	3,62	1,043
Trip_duration_satisf	600	1	5	3,91	1,049
Reliability_satisf	600	1	5	4,04	,917
Safety_satisf	600	1	5	3,83	1,073
Frequency_satisf	600	1	5	4,16	,923
intermediate_stops_satisf	600	1	5	3,93	1,145
Easiness_satisf	600	1	5	4,05	,996
Comfort_satisf	600	1	5	3,99	1,005
Accessibility_satisf	600	1	5	3,99	,966
Cost_sign	600	1	5	3,59	1,379
Trip_duration_sign	600	1	5	3,94	1,121
Reliability_sign	600	1	5	4,08	1,021
Safety_sign	600	1	5	3,79	1,133
Frequency_sign	600	1	5	4,19	1,002
intermediate_stops_sign	600	1	5	3,80	1,198
Easiness_sign	600	1	5	4,08	,994
Comfort_sign	600	1	5	4,03	,981
Accessibility_sign	600	1	5	4,07	1,030
Valid N (listwise)	600				

Crosstabs

Mode * Cost_satisf Crosstabulation

Count

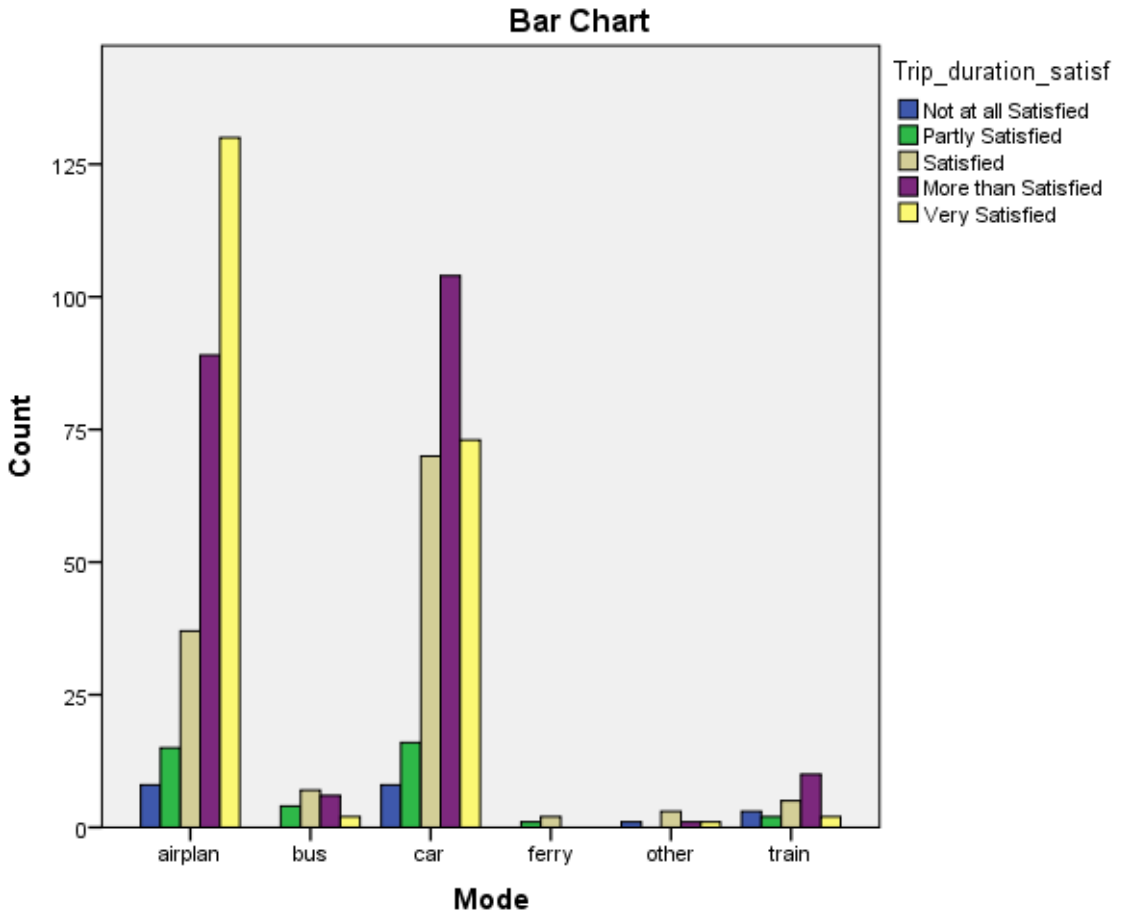
		Cost_satisf					Total
		Not at all Satisfied	Partly Satisfied	Satisfied	More than Satisfied	Very Satisfied	
Mode	airplan	13	21	80	98	67	279
	bus	0	2	3	10	4	19
	car	11	24	90	98	48	271
	ferry	0	1	1	1	0	3
	other	1	0	2	0	3	6
	train	1	1	5	9	6	22
Total		26	49	181	216	128	600



Mode * Trip_duration_satisf Crosstabulation

Count

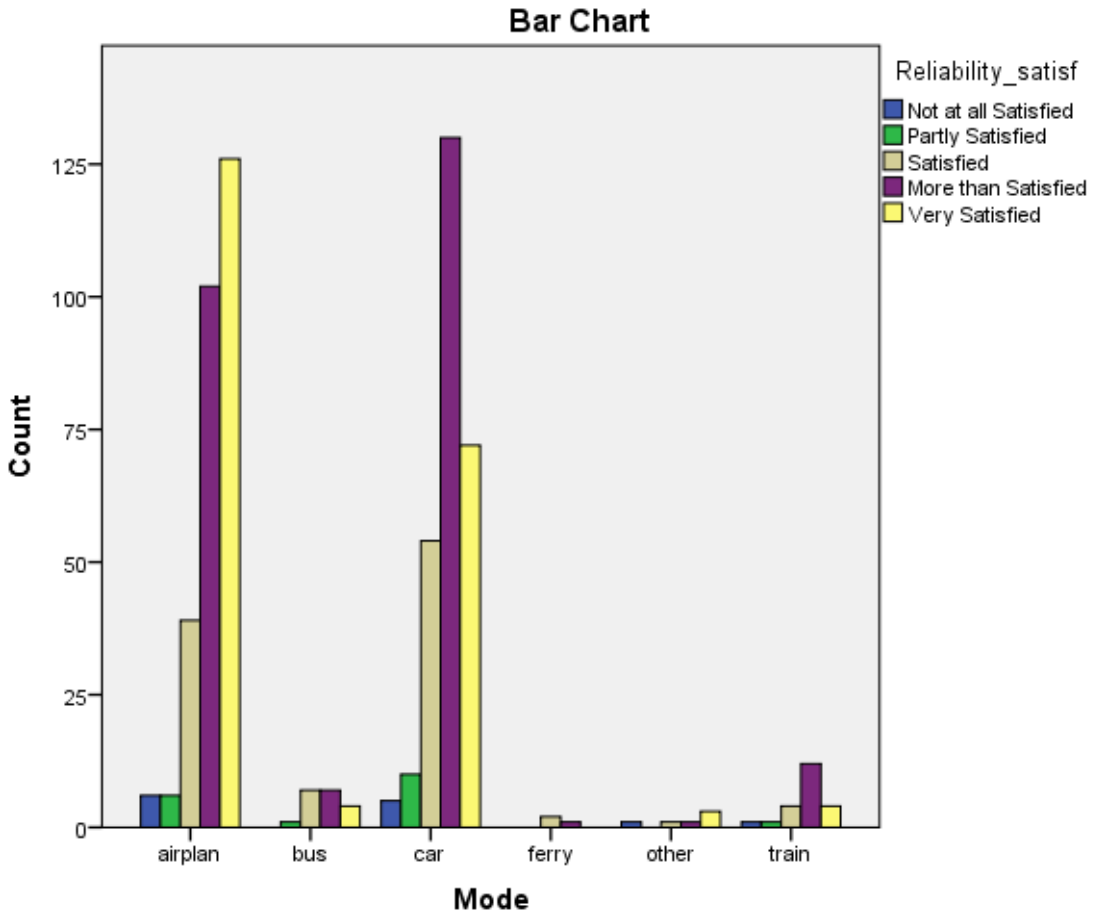
		Trip_duration_satisf					Total
		Not at all Satisfied	Partly Satisfied	Satisfied	More than Satisfied	Very Satisfied	
Mode	airplan	8	15	37	89	130	279
	bus	0	4	7	6	2	19
	car	8	16	70	104	73	271
	ferry	0	1	2	0	0	3
	other	1	0	3	1	1	6
	train	3	2	5	10	2	22
Total		20	38	124	210	208	600



Mode * Reliability_satisf Crosstabulation

Count

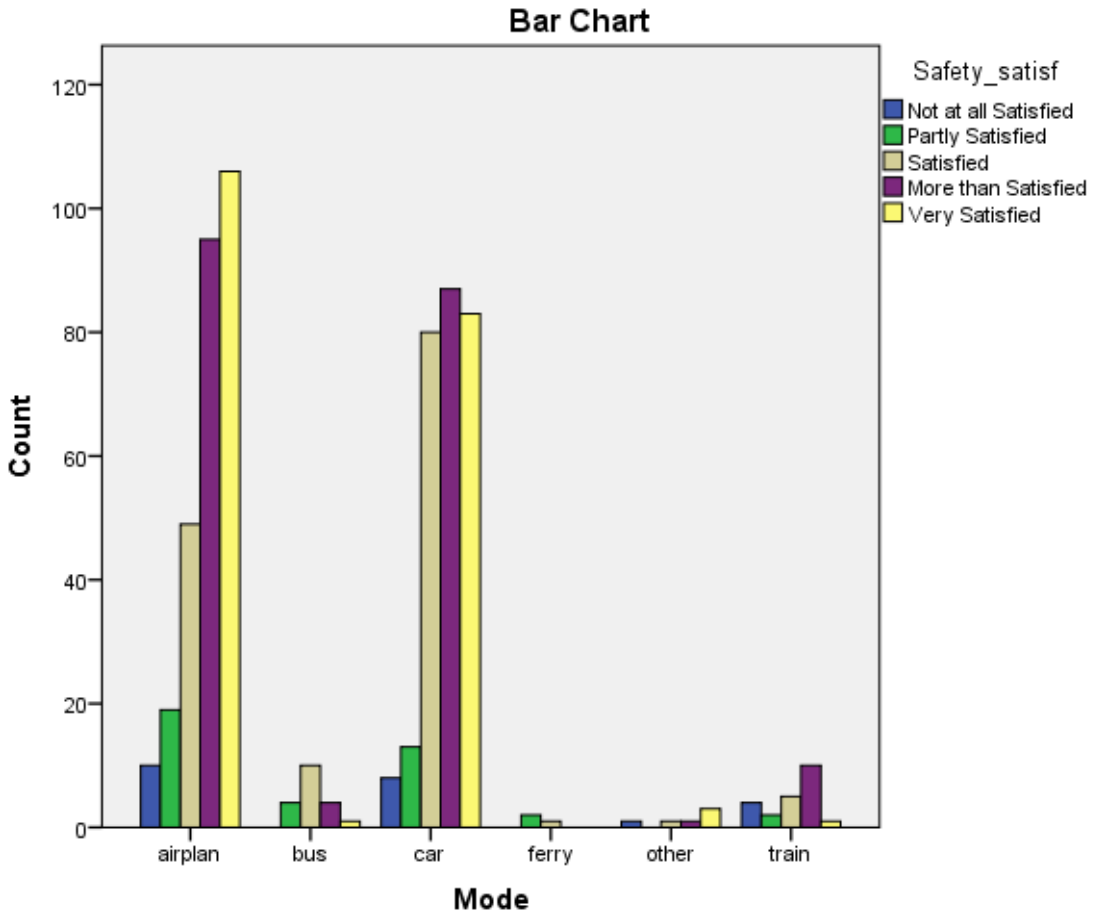
		Reliability_satisf					Total
		Not at all Satisfied	Partly Satisfied	Satisfied	More than Satisfied	Very Satisfied	
Mode	airplan	6	6	39	102	126	279
	bus	0	1	7	7	4	19
	car	5	10	54	130	72	271
	ferry	0	0	2	1	0	3
	other	1	0	1	1	3	6
	train	1	1	4	12	4	22
Total		13	18	107	253	209	600



Mode * Safety_satisf Crosstabulation

Count

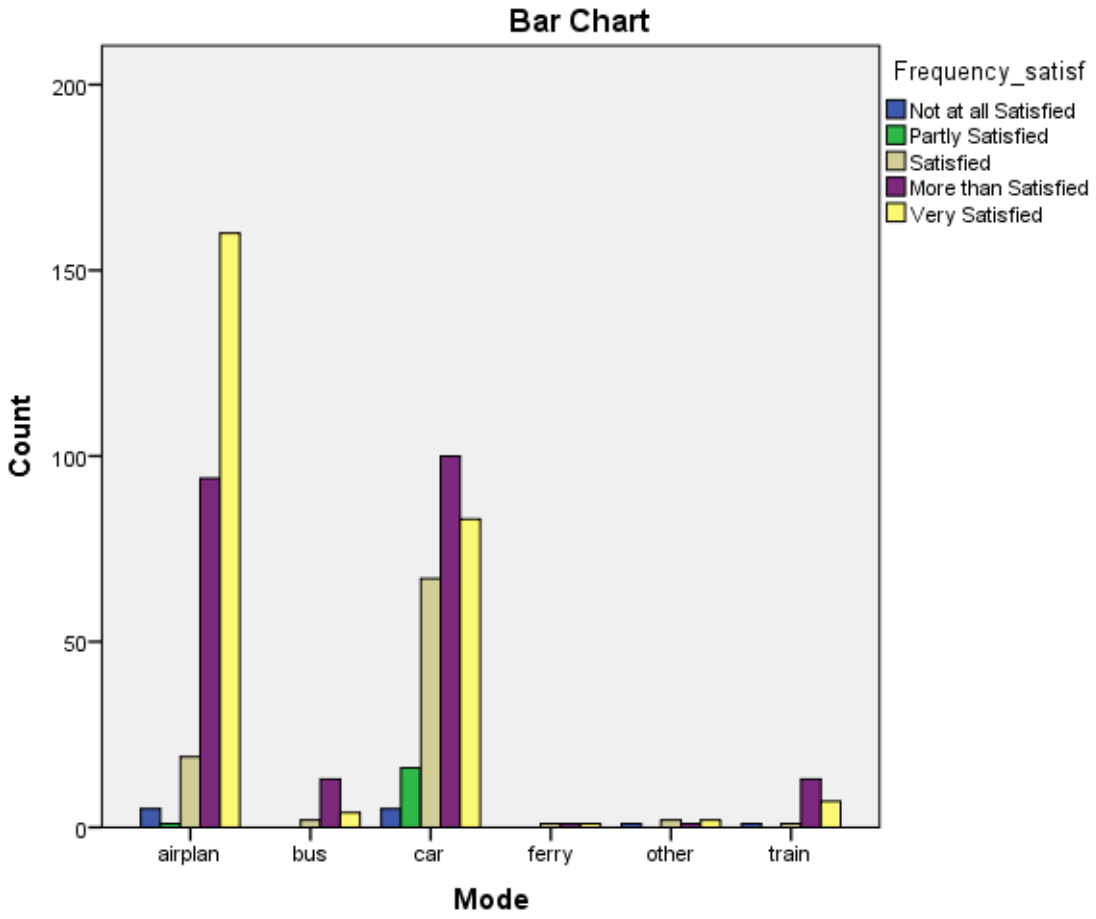
		Safety_satisf					Total
		Not at all Satisfied	Partly Satisfied	Satisfied	More than Satisfied	Very Satisfied	
Mode	airplan	10	19	49	95	106	279
	bus	0	4	10	4	1	19
	car	8	13	80	87	83	271
	ferry	0	2	1	0	0	3
	other	1	0	1	1	3	6
	train	4	2	5	10	1	22
Total		23	40	146	197	194	600



Mode * Frequency_satisf Crosstabulation

Count

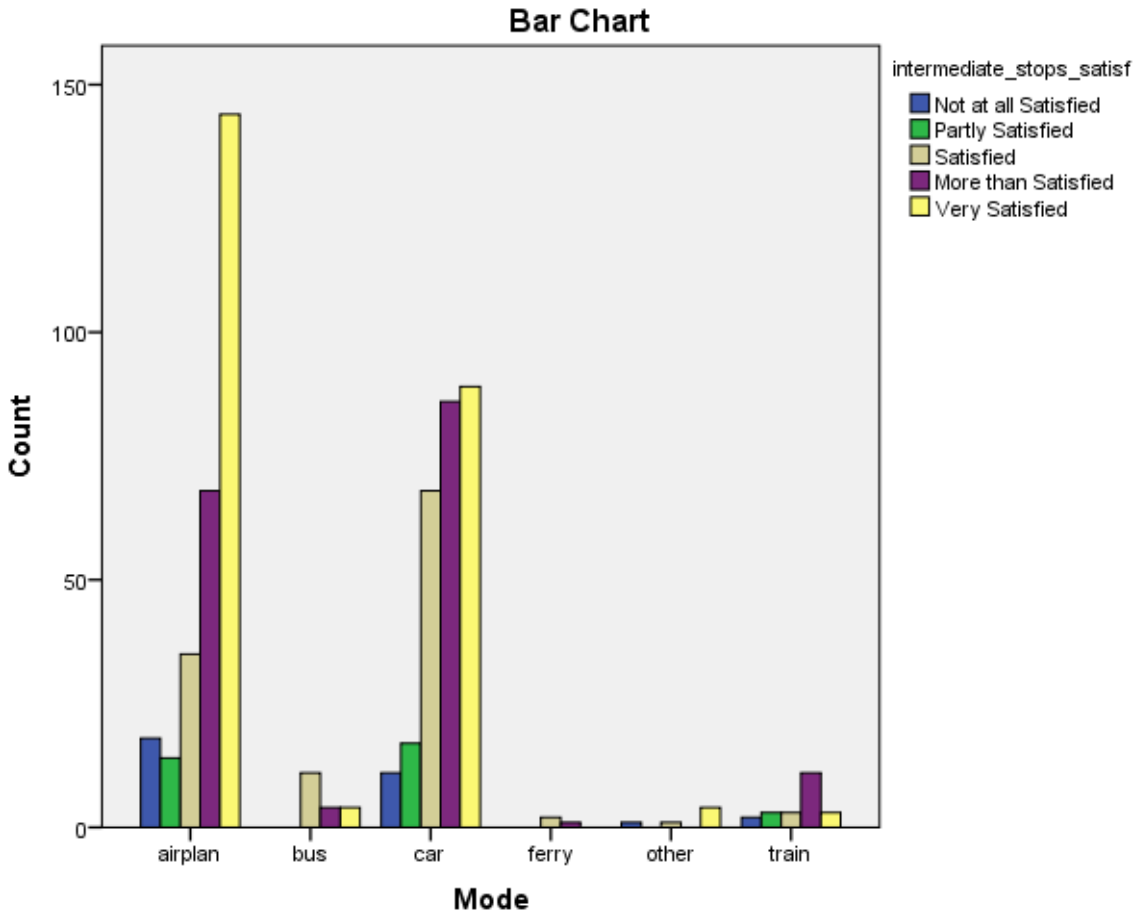
		Frequency_satisf					Total
		Not at all Satisfied	Partly Satisfied	Satisfied	More than Satisfied	Very Satisfied	
Mode	airplan	5	1	19	94	160	279
	bus	0	0	2	13	4	19
	car	5	16	67	100	83	271
	ferry	0	0	1	1	1	3
	other	1	0	2	1	2	6
	train	1	0	1	13	7	22
Total		12	17	92	222	257	600



Mode * intermediate_stops_satisf Crosstabulation

Count

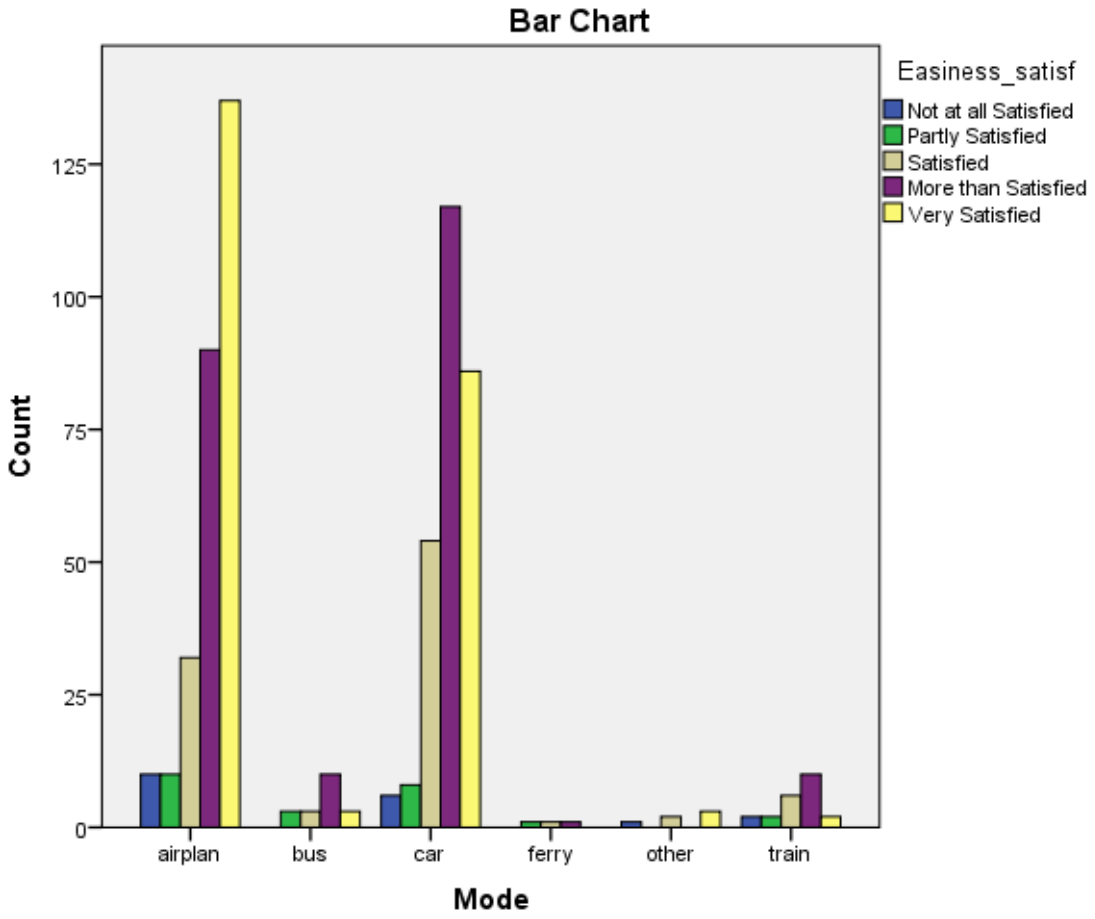
		intermediate_stops_satisf					Total
		Not at all Satisfied	Partly Satisfied	Satisfied	More than Satisfied	Very Satisfied	
Mode	airplan	18	14	35	68	144	279
	bus	0	0	11	4	4	19
	car	11	17	68	86	89	271
	ferry	0	0	2	1	0	3
	other	1	0	1	0	4	6
	train	2	3	3	11	3	22
Total		32	34	120	170	244	600



Mode * Easiness_satisf Crosstabulation

Count

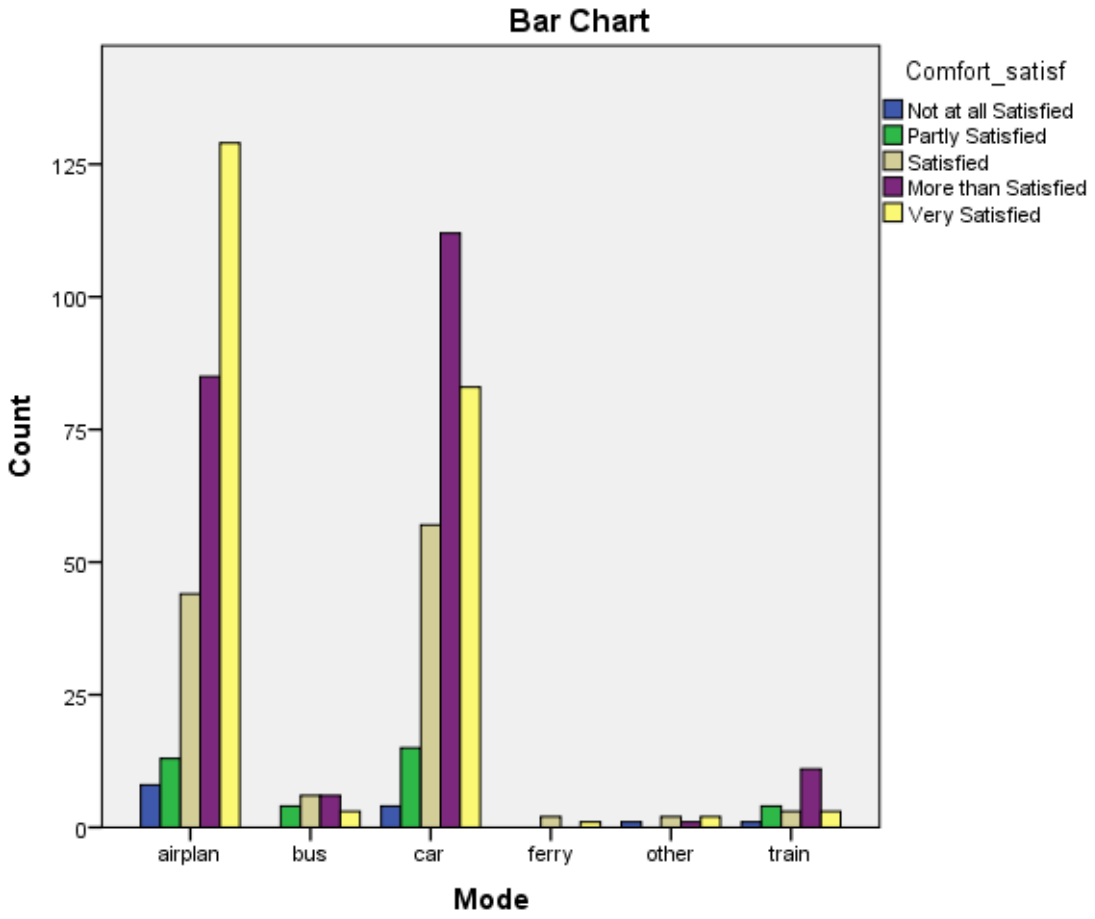
		Easiness_satisf					Total
		Not at all Satisfied	Partly Satisfied	Satisfied	More than Satisfied	Very Satisfied	
Mode	airplan	10	10	32	90	137	279
	bus	0	3	3	10	3	19
	car	6	8	54	117	86	271
	ferry	0	1	1	1	0	3
	other	1	0	2	0	3	6
	train	2	2	6	10	2	22
Total		19	24	98	228	231	600



Mode * Comfort_satisf Crosstabulation

Count

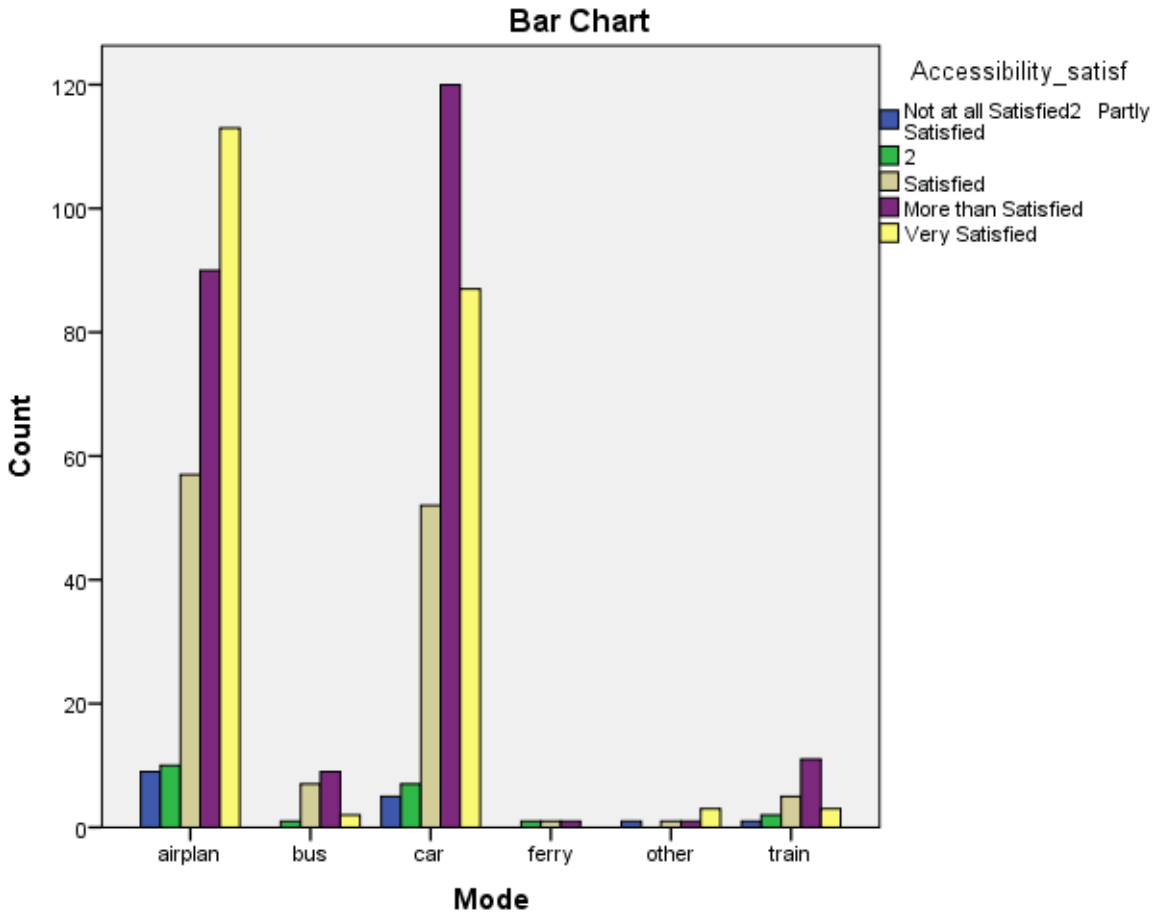
		Comfort_satisf					Total
		Not at all Satisfied	Partly Satisfied	Satisfied	More than Satisfied	Very Satisfied	
Mode	airplan	8	13	44	85	129	279
	bus	0	4	6	6	3	19
	car	4	15	57	112	83	271
	ferry	0	0	2	0	1	3
	other	1	0	2	1	2	6
	train	1	4	3	11	3	22
Total		14	36	114	215	221	600



Mode * Accessibility_satisf Crosstabulation

Count

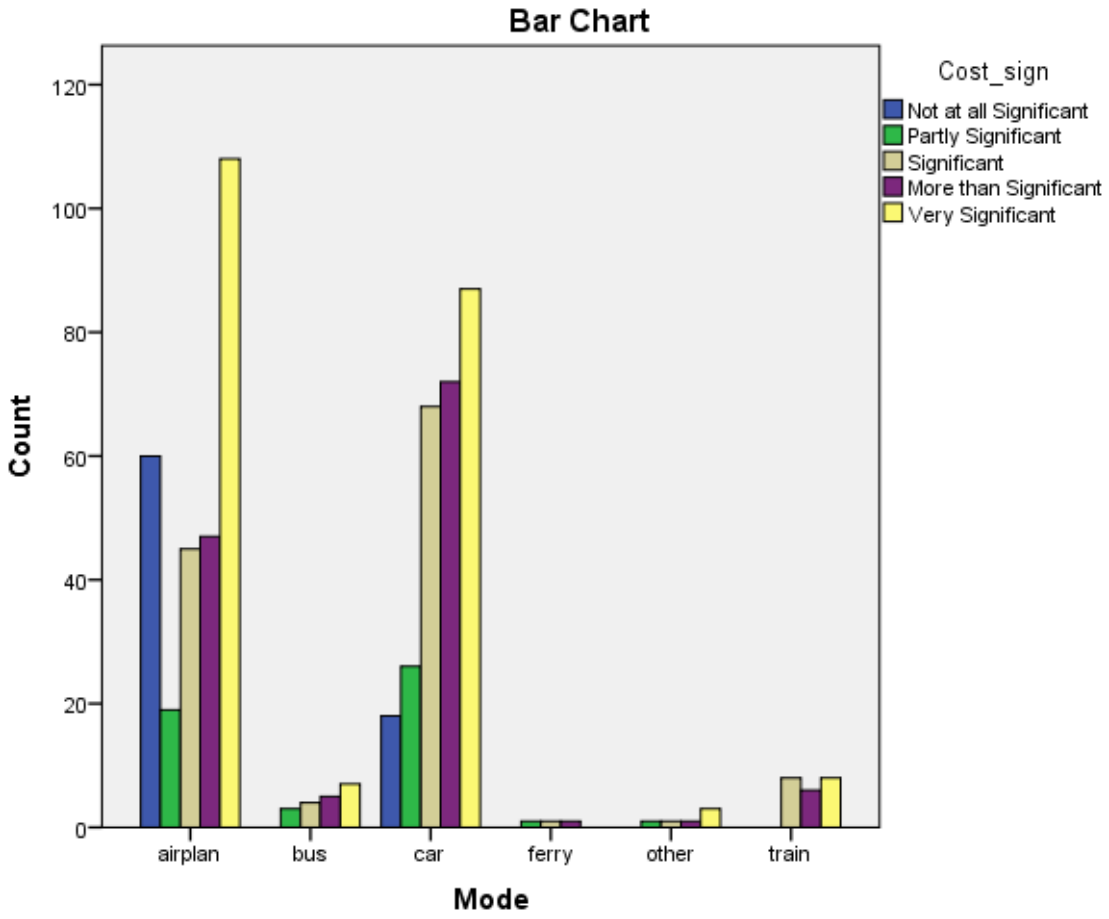
		Accessibility_satisf					Total
		Not at all Satisfied2 Partly Satisfied	2	Satisfied	More than Satisfied	Very Satisfied	
Mode	airplan	9	10	57	90	113	279
	bus	0	1	7	9	2	19
	car	5	7	52	120	87	271
	ferry	0	1	1	1	0	3
	other	1	0	1	1	3	6
	train	1	2	5	11	3	22
Total		16	21	123	232	208	600



Mode * Cost_sign Crosstabulation

Count

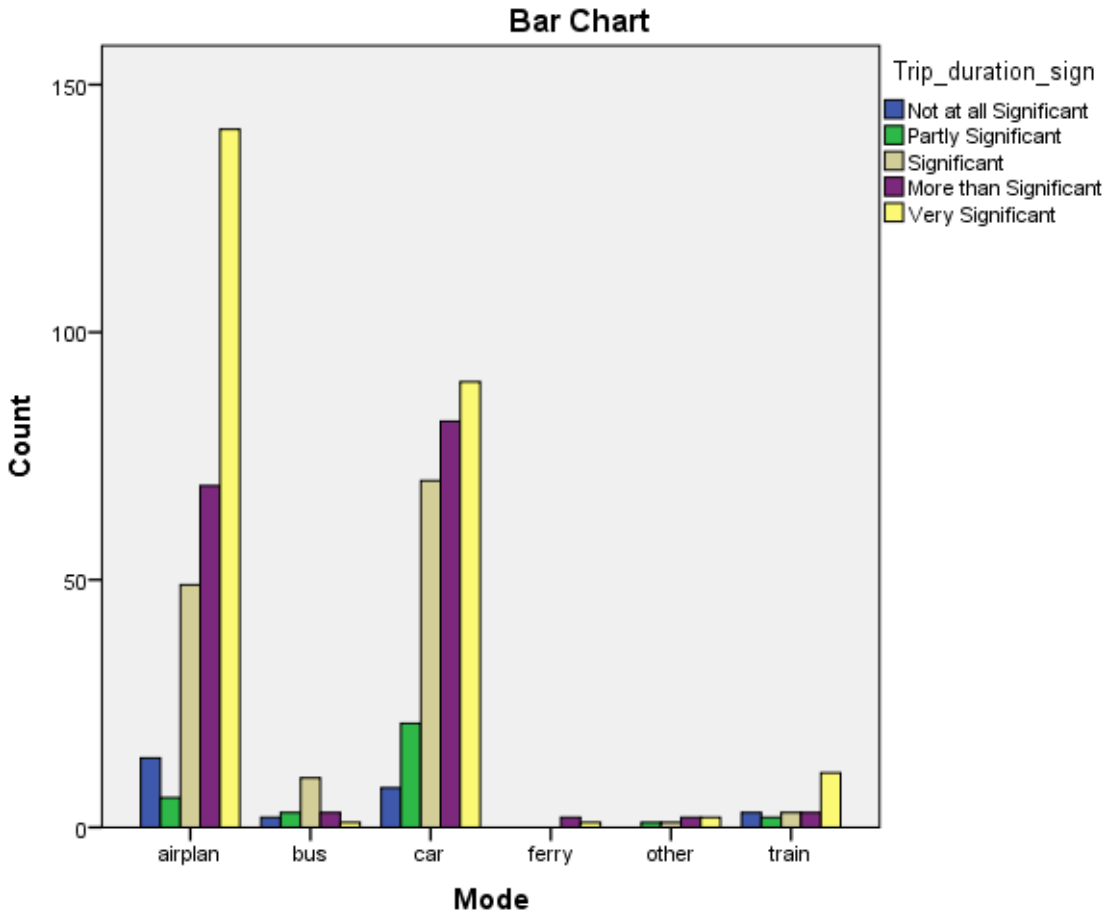
		Cost_sign					Total
		Not at all Significant	Partly Significant	Significant	More than Significant	Very Significant	
Mode	airplan	60	19	45	47	108	279
	bus	0	3	4	5	7	19
	car	18	26	68	72	87	271
	ferry	0	1	1	1	0	3
	other	0	1	1	1	3	6
	train	0	0	8	6	8	22
Total		78	50	127	132	213	600



Mode * Trip_duration_sign Crosstabulation

Count

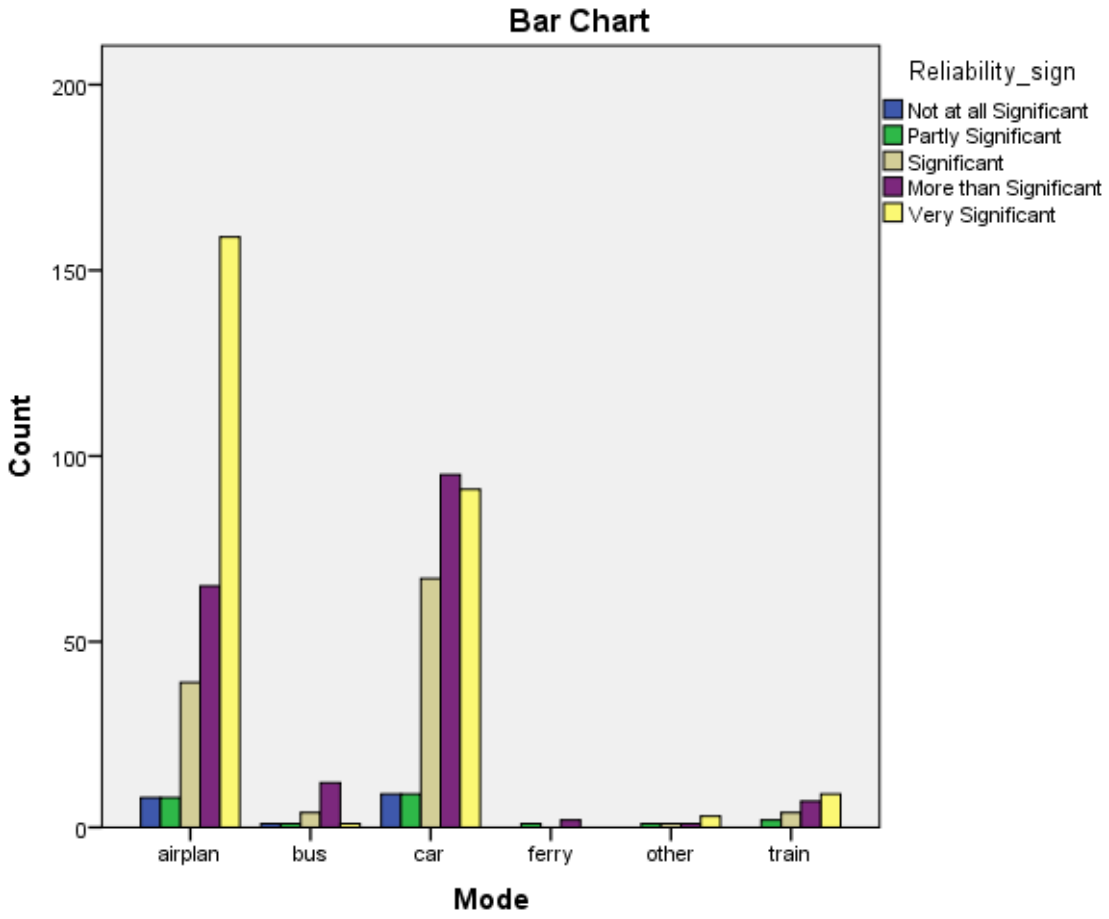
		Trip_duration_sign					Total
		Not at all Significant	Partly Significant	Significant	More than Significant	Very Significant	
Mode	airplan	14	6	49	69	141	279
	bus	2	3	10	3	1	19
	car	8	21	70	82	90	271
	ferry	0	0	0	2	1	3
	other	0	1	1	2	2	6
	train	3	2	3	3	11	22
Total		27	33	133	161	246	600



Mode * Reliability_sign Crosstabulation

Count

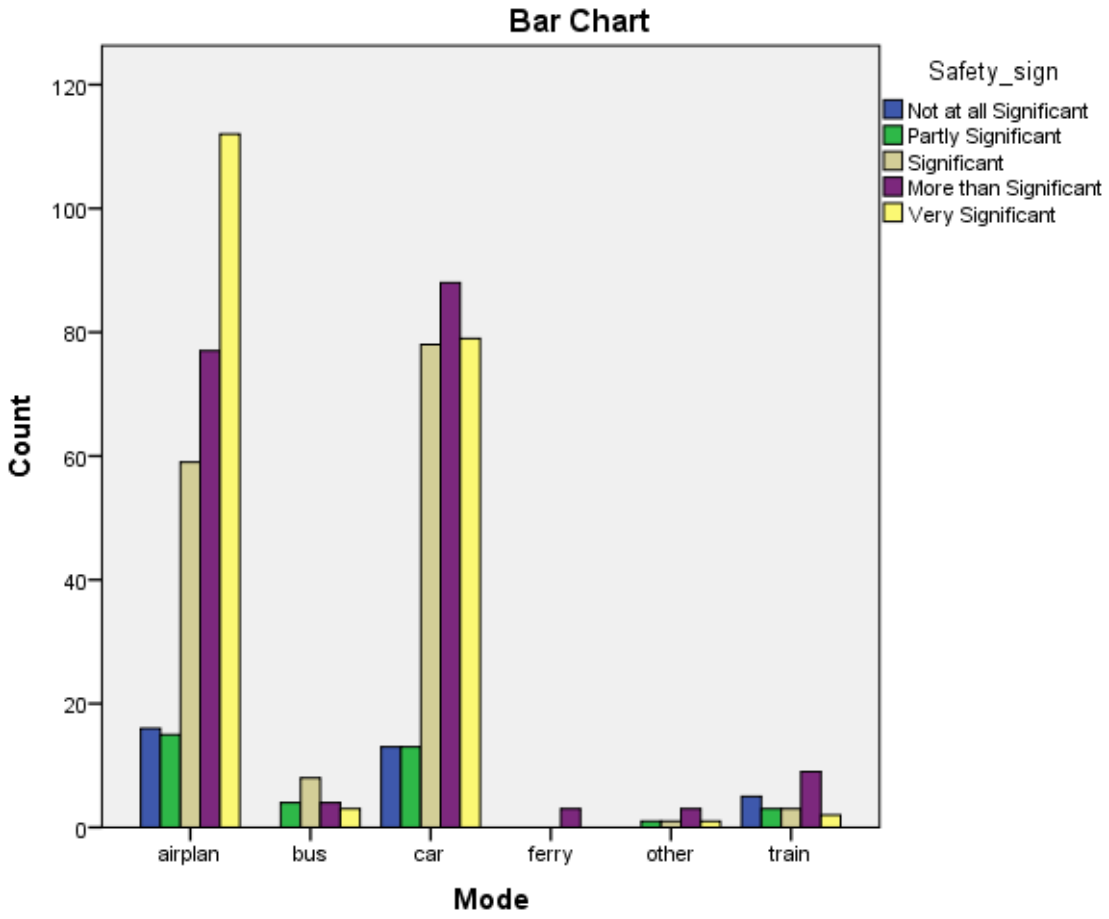
		Reliability_sign					Total
		Not at all Significant	Partly Significant	Significant	More than Significant	Very Significant	
Mode	airplan	8	8	39	65	159	279
	bus	1	1	4	12	1	19
	car	9	9	67	95	91	271
	ferry	0	1	0	2	0	3
	other	0	1	1	1	3	6
	train	0	2	4	7	9	22
Total		18	22	115	182	263	600



Mode * Safety_sign Crosstabulation

Count

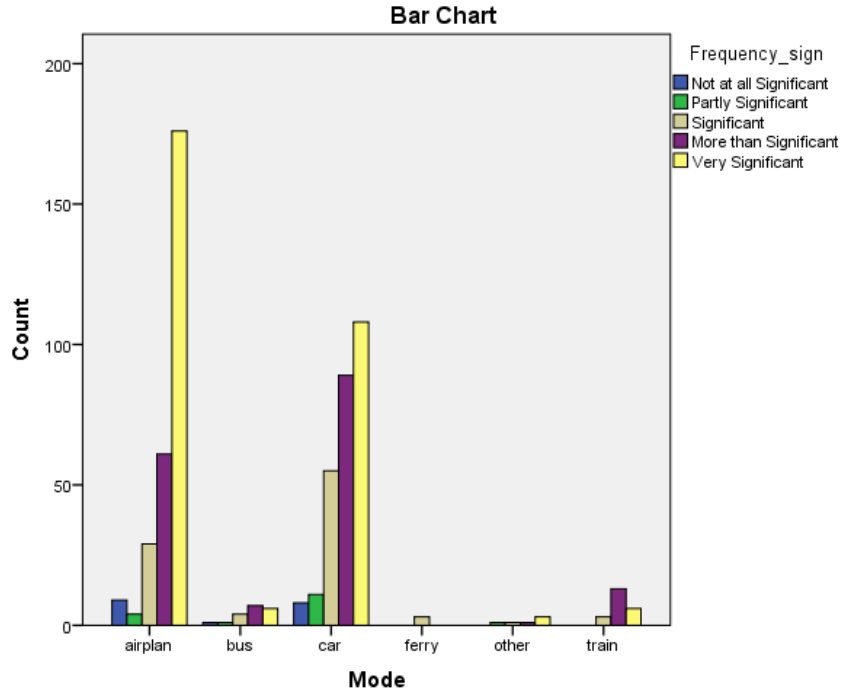
		Safety_sign					Total
		Not at all Significant	Partly Significant	Significant	More than Significant	Very Significant	
Mode	airplan	16	15	59	77	112	279
	bus	0	4	8	4	3	19
	car	13	13	78	88	79	271
	ferry	0	0	0	3	0	3
	other	0	1	1	3	1	6
	train	5	3	3	9	2	22
Total		34	36	149	184	197	600



Mode * Frequency_sign Crosstabulation

Count

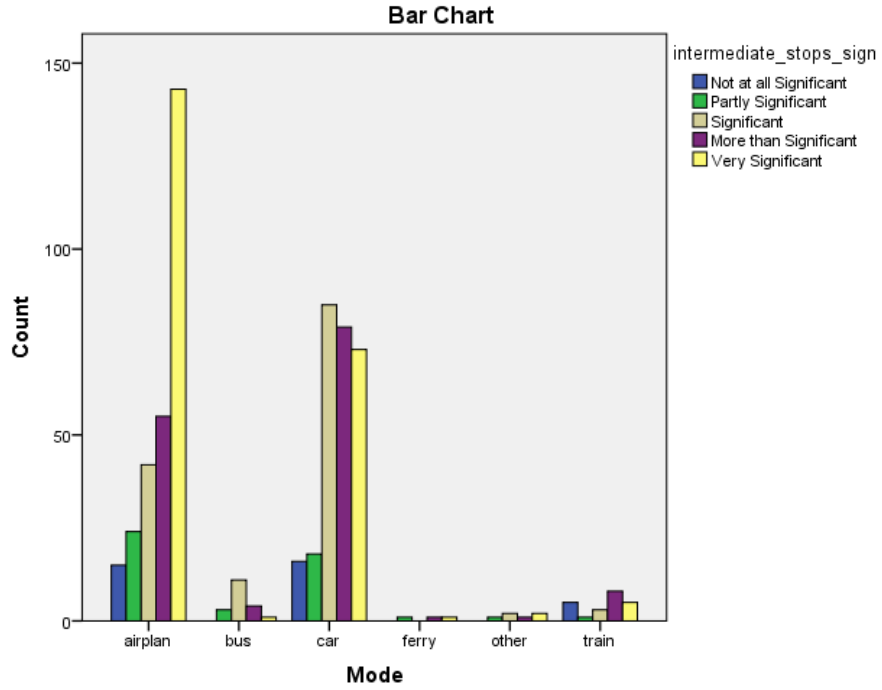
		Frequency_sign					Total
		Not at all Significant	Partly Significant	Significant	More than Significant	Very Significant	
Mode	airplan	9	4	29	61	176	279
	bus	1	1	4	7	6	19
	car	8	11	55	89	108	271
	ferry	0	0	3	0	0	3
	other	0	1	1	1	3	6
	train	0	0	3	13	6	22
Total		18	17	95	171	299	600



Mode * intermediate_stops_sign Crosstabulation

Count

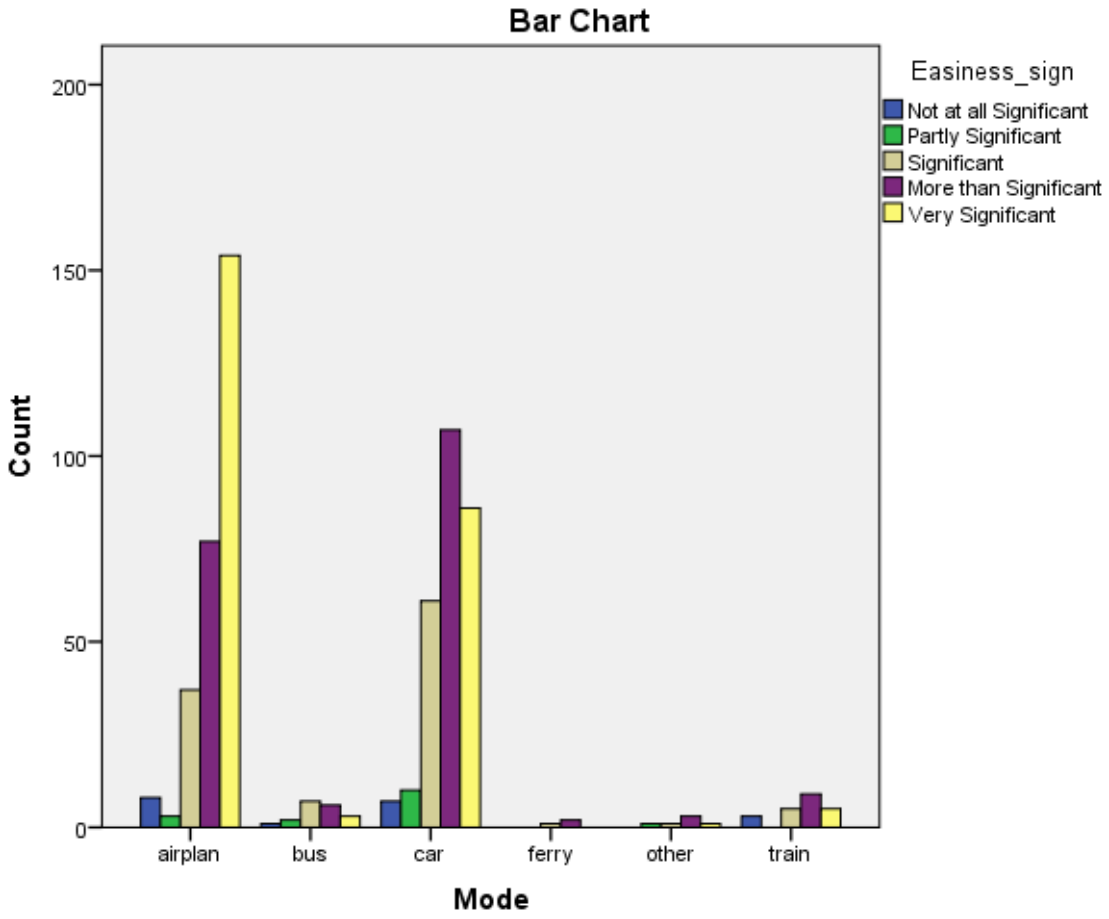
		intermediate_stops_sign					Total
		Not at all Significant	Partly Significant	Significant	More than Significant	Very Significant	
Mode	airplan	15	24	42	55	143	279
	bus	0	3	11	4	1	19
	car	16	18	85	79	73	271
	ferry	0	1	0	1	1	3
	other	0	1	2	1	2	6
	train	5	1	3	8	5	22
Total		36	48	143	148	225	600



Mode * Easiness_sign Crosstabulation

Count

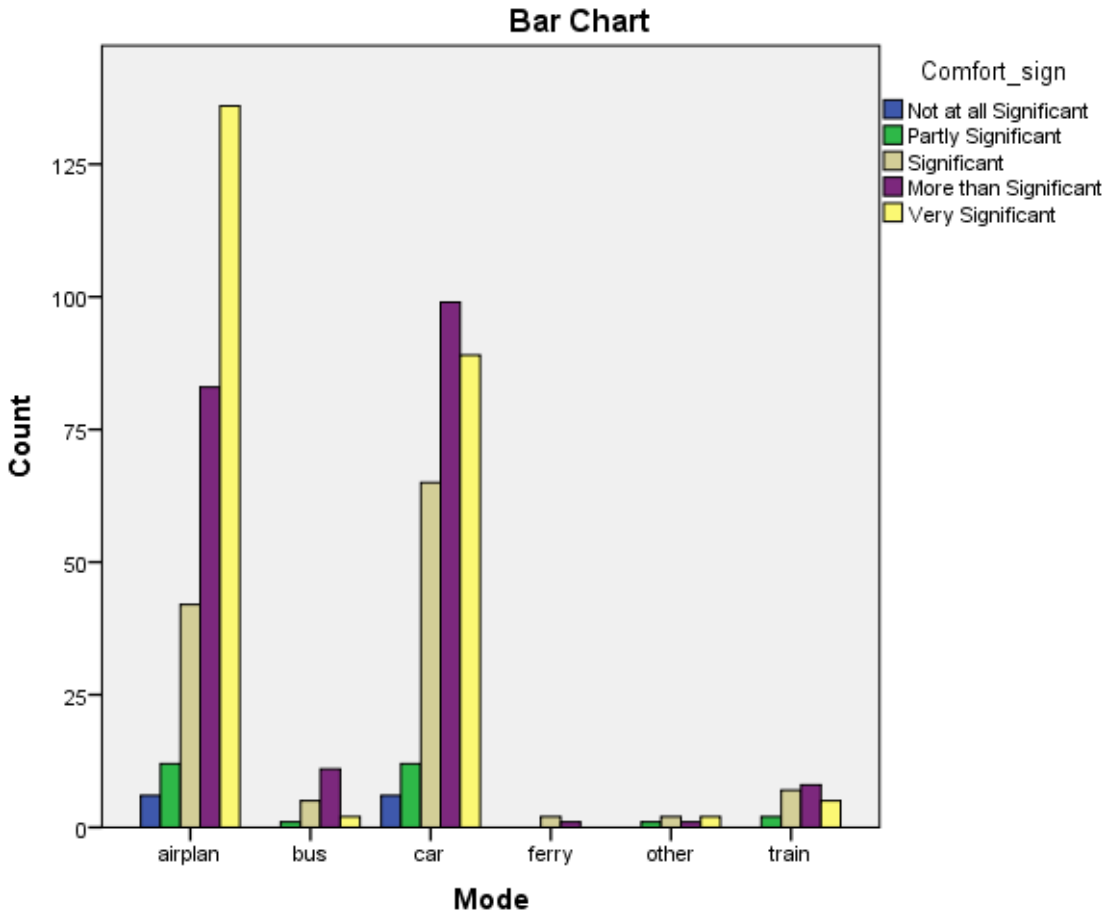
		Easiness_sign					Total
		Not at all Significant	Partly Significant	Significant	More than Significant	Very Significant	
Mode	airplan	8	3	37	77	154	279
	bus	1	2	7	6	3	19
	car	7	10	61	107	86	271
	ferry	0	0	1	2	0	3
	other	0	1	1	3	1	6
	train	3	0	5	9	5	22
Total		19	16	112	204	249	600



Mode * Comfort_sign Crosstabulation

Count

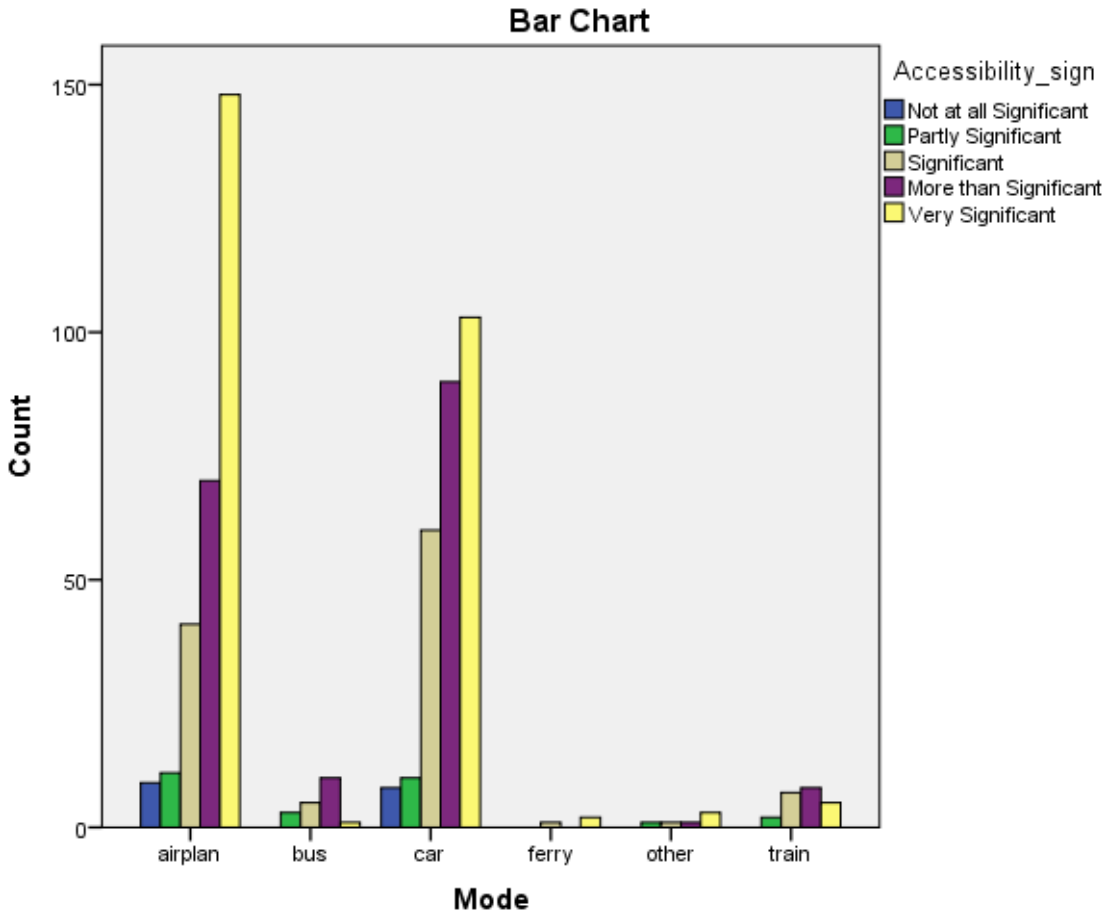
		Comfort_sign					Total
		Not at all Significant	Partly Significant	Significant	More than Significant	Very Significant	
Mode	airplan	6	12	42	83	136	279
	bus	0	1	5	11	2	19
	car	6	12	65	99	89	271
	ferry	0	0	2	1	0	3
	other	0	1	2	1	2	6
	train	0	2	7	8	5	22
Total		12	28	123	203	234	600



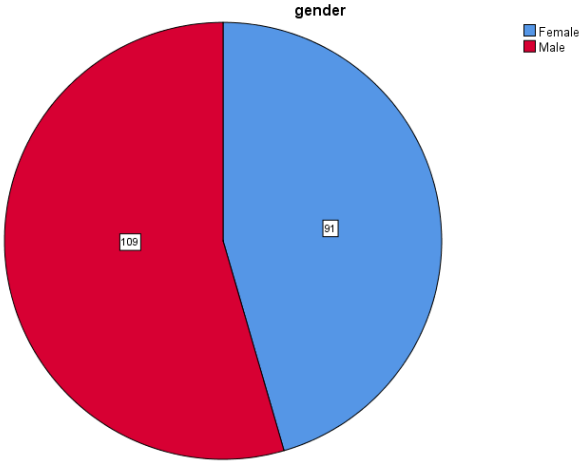
Mode * Accessibility_sign Crosstabulation

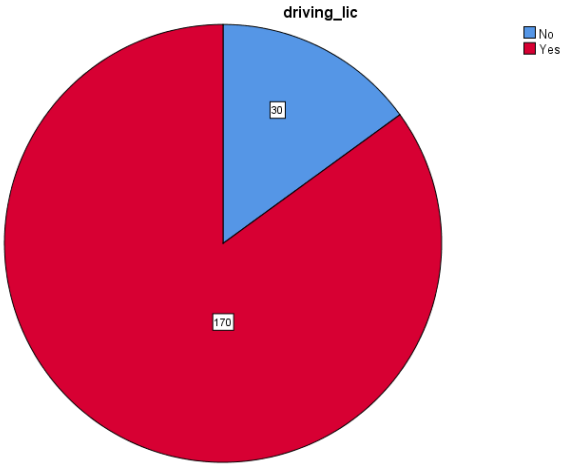
Count

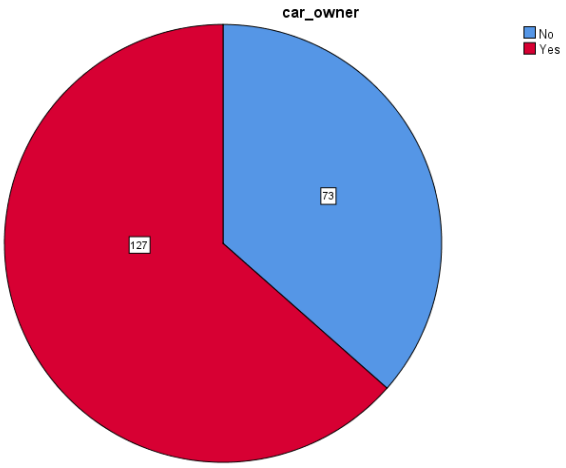
		Accessibility_sign					Total
		Not at all Significant	Partly Significant	Significant	More than Significant	Very Significant	
Mode	airplan	9	11	41	70	148	279
	bus	0	3	5	10	1	19
	car	8	10	60	90	103	271
	ferry	0	0	1	0	2	3
	other	0	1	1	1	3	6
	train	0	2	7	8	5	22
Total		17	27	115	179	262	600

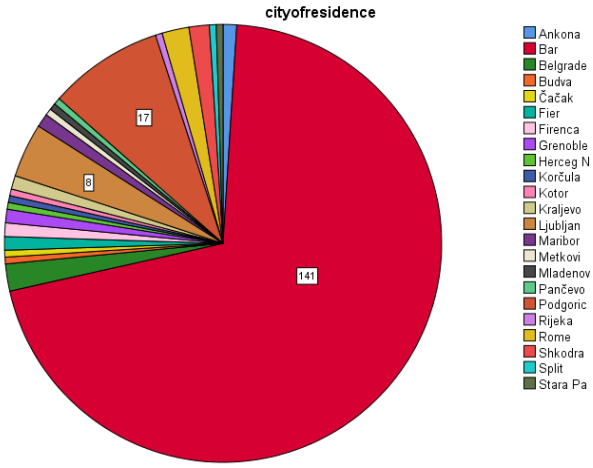

Bar Chart
Accessibility_sign
Not at all Significant
Partly Significant
Significant
More than Significant
Very Significant
Count
150
100
50
0
airplan
bus
car
ferry
other
train
Mode

- ***The case of Bar, ME***





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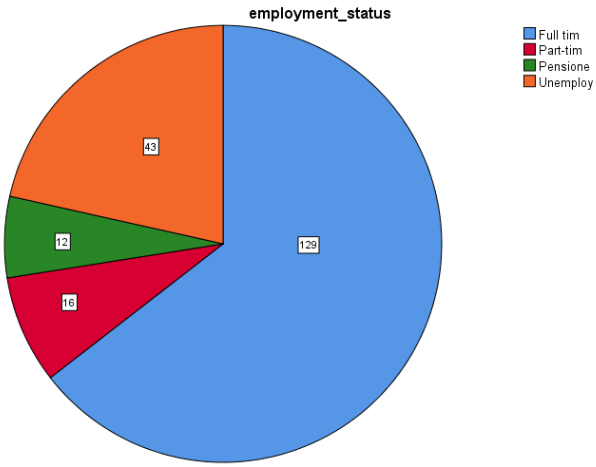
Ankona
Bar
Belgrade
Budva
Čačak
Fier
Firenca
Grenoble
Herceg N
Korčula
Kotor
Kraljevo
Ljubljan
Maribor
Metkovi
Mladenov
Pančevo
Podgoric
Rijeka
Rome
Shkodra
Split
Stara Pa
17
8
141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Full tim
Part-tim
Pensione
Unemploy
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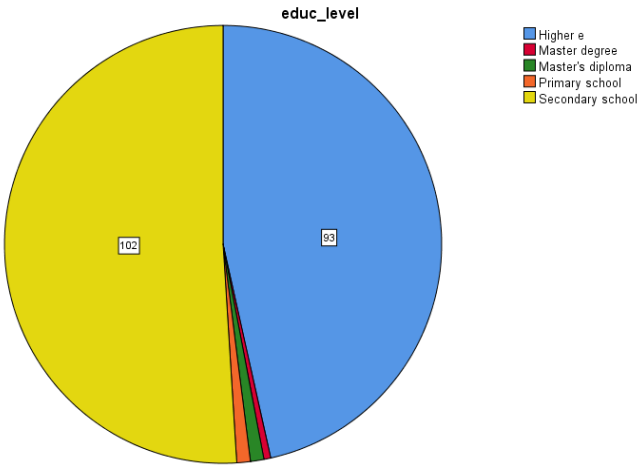
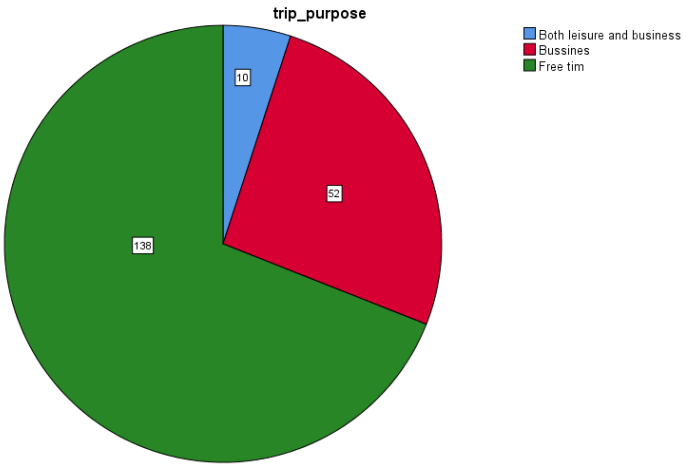
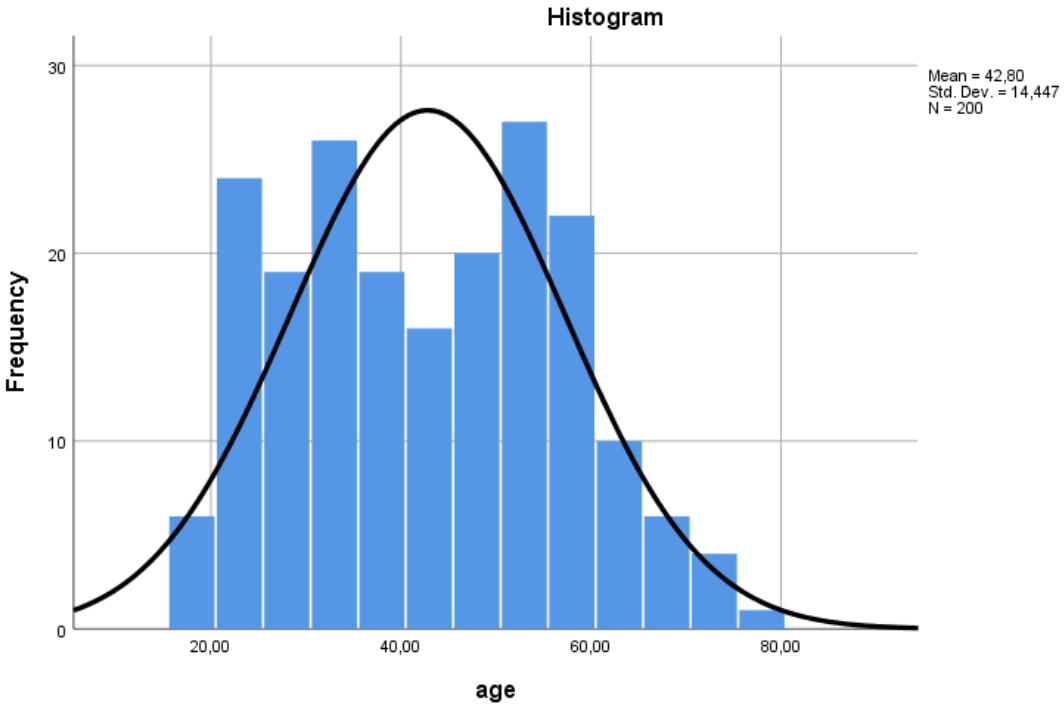
12
129
16


educ_level
Higher e
Master degree
Master's diploma
Primary school
Secondary school
93
102





Mode of transport used1 * Cost

Crosstab

Count

		Cost				
		2	3	4	5	Total
Mode of transport used1	airplane	2	3	3	9	17
	bus	0	0	1	1	2

	private car	0	0	7	12	19
	ship	0	0	0	1	1
Total		2	3	11	23	39

Mode of transport used1 * Trip duration

Crosstab

Count

		Trip duration				
		1	3	4	5	Total
Mode of transport used1	airplane	2	2	3	10	17
	bus	0	1	1	0	2
	private car	0	2	8	9	19
	ship	0	0	0	1	1
Total		2	5	12	20	39

Mode of transport used1 * Reliability

Crosstab

Count

		Reliability				
		2	3	4	5	Total
Mode of transport used1	airplane	0	5	4	8	17
	bus	0	1	1	0	2
	private car	1	1	7	10	19
	ship	0	0	0	1	1
Total		1	7	12	19	39

Mode of transport used1 * Safety

Crosstab

Count

		Safety					
		1	2	3	4	5	Total
Mode of transport used1	airplane	1	0	3	5	8	17
	bus	0	1	0	1	0	2
	private car	0	2	3	5	9	19
	ship	0	0	0	0	1	1
Total		1	3	6	11	18	39

Mode of transport used1 * Frequency

Crosstab

Count

		Frequency			
		3	4	5	Total
Mode of transport used1	airplane	4	3	10	17
	bus	0	1	1	2
	private car	1	6	12	19
	ship	0	0	1	1
Total		5	10	24	39

Mode of transport used1 * Number of intermediate stops

Crosstab

Count

		Number of intermediate stops					
		1	2	3	4	5	Total
Mode of transport used1	airplane	2	0	4	2	9	17
	bus	0	0	0	1	1	2
	private car	0	3	1	6	9	19
	ship	0	0	0	0	1	1
Total		2	3	5	9	20	39

Mode of transport used1 * Easiness of travelling

Crosstab

Count

		Easiness of travelling				
		2	3	4	5	Total
Mode of transport used1	airplane	0	2	4	11	17
	bus	0	0	1	1	2
	private car	1	2	5	11	19
	ship	0	0	0	1	1
Total		1	4	10	24	39

Mode of transport used1 * Comfort

Crosstab

Count

		Comfort				
		2	3	4	5	Total
Mode of transport used1	airplane	0	1	8	8	17
	bus	1	0	1	0	2
	private car	0	4	5	10	19
	ship	0	0	0	1	1
Total		1	5	14	19	39

Mode of transport used1 * Accessibility

Crosstab

Count

		Accessibility			
		3	4	5	Total
Mode of transport used1	airplane	5	2	10	17
	bus	1	0	1	2
	private car	4	5	10	19
	ship	0	0	1	1
Total		10	7	22	39

- ***The case of Durres, AL***

Frequencies

Statistics

		Gender	Age_group	Income	Driving_license	Car_ownership
N	Valid	100	100	100	100	100
	Missing	0	0	0	0	0
Mean			2,28			
Std. Deviation			,621			

Statistics

		Employment_status	Education_level	Trip_Purpose	Mode	Level_of_satisfaction
N	Valid	100	100	100	100	100
	Missing	0	0	0	0	0
Mean						
Std. Deviation						

Statistics

		Cost_satisf	Trip_duration_satisf	Reliability_satisf	Safety_satisf	Frequency_satisf
N	Valid	100	100	100	100	100
	Missing	0	0	0	0	0
Mean		3,36	3,56	3,56	3,58	3,59
Std. Deviation		,905	,820	,868	,755	,854

Statistics

		intermediate_stops_satisf	Easiness_satisf	Comfort_satisf	Accessibility_satisf	Cost_sign
N	Valid	100	100	100	100	100
	Missing	0	0	0	0	0
Mean		3,54	3,47	3,54	3,65	3,44
Std. Deviation		,958	,834	,834	,783	,903

Statistics

		Trip_duration_sign	Reliability_sign	Safety_sign	Frequency_sign	intermediate_stops_sign
N	Valid	100	100	100	100	100
	Missing	0	0	0	0	0
Mean		3,56	3,55	3,57	3,64	3,52
Std. Deviation		,783	,783	,769	,785	,959

Statistics

		Easiness_sign	Comfort_sign	Accessibility_sign
N	Valid	100	100	100
	Missing	0	0	0
Mean		3,54	3,54	3,68
Std. Deviation		,797	,758	,803

Frequency Table

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	F	53	53,0	53,0	53,0
	M	47	47,0	47,0	100,0
	Total	100	100,0	100,0	

Age_group

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	7	7,0	7,0	7,0
	2	60	60,0	60,0	67,0
	3	31	31,0	31,0	98,0
	4	2	2,0	2,0	100,0
	Total	100	100,0	100,0	

Income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0-10.000euro	10	10,0	10,0	10,0
	10.000-20.000euro	38	38,0	38,0	48,0
	20.000-30.000euro	43	43,0	43,0	91,0
	30.000-40.000euro	9	9,0	9,0	100,0
	Total	100	100,0	100,0	

Driving_license

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	15	15,0	15,0	15,0
	yes	85	85,0	85,0	100,0
	Total	100	100,0	100,0	

Car_ownership

		Frequency	Percent	Valid Percent	Cumulative Percent

Valid	no	37	37,0	37,0	37,0
	yes	63	63,0	63,0	100,0
	Total	100	100,0	100,0	

Employment_status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Full time	99	99,0	99,0	99,0
	Part time	1	1,0	1,0	100,0
	Total	100	100,0	100,0	

Education_level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bachelor's degree	5	5,0	5,0	5,0
	Doctorate degree	7	7,0	7,0	12,0
	Master's degree	88	88,0	88,0	100,0
	Total	100	100,0	100,0	

Trip_Purpose

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Leisure	97	97,0	97,0	97,0
	Work	3	3,0	3,0	100,0
	Total	100	100,0	100,0	

Mode

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	bus	5	5,0	5,0	5,0
	car	44	44,0	44,0	49,0
	other	50	50,0	50,0	99,0
	train	1	1,0	1,0	100,0
	Total	100	100,0	100,0	

Level_of_satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	little satisfied	12	12,0	12,0	12,0
	satisfied	77	77,0	77,0	89,0
	very satisfied	11	11,0	11,0	100,0
	Total	100	100,0	100,0	

Cost_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	3	3,0	3,0	3,0
	Partly Satisfied	13	13,0	13,0	16,0
	Satisfied	36	36,0	36,0	52,0
	More than Satisfied	41	41,0	41,0	93,0
	Very Satisfied	7	7,0	7,0	100,0
	Total	100	100,0	100,0	

Trip_duration_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	1	1,0	1,0	1,0
	Partly Satisfied	9	9,0	9,0	10,0
	Satisfied	32	32,0	32,0	42,0
	More than Satisfied	49	49,0	49,0	91,0
	Very Satisfied	9	9,0	9,0	100,0
	Total	100	100,0	100,0	

Reliability_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	2	2,0	2,0	2,0
	Partly Satisfied	7	7,0	7,0	9,0
	Satisfied	36	36,0	36,0	45,0
	More than Satisfied	43	43,0	43,0	88,0
	Very Satisfied	12	12,0	12,0	100,0
	Total	100	100,0	100,0	

Safety_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Partly Satisfied	7	7,0	7,0	7,0
	Satisfied	37	37,0	37,0	44,0
	More than Satisfied	47	47,0	47,0	91,0
	Very Satisfied	9	9,0	9,0	100,0
	Total	100	100,0	100,0	

Frequency_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent

Valid	Not at all Satisfied	1	1,0	1,0	1,0
	Partly Satisfied	10	10,0	10,0	11,0
	Satisfied	29	29,0	29,0	40,0
	More than Satisfied	49	49,0	49,0	89,0
	Very Satisfied	11	11,0	11,0	100,0
	Total	100	100,0	100,0	

intermediate_stops_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	3	3,0	3,0	3,0
	Partly Satisfied	10	10,0	10,0	13,0
	Satisfied	31	31,0	31,0	44,0
	More than Satisfied	42	42,0	42,0	86,0
	Very Satisfied	14	14,0	14,0	100,0
	Total	100	100,0	100,0	

Easiness_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	2	2,0	2,0	2,0
	Partly Satisfied	9	9,0	9,0	11,0
	Satisfied	36	36,0	36,0	47,0
	More than Satisfied	46	46,0	46,0	93,0
	Very Satisfied	7	7,0	7,0	100,0
	Total	100	100,0	100,0	

Comfort_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	2	2,0	2,0	2,0
	Partly Satisfied	8	8,0	8,0	10,0
	Satisfied	32	32,0	32,0	42,0
	More than Satisfied	50	50,0	50,0	92,0
	Very Satisfied	8	8,0	8,0	100,0
	Total	100	100,0	100,0	

Accessibility_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	8	8,0	8,0	8,0
	Satisfied	30	30,0	30,0	38,0

	More than Satisfied	51	51,0	51,0	89,0
	Very Satisfied	11	11,0	11,0	100,0
	Total	100	100,0	100,0	

Cost_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	1	1,0	1,0	1,0
	Partly Significant	14	14,0	14,0	15,0
	Significant	36	36,0	36,0	51,0
	More than Significant	38	38,0	38,0	89,0
	Very Significant	11	11,0	11,0	100,0
	Total	100	100,0	100,0	

Trip_duration_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Partly Significant	8	8,0	8,0	8,0
	Significant	38	38,0	38,0	46,0
	More than Significant	44	44,0	44,0	90,0
	Very Significant	10	10,0	10,0	100,0
	Total	100	100,0	100,0	

Reliability_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Partly Significant	8	8,0	8,0	8,0
	Significant	39	39,0	39,0	47,0
	More than Significant	43	43,0	43,0	90,0
	Very Significant	10	10,0	10,0	100,0
	Total	100	100,0	100,0	

Safety_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Partly Significant	8	8,0	8,0	8,0
	Significant	36	36,0	36,0	44,0
	More than Significant	47	47,0	47,0	91,0
	Very Significant	9	9,0	9,0	100,0
	Total	100	100,0	100,0	

Frequency_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Partly Significant	8	8,0	8,0	8,0
	Significant	31	31,0	31,0	39,0
	More than Significant	50	50,0	50,0	89,0
	Very Significant	11	11,0	11,0	100,0
	Total	100	100,0	100,0	

intermediate_stops_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	4	4,0	4,0	4,0
	Partly Significant	8	8,0	8,0	12,0
	Significant	33	33,0	33,0	45,0
	More than Significant	42	42,0	42,0	87,0
	Very Significant	13	13,0	13,0	100,0
	Total	100	100,0	100,0	

Easiness_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	1	1,0	1,0	1,0
	Partly Significant	8	8,0	8,0	9,0
	Significant	35	35,0	35,0	44,0
	More than Significant	48	48,0	48,0	92,0
	Very Significant	8	8,0	8,0	100,0
	Total	100	100,0	100,0	

Comfort_sign

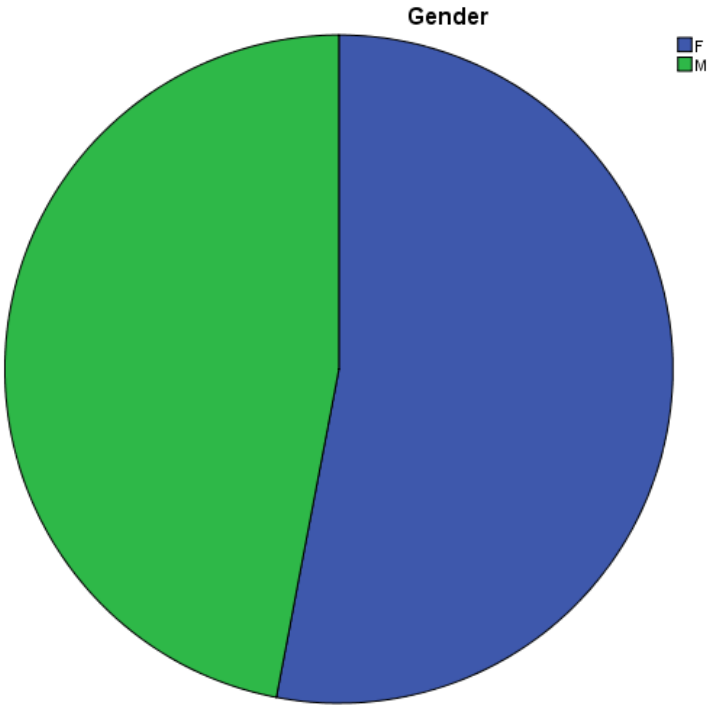
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	1	1,0	1,0	1,0
	Partly Significant	7	7,0	7,0	8,0
	Significant	35	35,0	35,0	43,0
	More than Significant	51	51,0	51,0	94,0
	Very Significant	6	6,0	6,0	100,0
	Total	100	100,0	100,0	

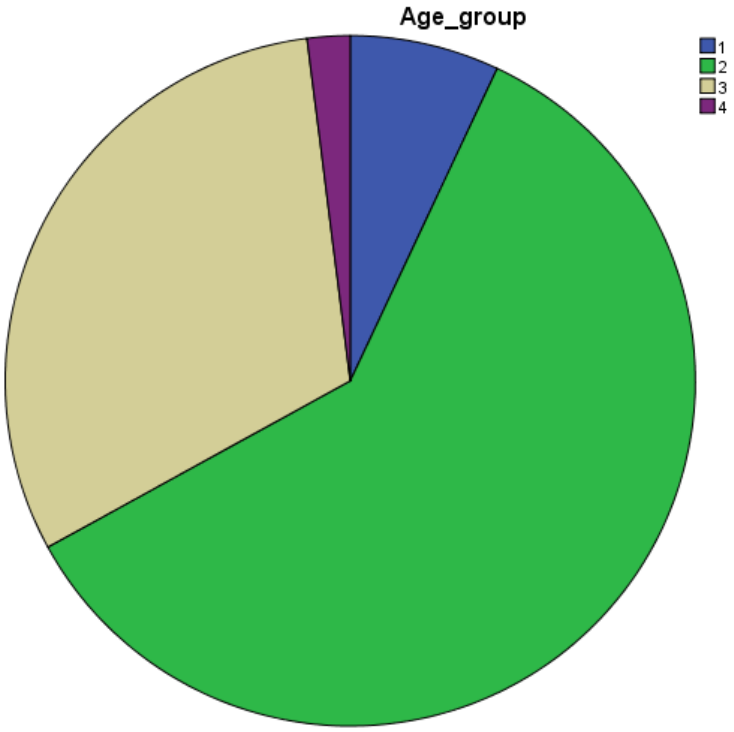
Accessibility_sign

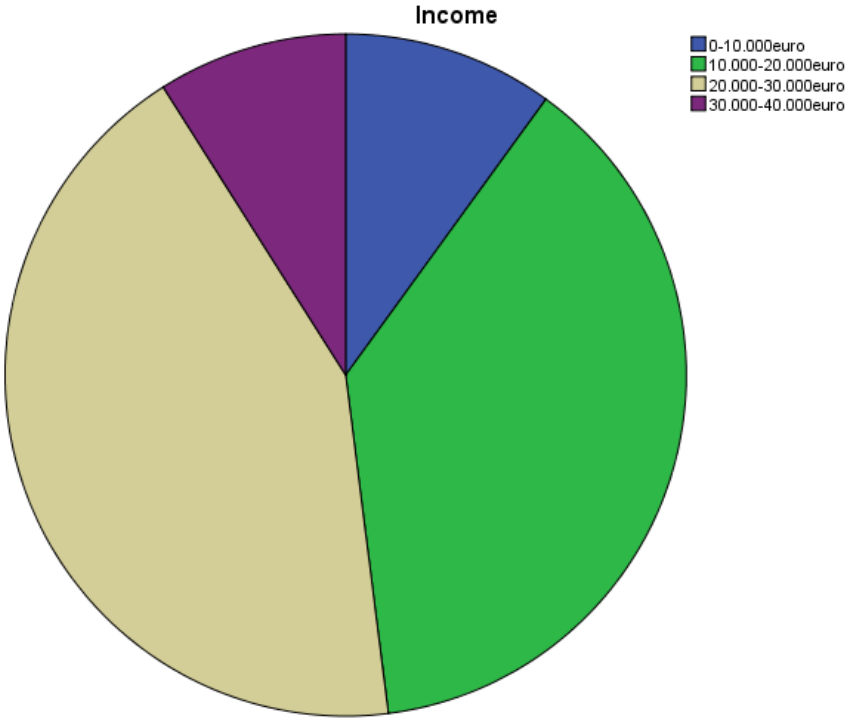
		Frequency	Percent	Valid Percent	Cumulative Percent

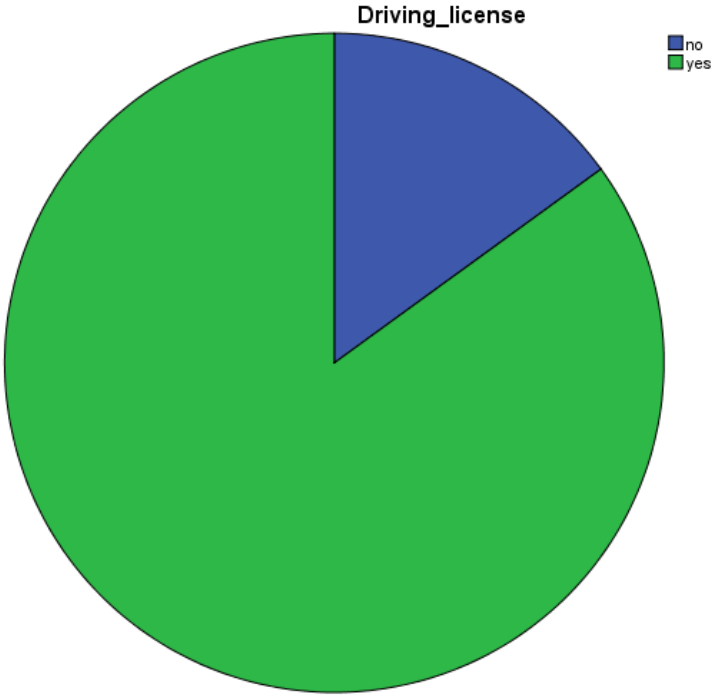
	Partly Significant	7	7,0	7,0	7,0
	Significant	32	32,0	32,0	39,0
Valid	More than Significant	47	47,0	47,0	86,0
	Very Significant	14	14,0	14,0	100,0
	Total	100	100,0	100,0	

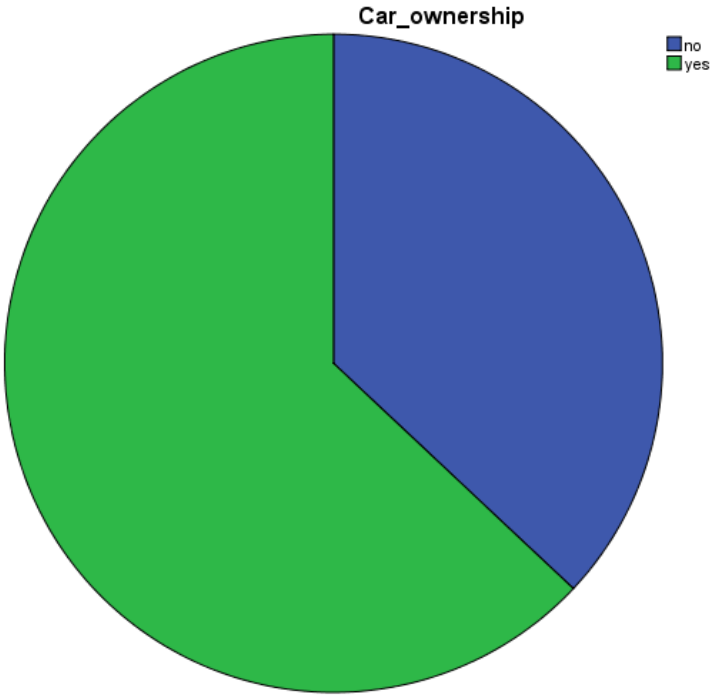
Pie Chart

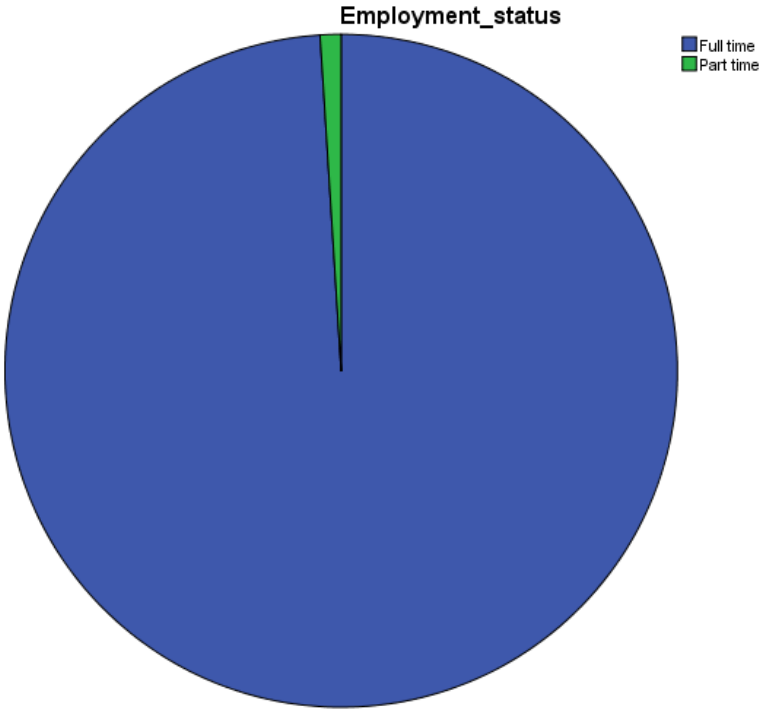


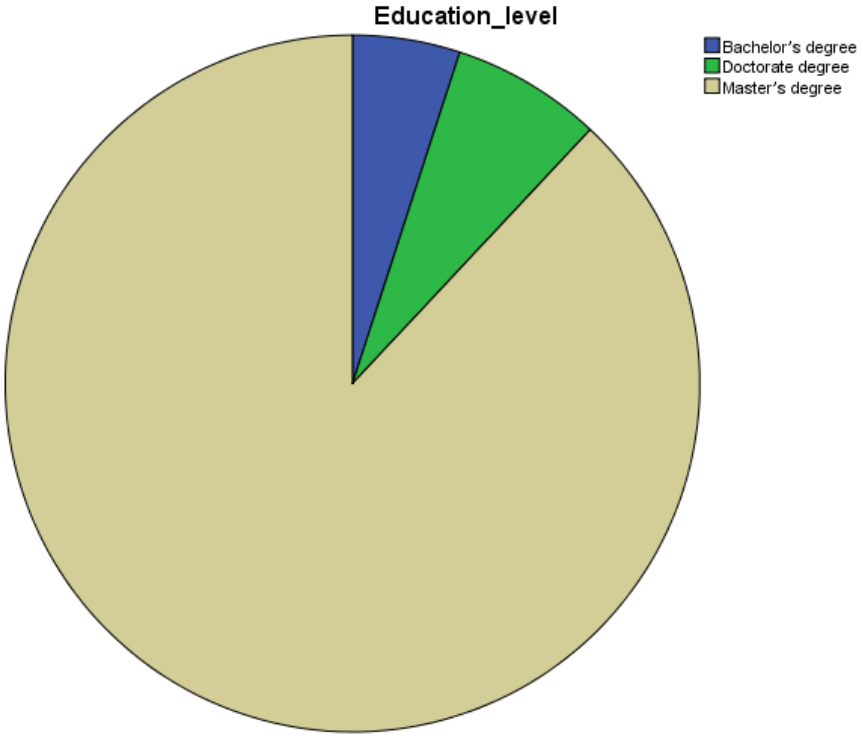

Age_group
1
2
3
4

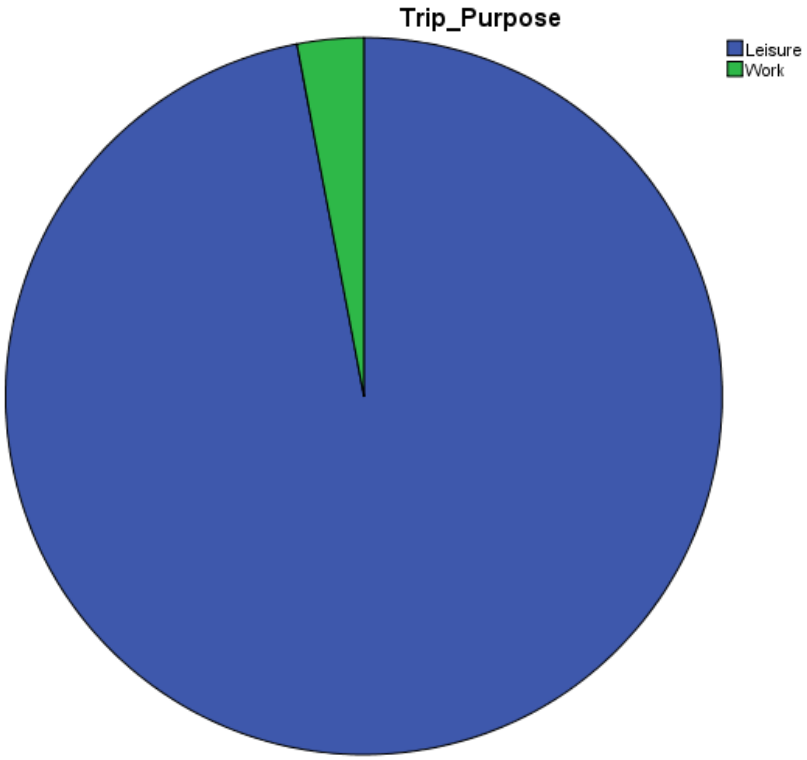

Income
0-10.000euro
10.000-20.000euro
20.000-30.000euro
30.000-40.000euro

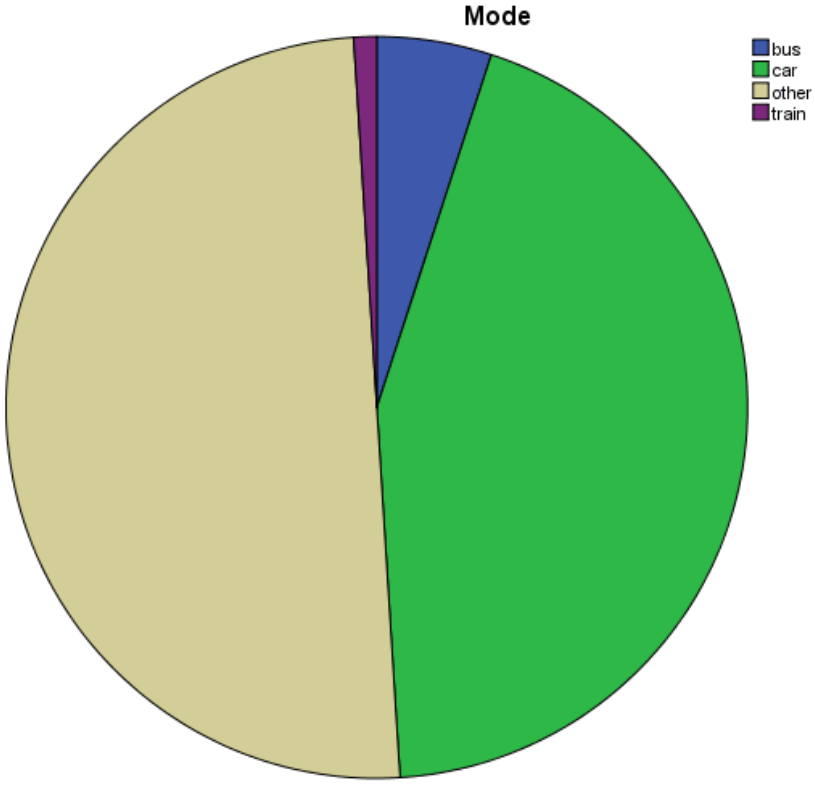

Driving_license
no
yes

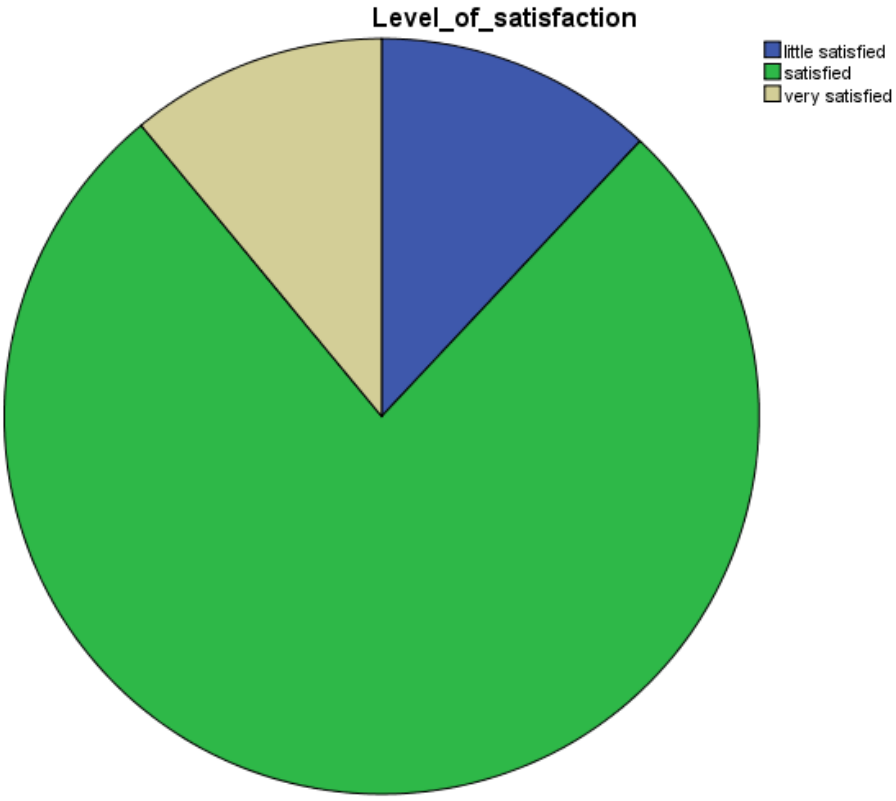

Car_ownership
no
yes

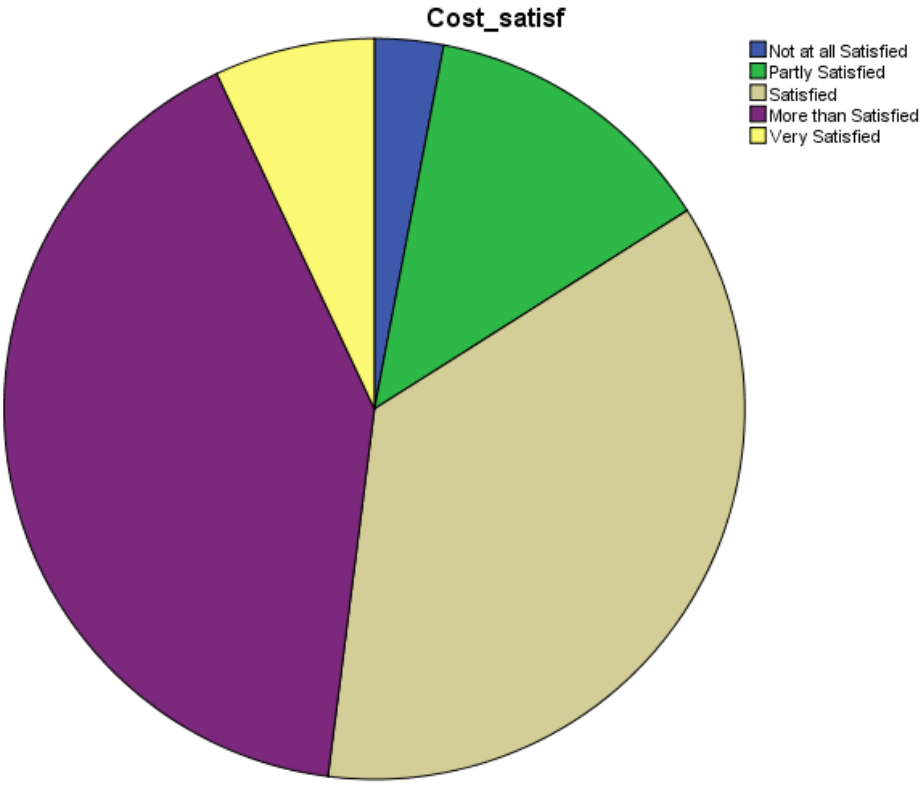

Employment_status
Full time
Part time

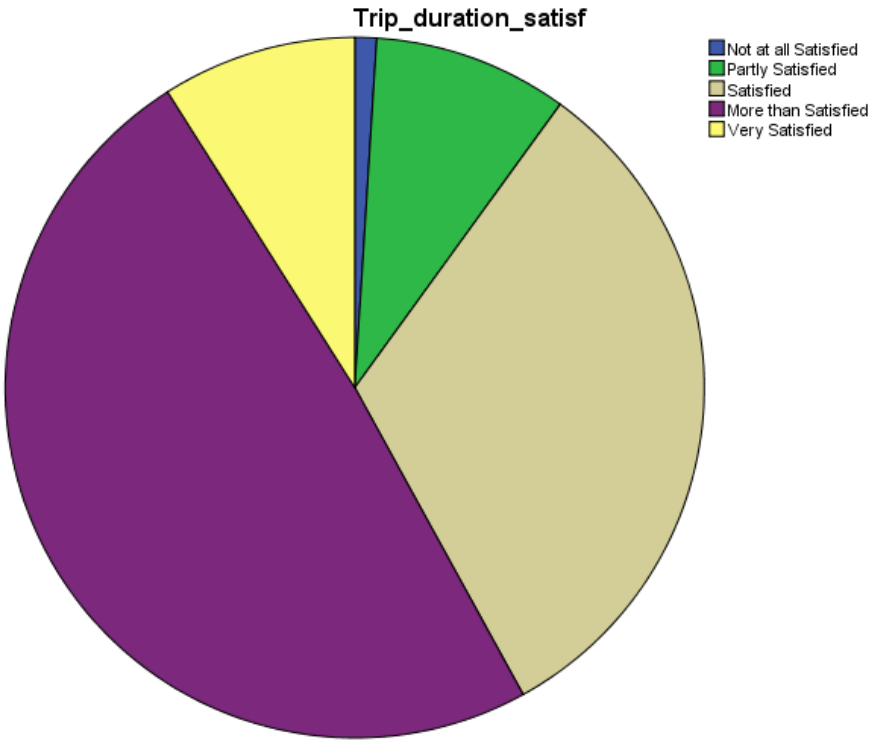

Education_level
Bachelor's degree
Doctorate degree
Master's degree

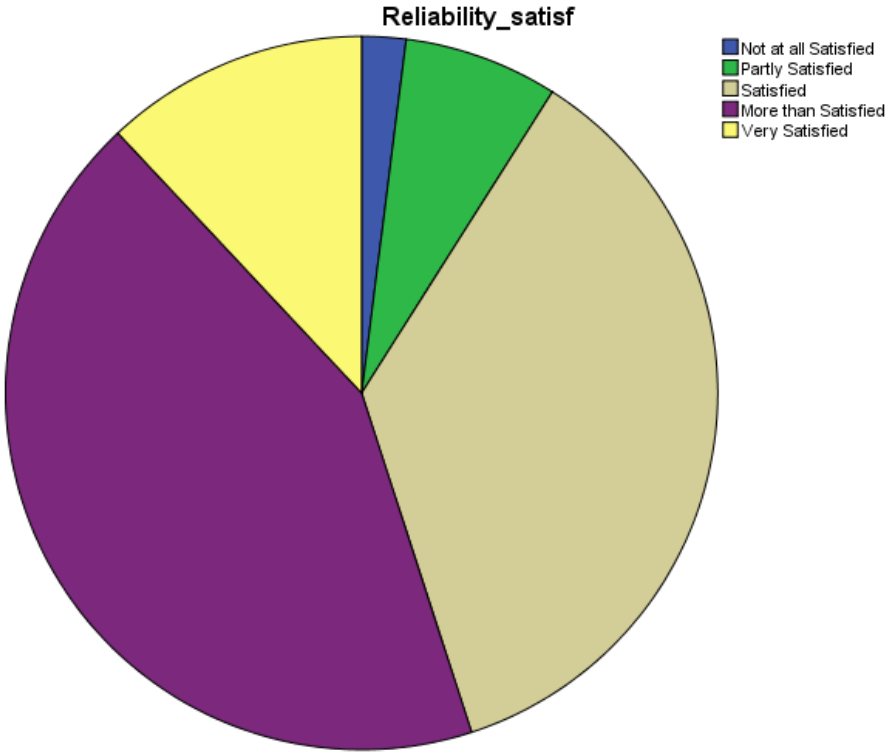

Trip_Purpose
Leisure
Work

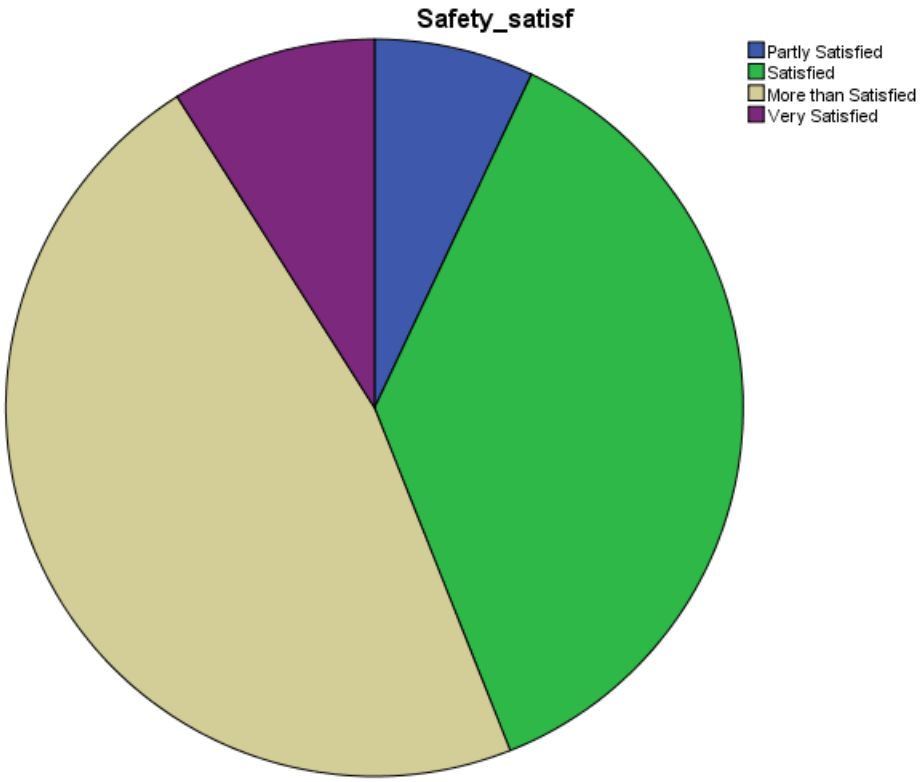

Mode
bus
car
other
train

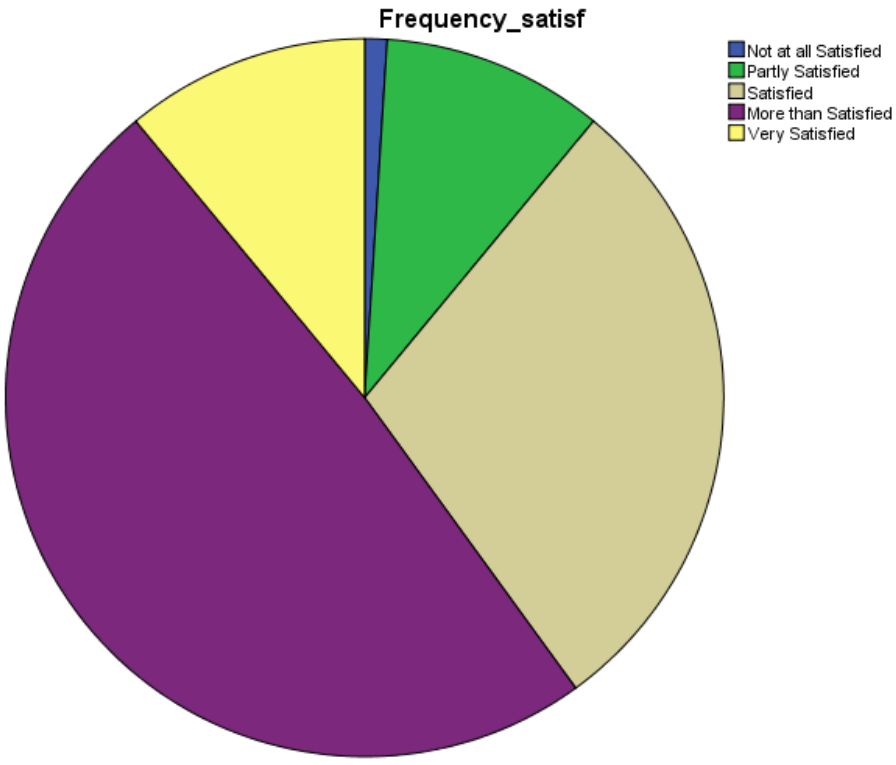

Level_of_satisfaction
little satisfied
satisfied
very satisfied

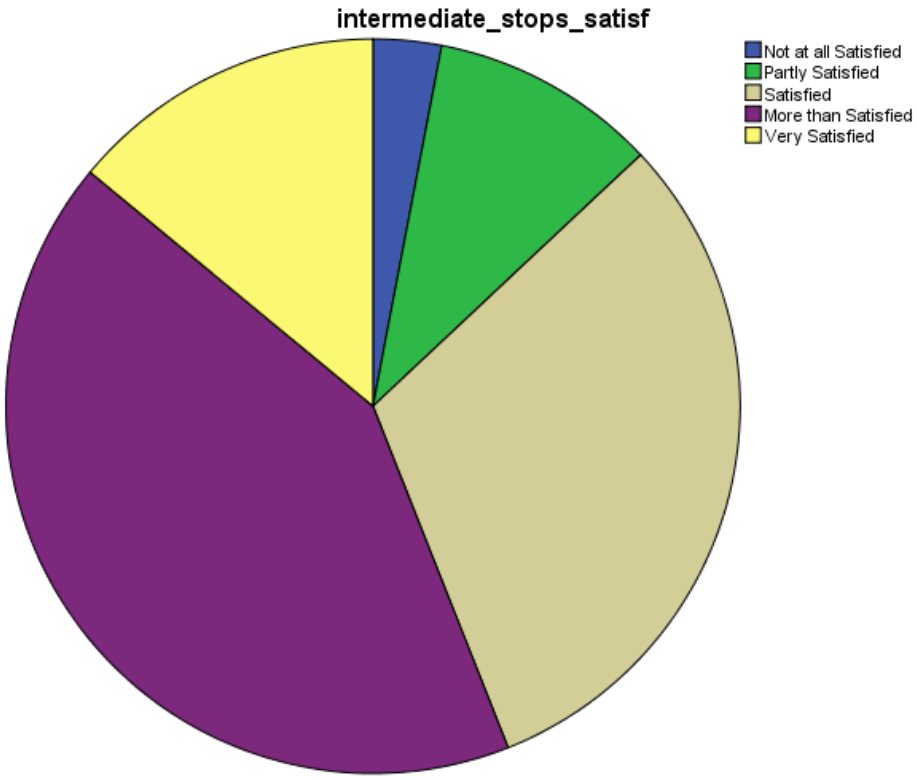

Cost_satisf
Not at all Satisfied
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied

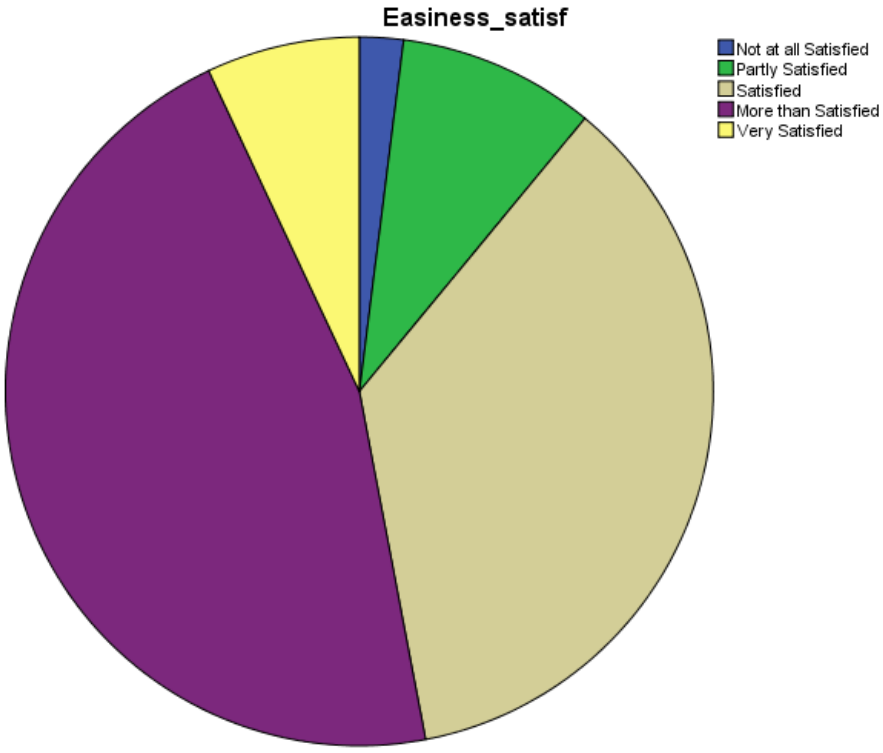

Trip_duration_satisf
Not at all Satisfied
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied


Reliability_satisf
Not at all Satisfied
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied


Safety_satisf
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied


Frequency_satisf
Not at all Satisfied
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied


intermediate_stops_satisf
Not at all Satisfied
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied


Easiness_satisf
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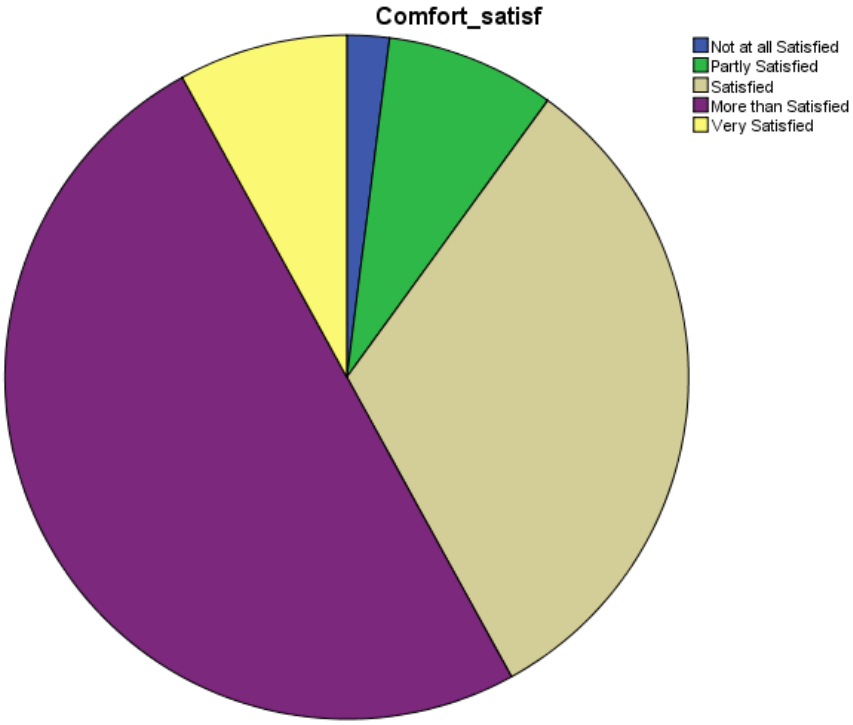
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied


Comfort_satisf
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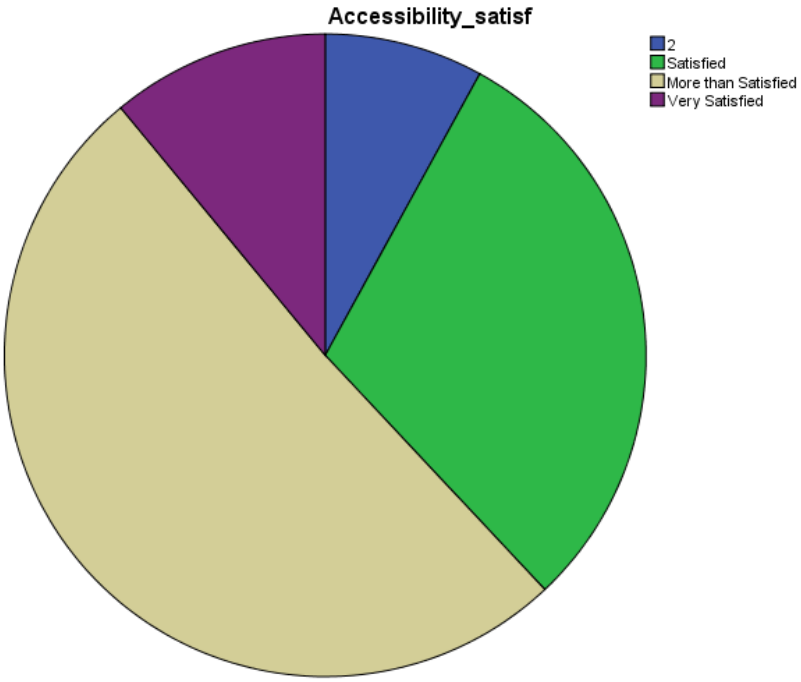
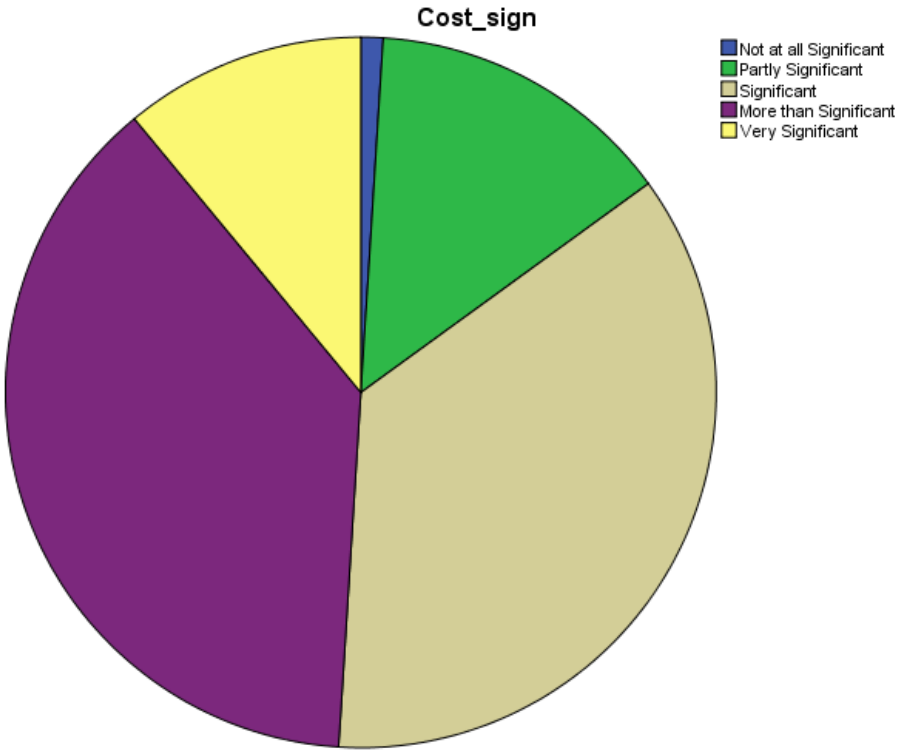
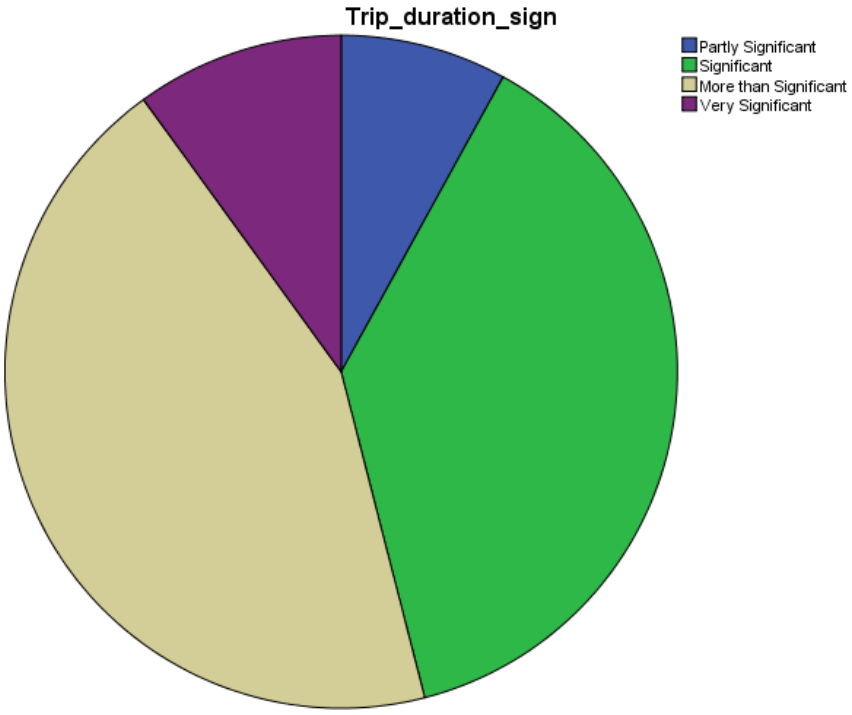
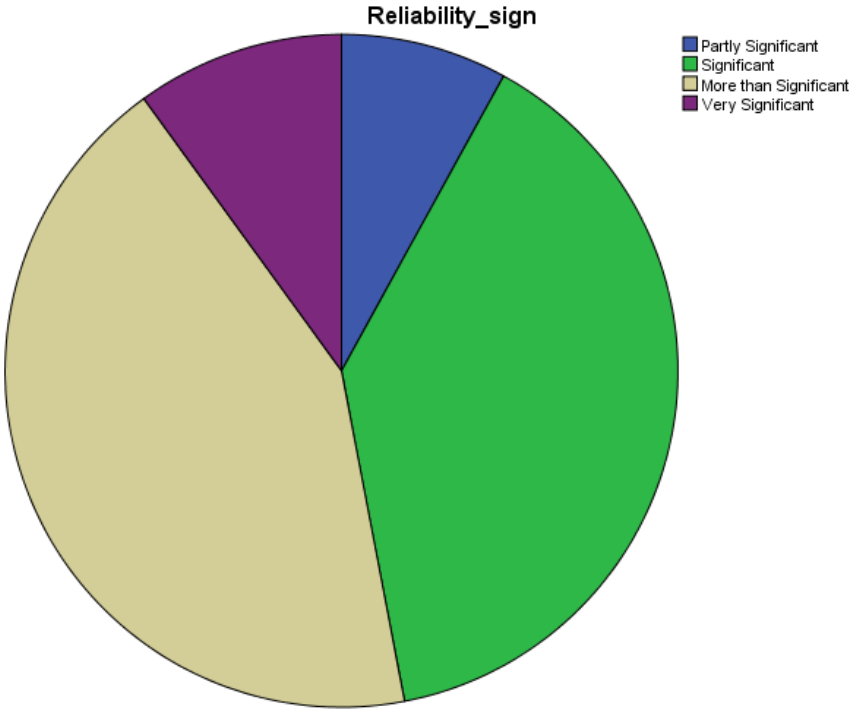
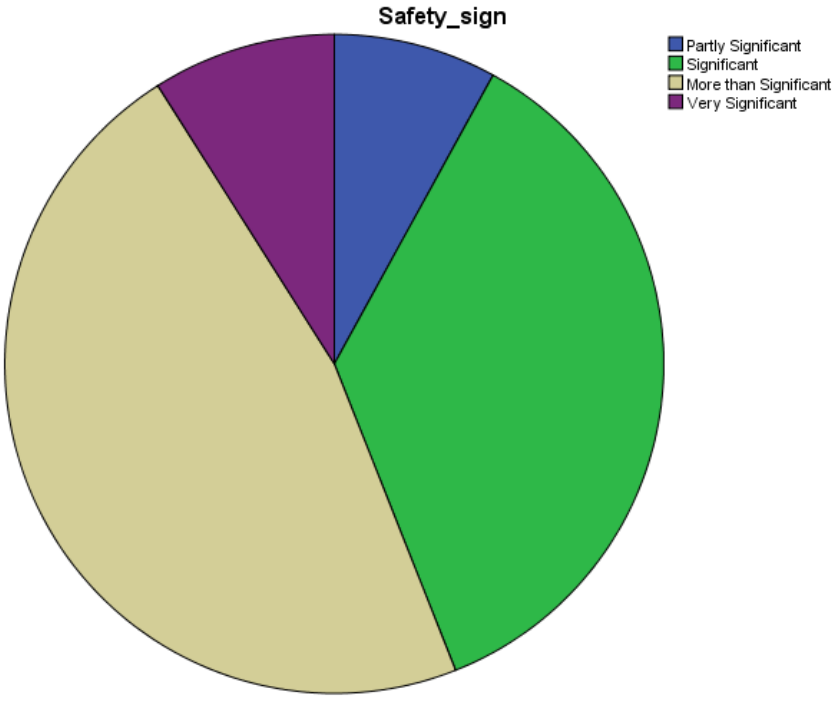
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied

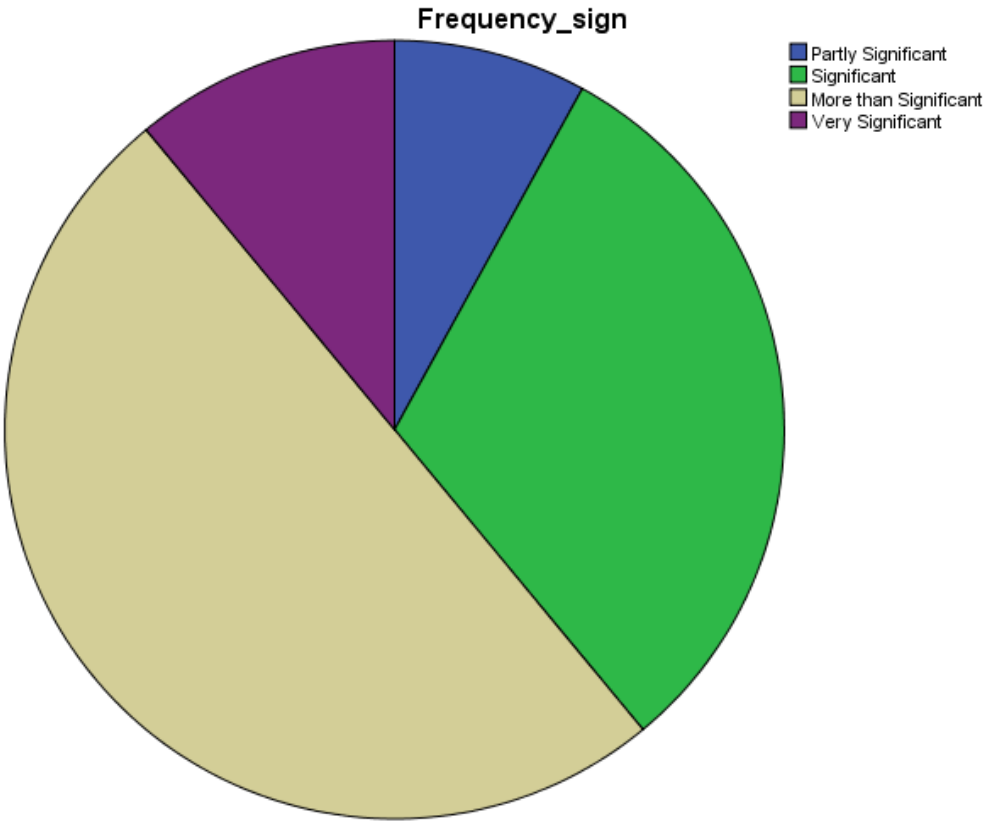

Accessibility_satisf
2
Satisfied
More than Satisfied
Very Satisfied

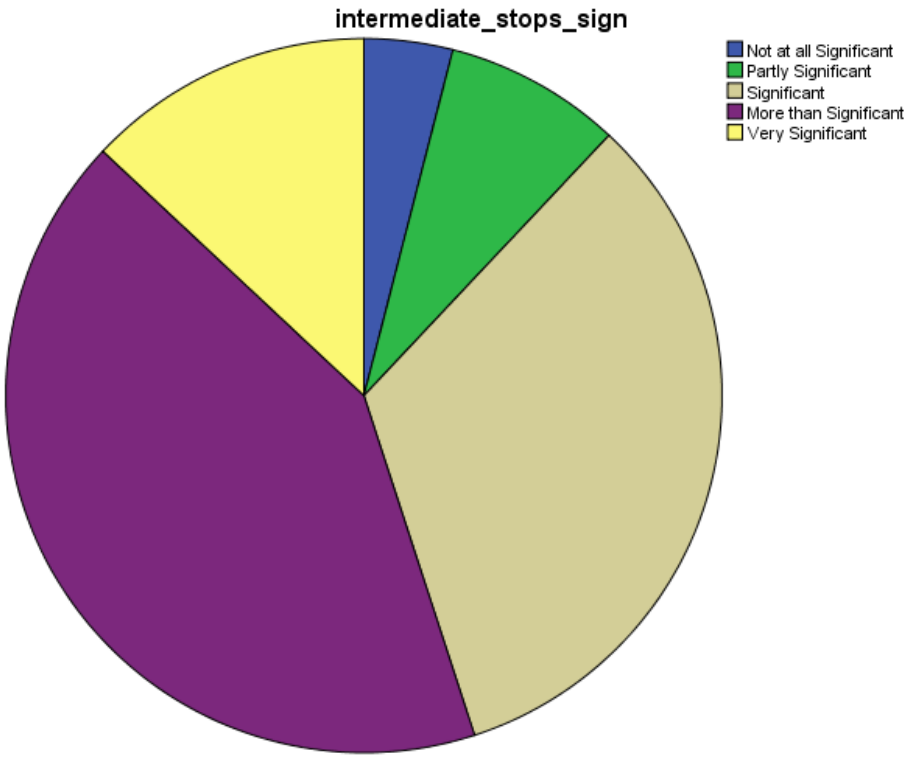

Cost_sign
Not at all Significant
Partly Significant
Significant
More than Significant
Very Significant

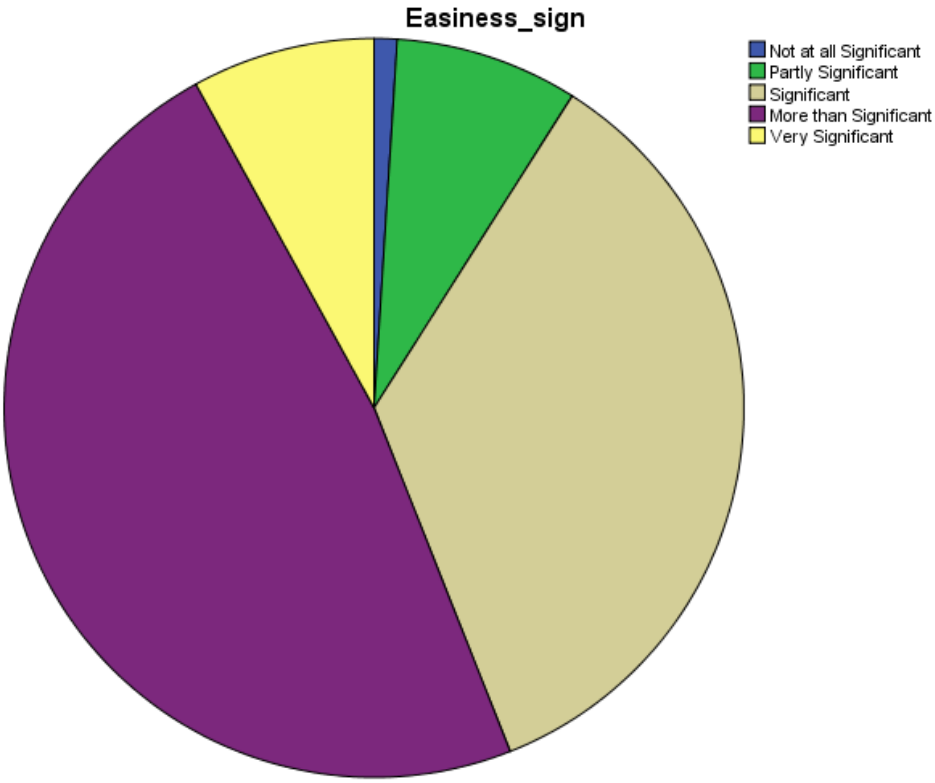

Trip_duration_sign
Partly Significant
Significant
More than Significant
Very Significant

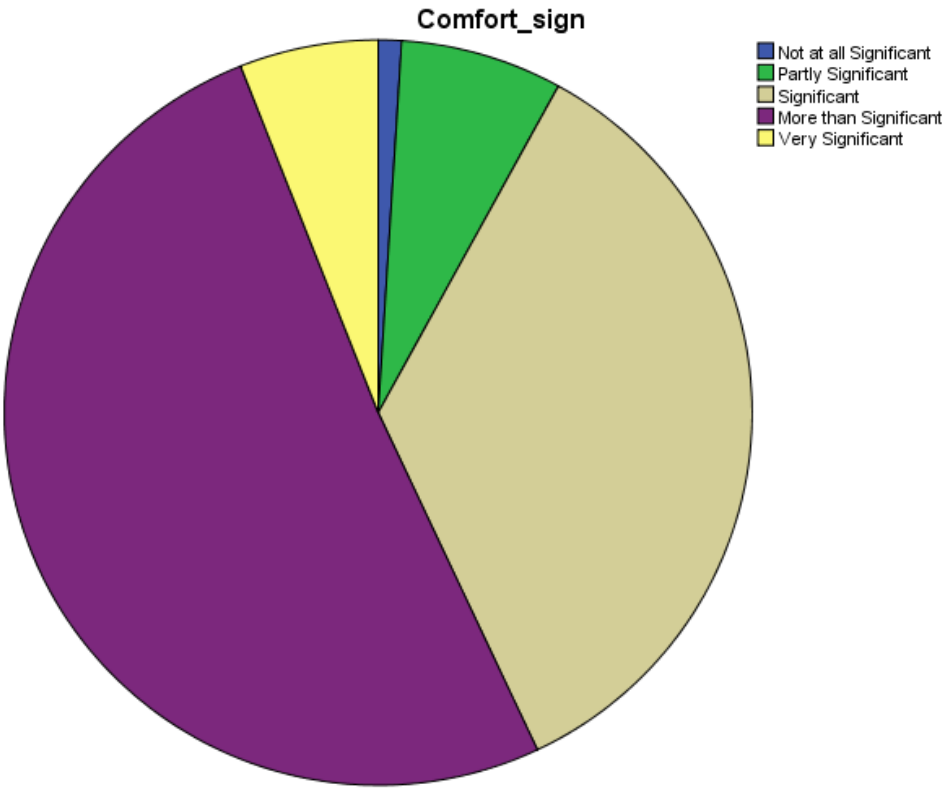

Reliability_sign
Partly Significant
Significant
More than Significant
Very Significant

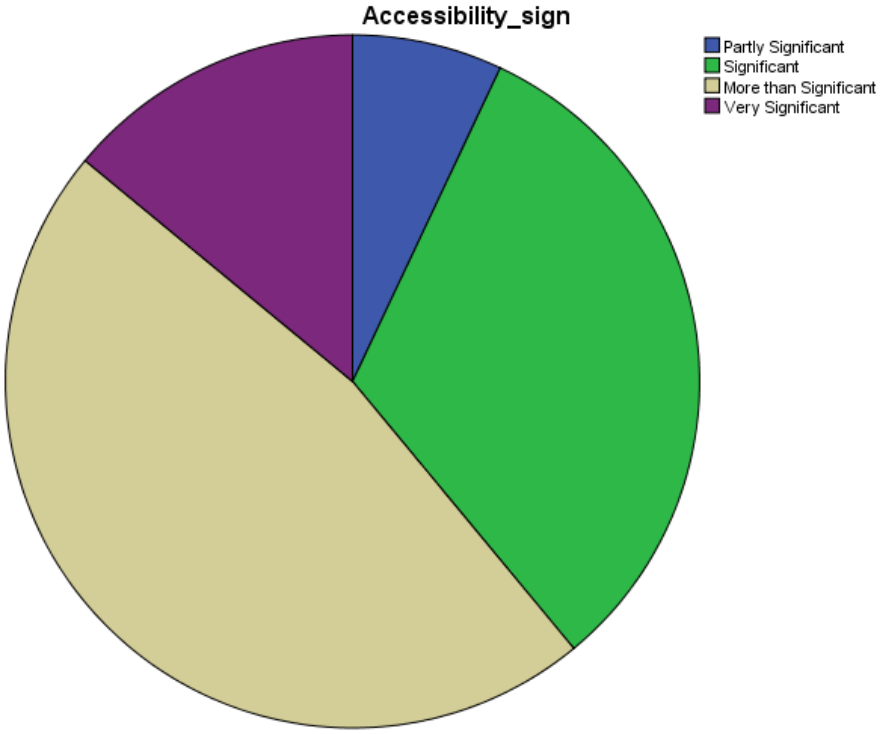

Safety_sign
Partly Significant
Significant
More than Significant
Very Significant


Frequency_sign
Partly Significant
Significant
More than Significant
Very Significant


intermediate_stops_sign
Not at all Significant
Partly Significant
Significant
More than Significant
Very Significant


Easiness_sign
Not at all Significant
Partly Significant
Significant
More than Significant
Very Significant


Comfort_sign
Not at all Significant
Partly Significant
Significant
More than Significant
Very Significant



Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Cost_satisf	100	1	5	3,36	,905
Trip_duration_satisf	100	1	5	3,56	,820
Reliability_satisf	100	1	5	3,56	,868
Safety_satisf	100	2	5	3,58	,755
Frequency_satisf	100	1	5	3,59	,854
intermediate_stops_satisf	100	1	5	3,54	,958
Easiness_satisf	100	1	5	3,47	,834
Comfort_satisf	100	1	5	3,54	,834
Accessibility_satisf	100	2	5	3,65	,783
Cost_sign	100	1	5	3,44	,903
Trip_duration_sign	100	2	5	3,56	,783
Reliability_sign	100	2	5	3,55	,783
Safety_sign	100	2	5	3,57	,769
Frequency_sign	100	2	5	3,64	,785
intermediate_stops_sign	100	1	5	3,52	,959
Easiness_sign	100	1	5	3,54	,797
Comfort_sign	100	1	5	3,54	,758
Accessibility_sign	100	2	5	3,68	,803

Valid N (listwise)	100				

- ***The case of Belgrade, SB***

Frequencies

Statistics

		Gender	Age_group	Income	Driving_license	Car_ownership
N	Valid	348	348	348	348	348
	Missing	0	0	0	0	0
Mean						
Std. Deviation						

Statistics

		Employment_status	Education_level	Trip_Purpose	Mode	Level_of_satisfaction
N	Valid	348	348	348	348	348
	Missing	0	0	0	0	0
Mean						
Std. Deviation						

Statistics

		Cost_satisf	Trip_duration_satisf	Reliability_satisf	Safety_satisf	Frequency_satisf
N	Valid	348	348	348	348	348
	Missing	0	0	0	0	0
Mean		3,71	3,58	4,01	4,10	3,86
Std. Deviation		,939	1,011	,877	,760	,983

Statistics

		intermediate_stops_satisf	Easiness_satisf	Comfort_satisf	Accessibility_satisf	Cost_sign
N	Valid	348	348	348	348	348
	Missing	0	0	0	0	0
Mean		4,09	4,02	3,86	4,10	4,02
Std. Deviation		,892	,852	1,043	,846	,842

Statistics

		Trip_duration_sign	Reliability_sign	Safety_sign	Frequency_sign	intermediate_stops_sign
N	Valid	348	348	348	348	348
	Missing	0	0	0	0	0
Mean		4,31	4,49	4,64	4,05	4,09

Std. Deviation	,749	,677	,564	,881	,848

Statistics

		Easiness_sign	Comfort_sign	Accessibility_sign
N	Valid	348	348	348
	Missing	0	0	0
Mean		4,38	4,23	4,31
Std. Deviation		,704	,748	,737

Frequency Table

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	F	192	55,2	55,2	55,2
	M	156	44,8	44,8	100,0
	Total	348	100,0	100,0	

Age_group

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	23	6,6	6,6	6,6
	2	239	68,7	68,7	75,3
	3	79	22,7	22,7	98,0
	4	4	1,1	1,1	99,1
	no anwer	3	,9	,9	100,0
	Total	348	100,0	100,0	

Income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	>40.000euro	3	,9	,9	,9
	0-10.000euro	264	75,9	75,9	76,7
	10.000-20.000euro	75	21,6	21,6	98,3
	20.000-30.000euro	6	1,7	1,7	100,0
	Total	348	100,0	100,0	

Driving_license

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	24	6,9	6,9	6,9
	yes	324	93,1	93,1	100,0
	Total	348	100,0	100,0	

Car_ownership

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	93	26,7	26,7	26,7
	yes	255	73,3	73,3	100,0
	Total	348	100,0	100,0	

Employment_status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Full time	247	71,0	71,0	71,0
	Part time	62	17,8	17,8	88,8
	Retired	7	2,0	2,0	90,8
	Student	6	1,7	1,7	92,5
	Unemployed	26	7,5	7,5	100,0
	Total	348	100,0	100,0	

Education_level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bachelor's degree	93	26,7	26,7	26,7
	High school graduate, diploma or equivalent	15	4,3	4,3	31,0
	Master's degree	213	61,2	61,2	92,2
	Secondary school completed	21	6,0	6,0	98,3
	Student	6	1,7	1,7	100,0
	Total	348	100,0	100,0	

Trip_Purpose

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Leisure	279	80,2	80,2	80,2
	Other	12	3,4	3,4	83,6
	Work	57	16,4	16,4	100,0
	Total	348	100,0	100,0	

Mode

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	bus	53	15,2	15,2	15,2
	car	187	53,7	53,7	69,0
	ferry	3	,9	,9	69,8
	other	99	28,4	28,4	98,3
	train	6	1,7	1,7	100,0
	Total	348	100,0	100,0	

Level_of_satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	little satisfied	63	18,1	18,1	18,1
	satisfied	135	38,8	38,8	56,9
	unsatisfied	6	1,7	1,7	58,6
	very satisfied	144	41,4	41,4	100,0
	Total	348	100,0	100,0	

Cost_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	9	2,6	2,6	2,6
	Partly Satisfied	18	5,2	5,2	7,8
	Satisfied	111	31,9	31,9	39,7
	More than Satisfied	138	39,7	39,7	79,3
	Very Satisfied	72	20,7	20,7	100,0
	Total	348	100,0	100,0	

Trip_duration_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	21	6,0	6,0	6,0
	Partly Satisfied	21	6,0	6,0	12,1
	Satisfied	93	26,7	26,7	38,8
	More than Satisfied	162	46,6	46,6	85,3
	Very Satisfied	51	14,7	14,7	100,0
	Total	348	100,0	100,0	

Reliability_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	6	1,7	1,7	1,7
	Partly Satisfied	12	3,4	3,4	5,2
	Satisfied	60	17,2	17,2	22,4
	More than Satisfied	165	47,4	47,4	69,8
	Very Satisfied	105	30,2	30,2	100,0
	Total	348	100,0	100,0	

Safety_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	3	,9	,9	,9
	Partly Satisfied	3	,9	,9	1,7
	Satisfied	57	16,4	16,4	18,1
	More than Satisfied	177	50,9	50,9	69,0
	Very Satisfied	108	31,0	31,0	100,0
	Total	348	100,0	100,0	

Frequency_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	12	3,4	3,4	3,4
	Partly Satisfied	15	4,3	4,3	7,8
	Satisfied	78	22,4	22,4	30,2
	More than Satisfied	147	42,2	42,2	72,4
	Very Satisfied	96	27,6	27,6	100,0
	Total	348	100,0	100,0	

intermediate_stops_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	6	1,7	1,7	1,7
	Partly Satisfied	12	3,4	3,4	5,2
	Satisfied	51	14,7	14,7	19,8
	More than Satisfied	153	44,0	44,0	63,8
	Very Satisfied	126	36,2	36,2	100,0
	Total	348	100,0	100,0	

Easiness_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	3	,9	,9	,9
	Partly Satisfied	12	3,4	3,4	4,3
	Satisfied	69	19,8	19,8	24,1
	More than Satisfied	156	44,8	44,8	69,0
	Very Satisfied	108	31,0	31,0	100,0
	Total	348	100,0	100,0	

Comfort_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent

Valid	Not at all Satisfied	9	2,6	2,6	2,6
	Partly Satisfied	30	8,6	8,6	11,2
	Satisfied	72	20,7	20,7	31,9
	More than Satisfied	126	36,2	36,2	68,1
	Very Satisfied	111	31,9	31,9	100,0
	Total	348	100,0	100,0	

Accessibility_satisf

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied2 Partly Satisfied	3	,9	,9	,9
	2	6	1,7	1,7	2,6
	Satisfied	72	20,7	20,7	23,3
	More than Satisfied	138	39,7	39,7	62,9
	Very Satisfied	129	37,1	37,1	100,0
	Total	348	100,0	100,0	

Cost_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	3	,9	,9	,9
	Partly Significant	6	1,7	1,7	2,6
	Significant	84	24,1	24,1	26,7
	More than Significant	144	41,4	41,4	68,1
	Very Significant	111	31,9	31,9	100,0
	Total	348	100,0	100,0	

Trip_duration_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Partly Significant	6	1,7	1,7	1,7
	Significant	42	12,1	12,1	13,8
	More than Significant	138	39,7	39,7	53,4
	Very Significant	162	46,6	46,6	100,0
	Total	348	100,0	100,0	

Reliability_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Partly Significant	3	,9	,9	,9
	Significant	27	7,8	7,8	8,6

	More than Significant	114	32,8	32,8	41,4
	Very Significant	204	58,6	58,6	100,0
	Total	348	100,0	100,0	

Safety_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Significant	15	4,3	4,3	4,3
	More than Significant	96	27,6	27,6	31,9
	Very Significant	237	68,1	68,1	100,0
	Total	348	100,0	100,0	

Frequency_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	3	,9	,9	,9
	Partly Significant	15	4,3	4,3	5,2
	Significant	63	18,1	18,1	23,3
	More than Significant	147	42,2	42,2	65,5
	Very Significant	120	34,5	34,5	100,0
	Total	348	100,0	100,0	

intermediate_stops_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Significant	3	,9	,9	,9
	Partly Significant	6	1,7	1,7	2,6
	Significant	75	21,6	21,6	24,1
	More than Significant	138	39,7	39,7	63,8
	Very Significant	126	36,2	36,2	100,0
	Total	348	100,0	100,0	

Easiness_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Partly Significant	6	1,7	1,7	1,7
	Significant	27	7,8	7,8	9,5
	More than Significant	144	41,4	41,4	50,9
	Very Significant	171	49,1	49,1	100,0
	Total	348	100,0	100,0	

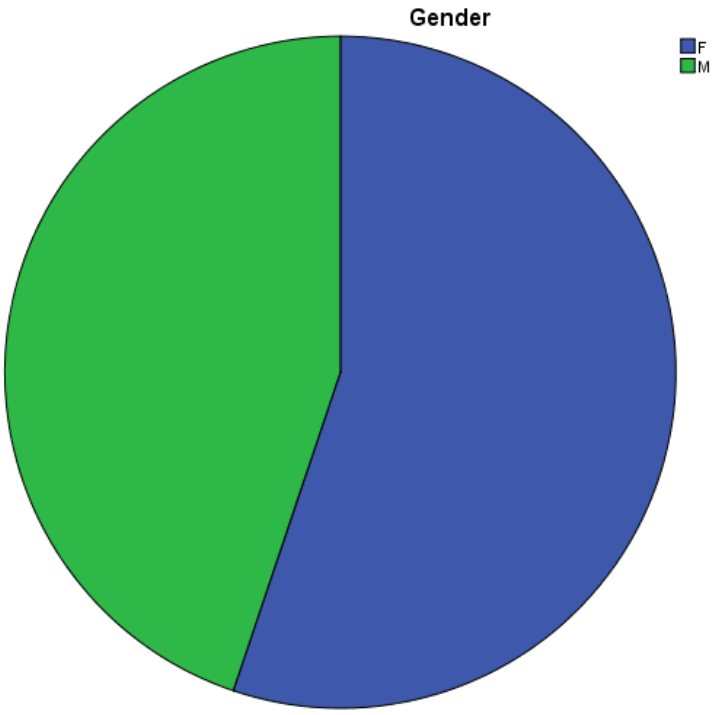
Comfort_sign

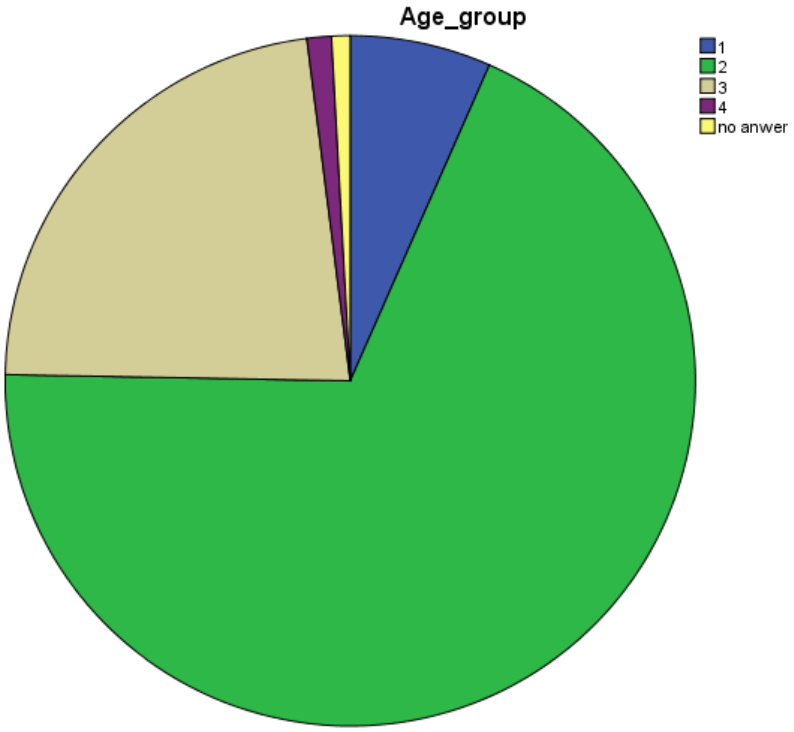
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Significant	66	19,0	19,0	19,0
	More than Significant	135	38,8	38,8	57,8
	Very Significant	147	42,2	42,2	100,0
	Total	348	100,0	100,0	

Accessibility_sign

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Significant	57	16,4	16,4	16,4
	More than Significant	126	36,2	36,2	52,6
	Very Significant	165	47,4	47,4	100,0
	Total	348	100,0	100,0	

Pie Chart

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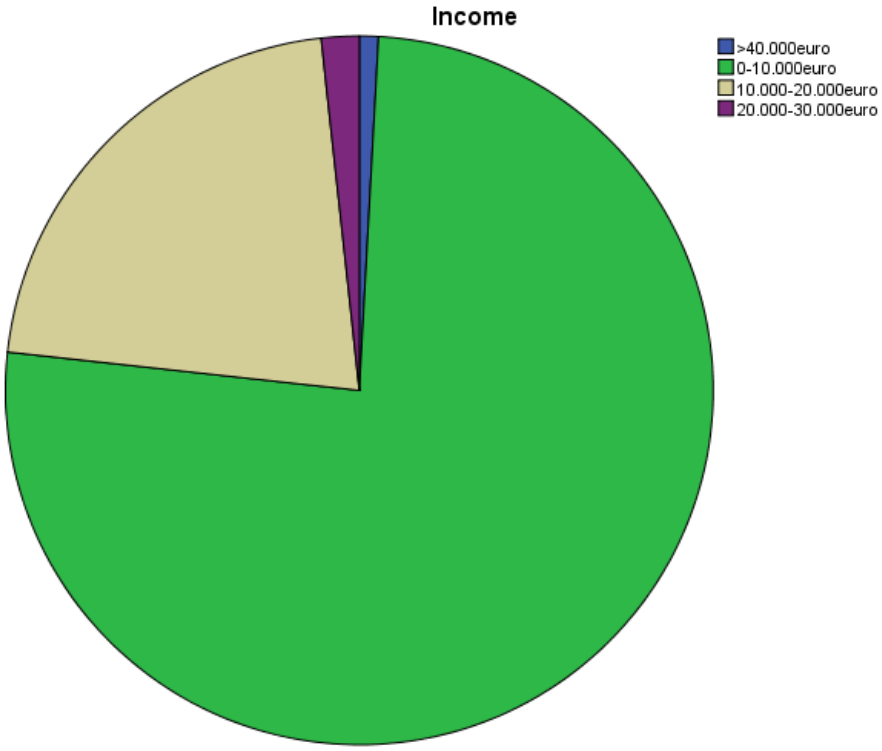
1
2
3
4
no anwer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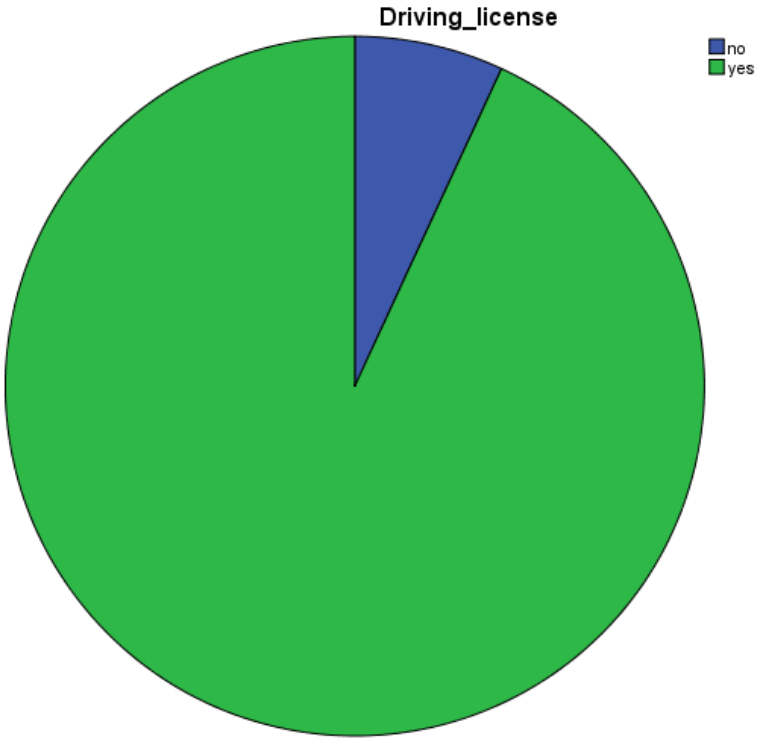
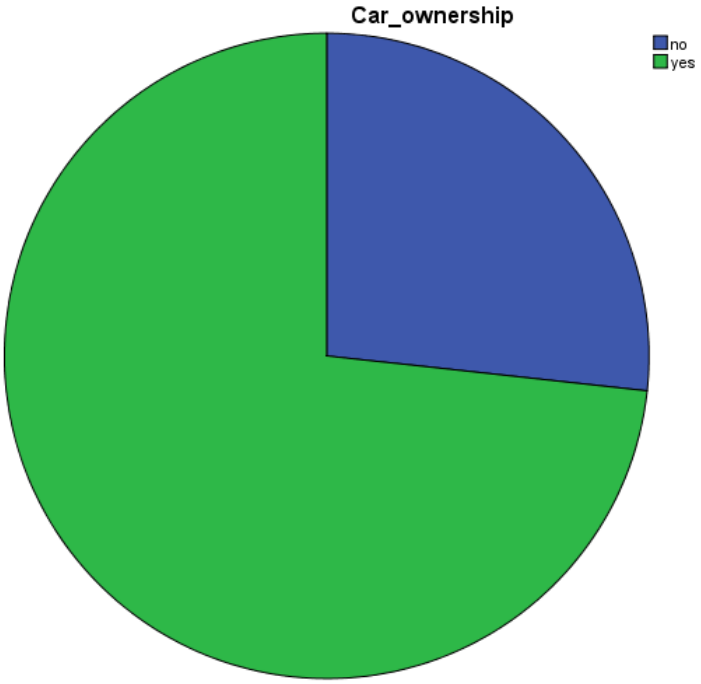
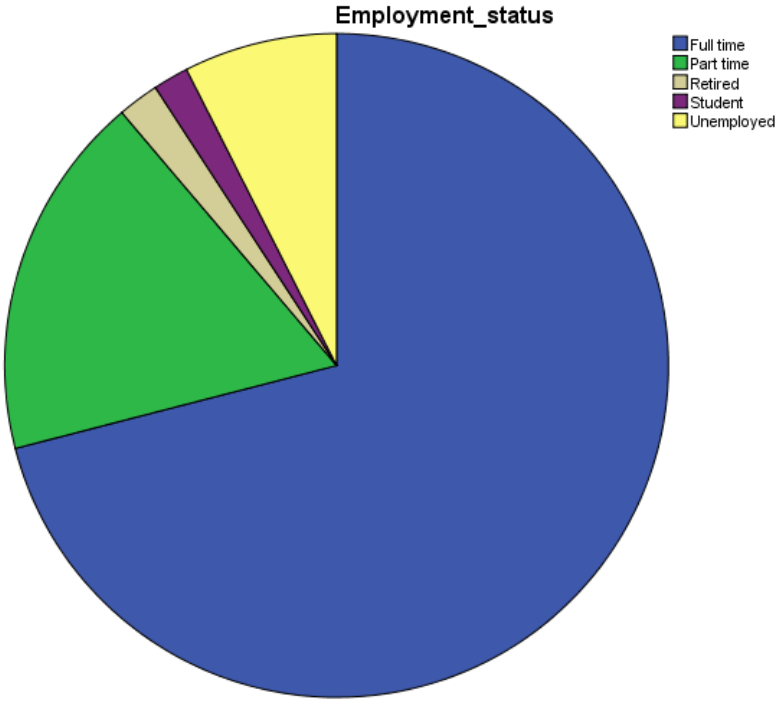
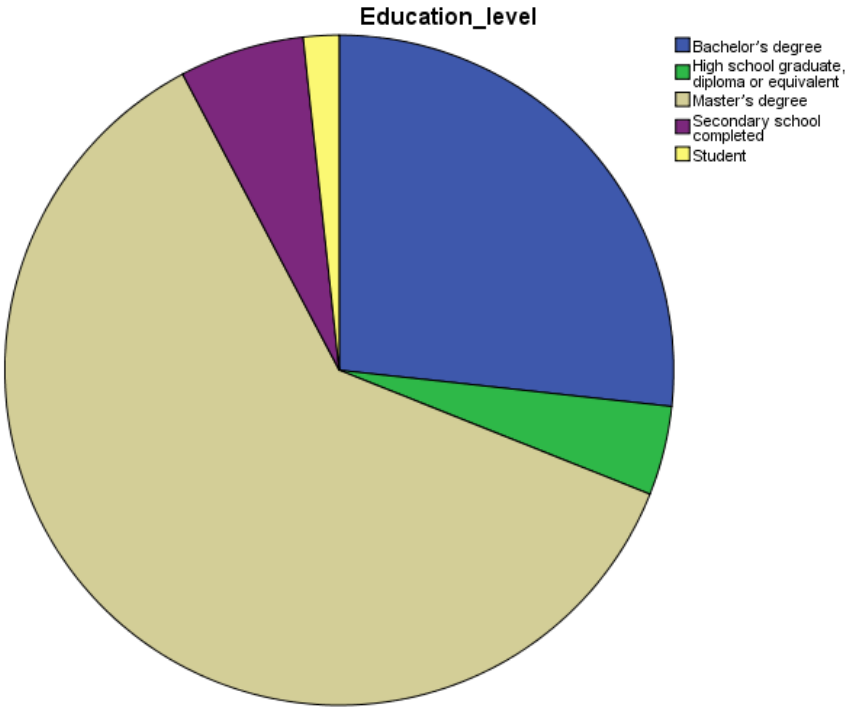
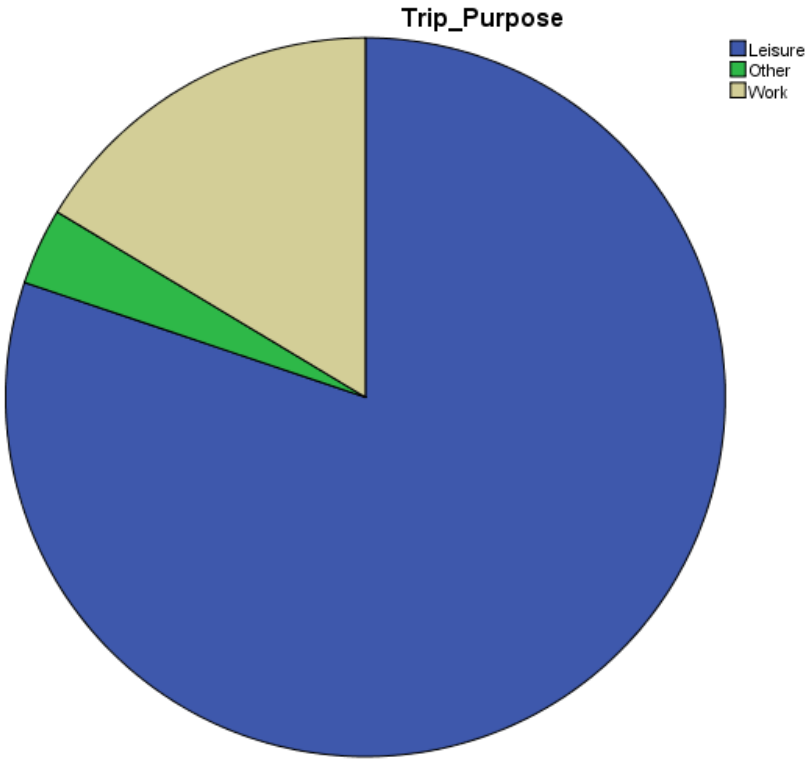
0-10.000euro
10.000-20.000euro
20.000-30.000euro

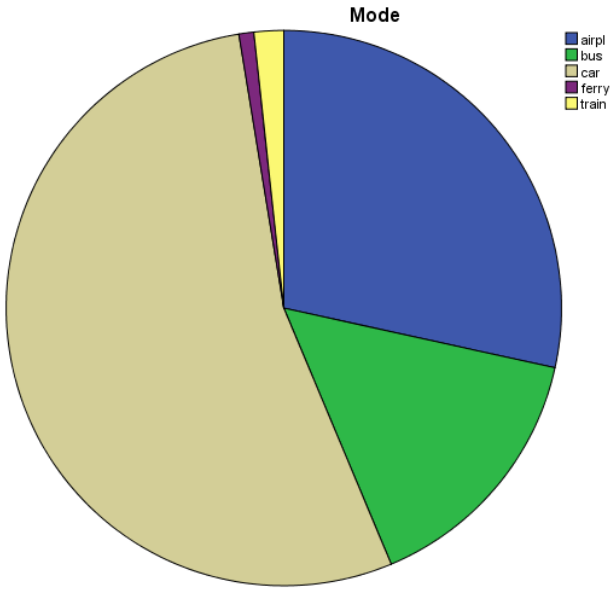

Driving_license
no
yes

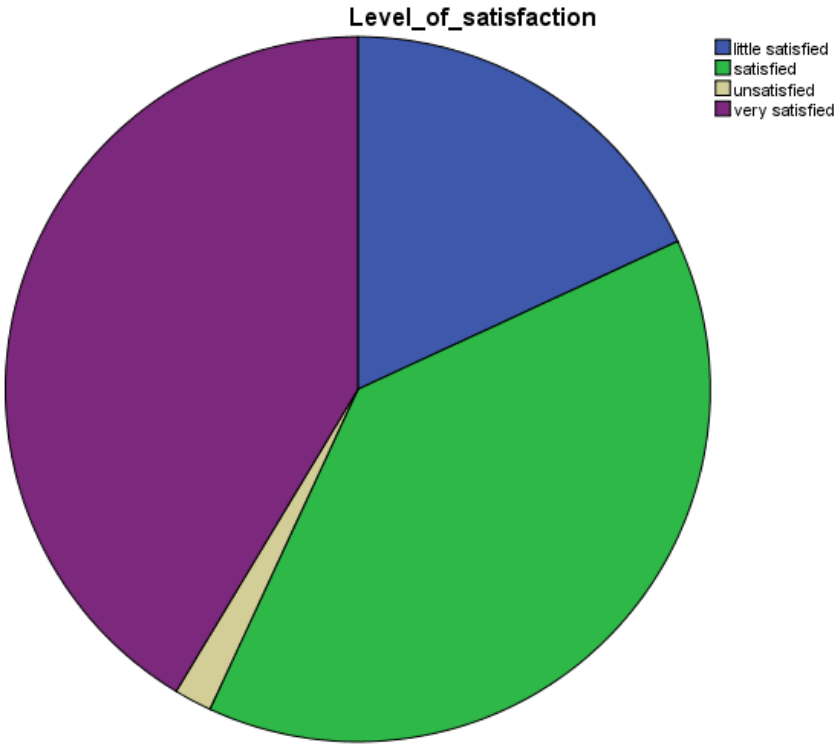

Car_ownership
no
yes

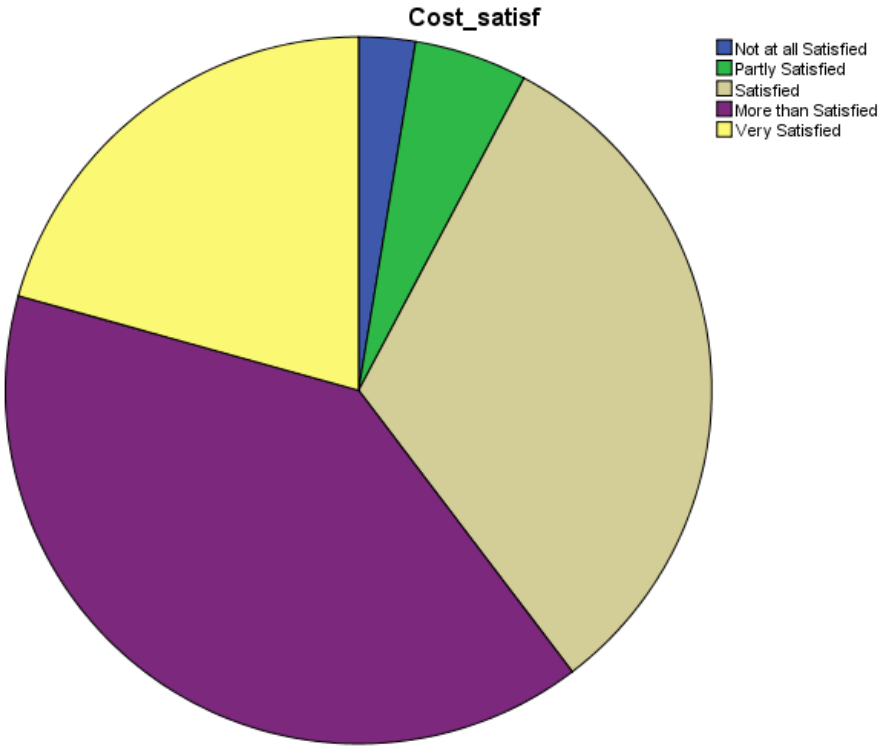

Employment_status
Full time
Part time
Retired
Student
Unemployed

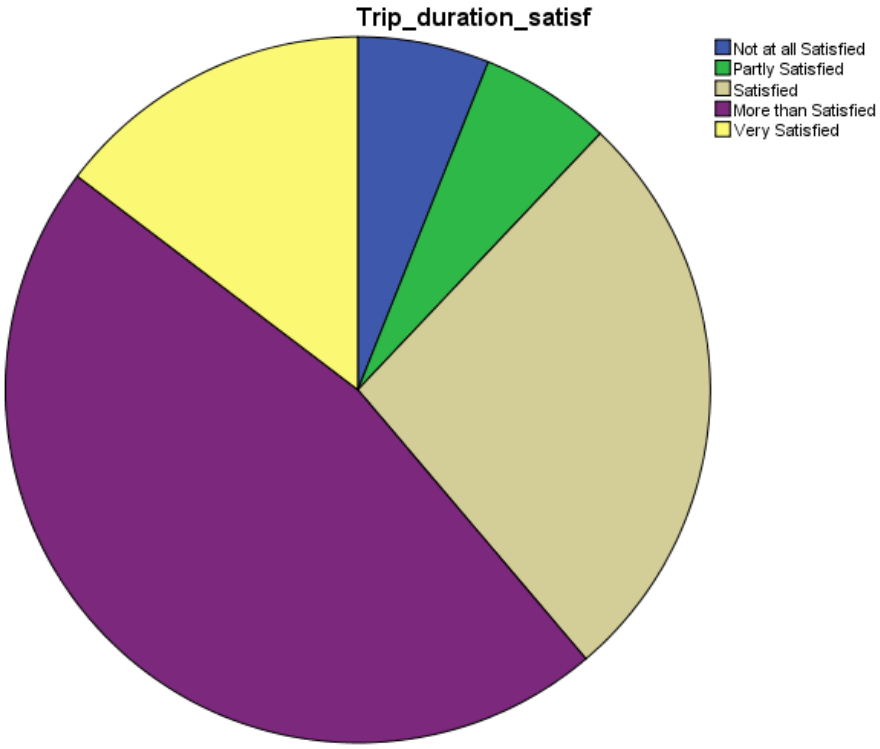

Education_level
Bachelor's degree
High school graduate, diploma or equivalent
Master's degree
Secondary school completed
Student


Trip_Purpose
Leisure
Other
Work


Mode
airpl
bus
car
ferry
train


Level_of_satisfaction
little satisfied
satisfied
unsatisfied
very satisfied


Cost_satisf
Not at all Satisfied
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied


Trip_duration_satisf
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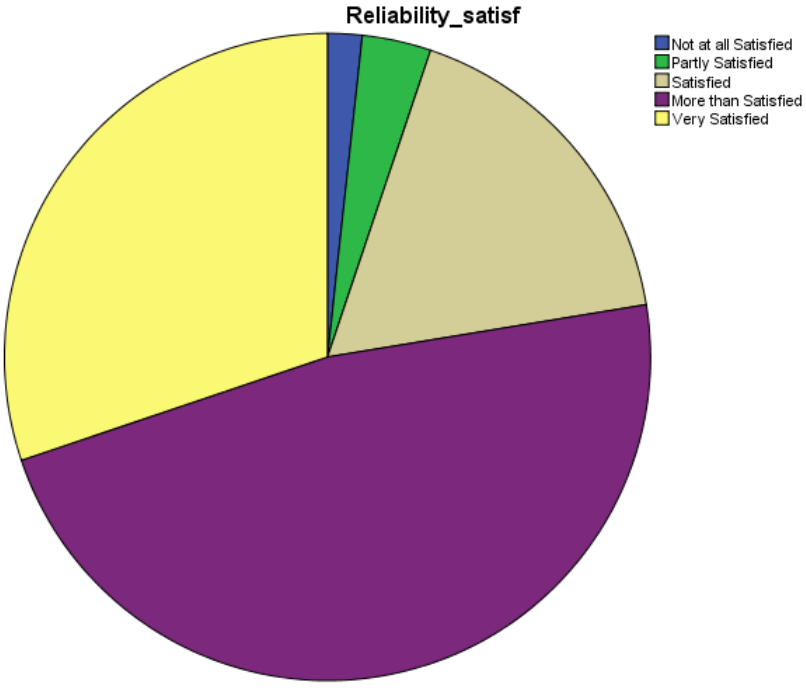
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied


Reliability_satisf
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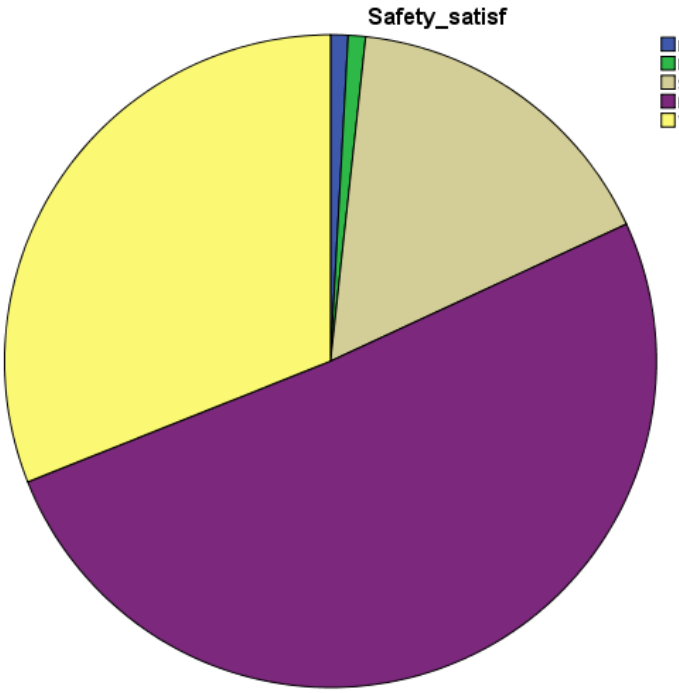
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied


Safety_satisf
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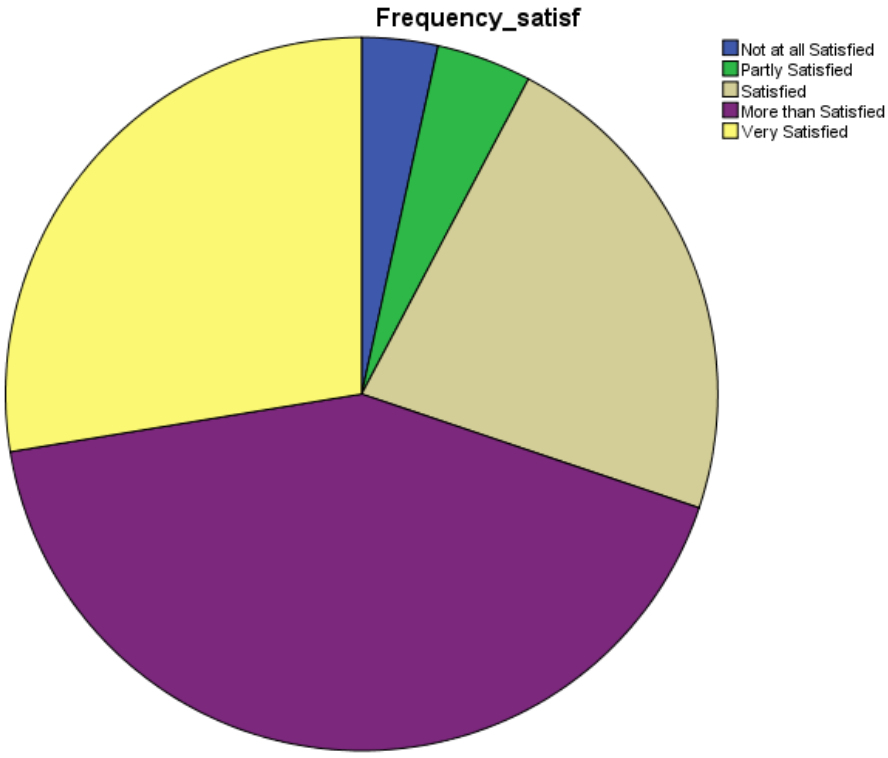
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied


Frequency_satisf
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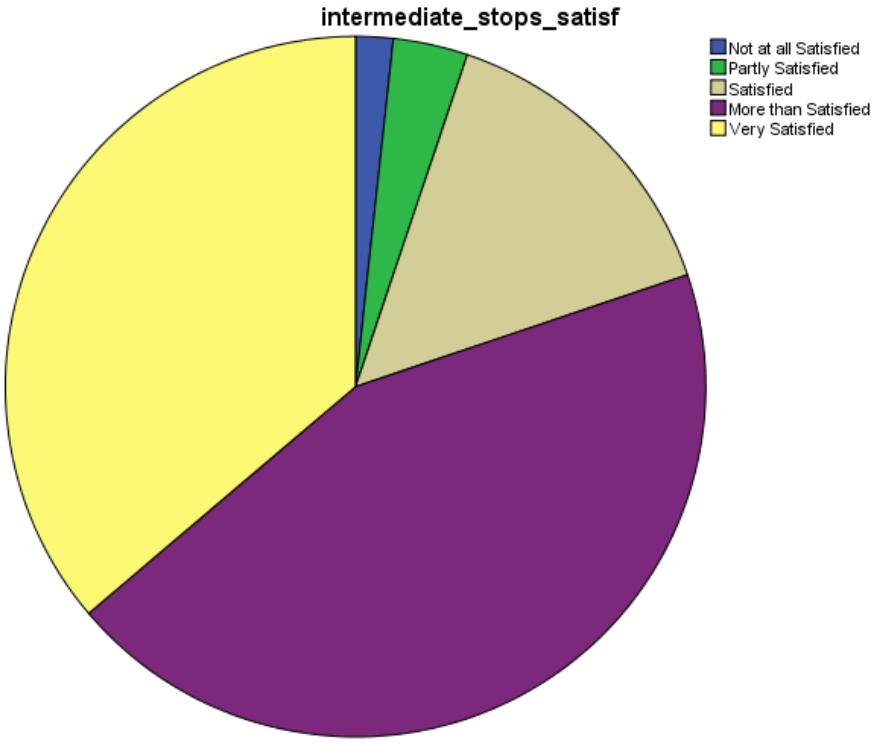
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied


intermediate_stops_satisf
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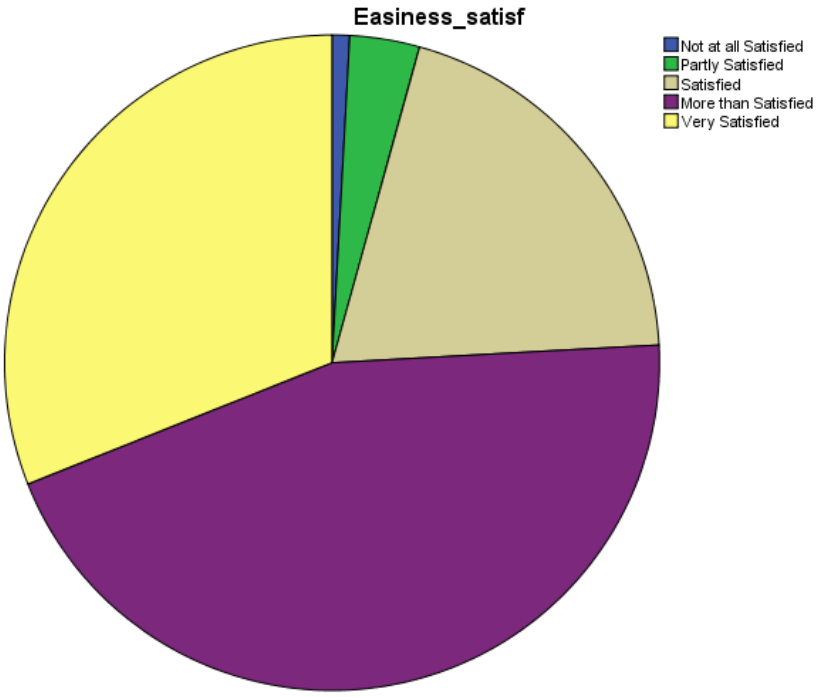
Satisfied
More than Satisfied
Very Satisfied


Easiness_satisf
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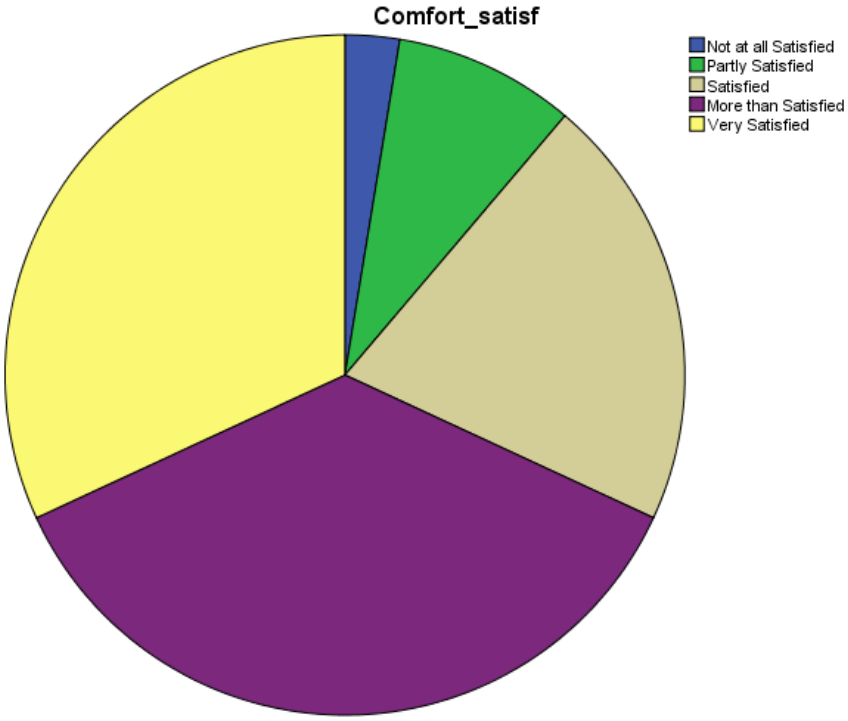
Satisfied
More than Satisfied
Very Satisfied


Comfort_satisf
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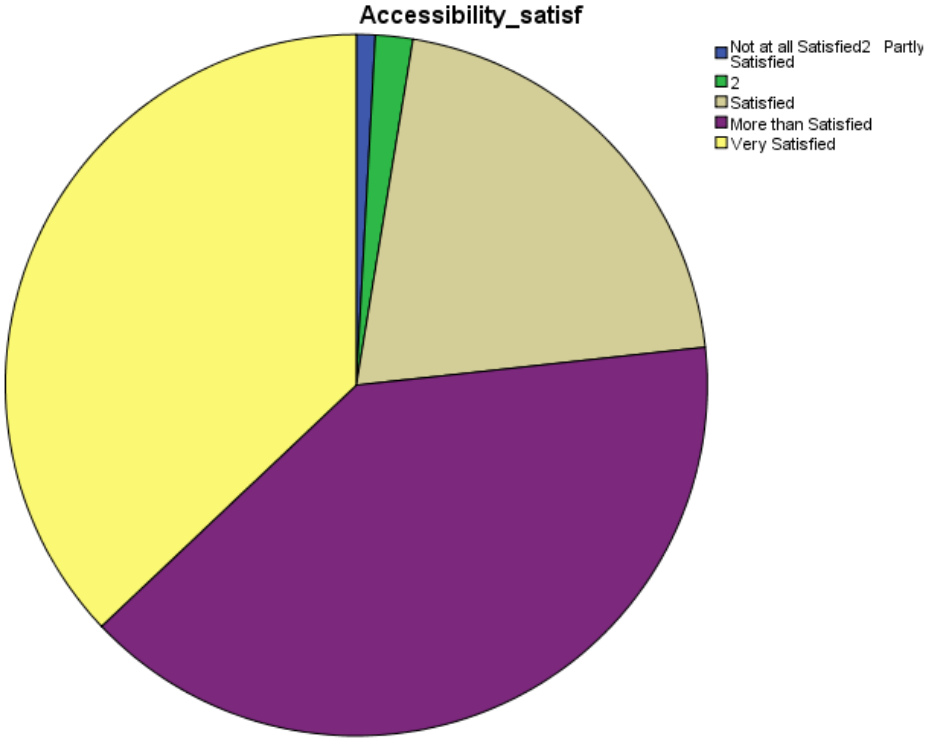
Partly Satisfied
Satisfied
More than Satisfied
Very Satisfied


Accessibility_satisf
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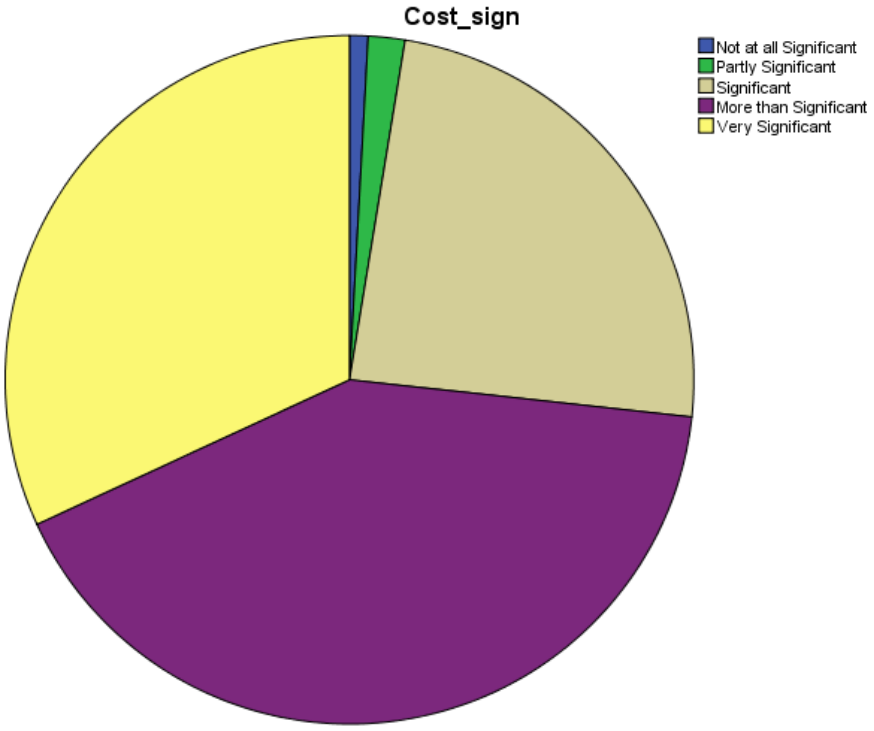
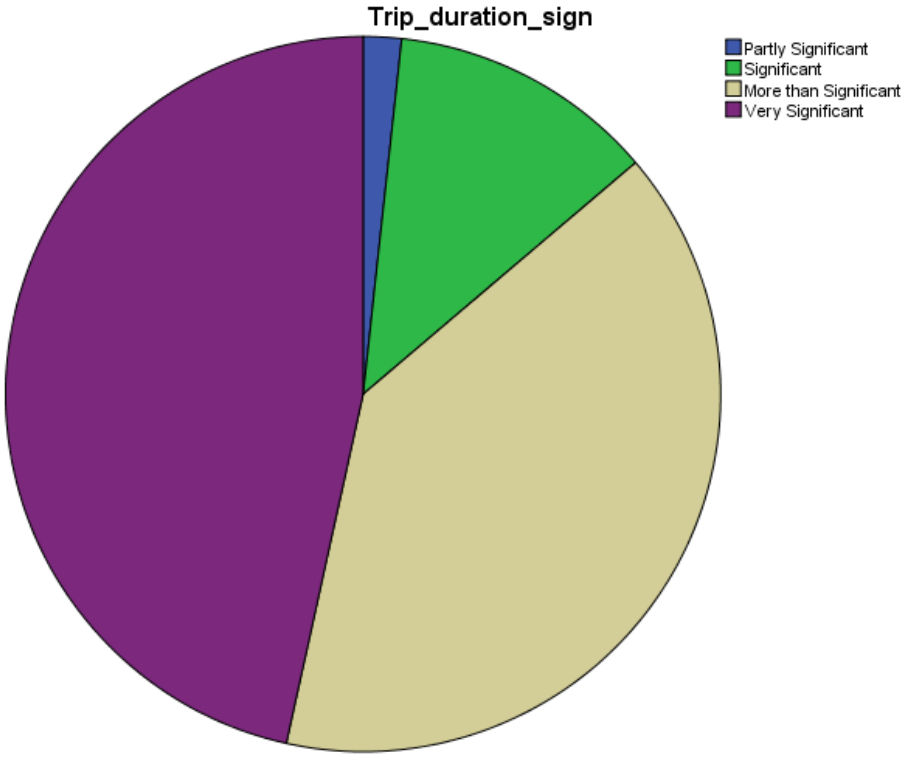
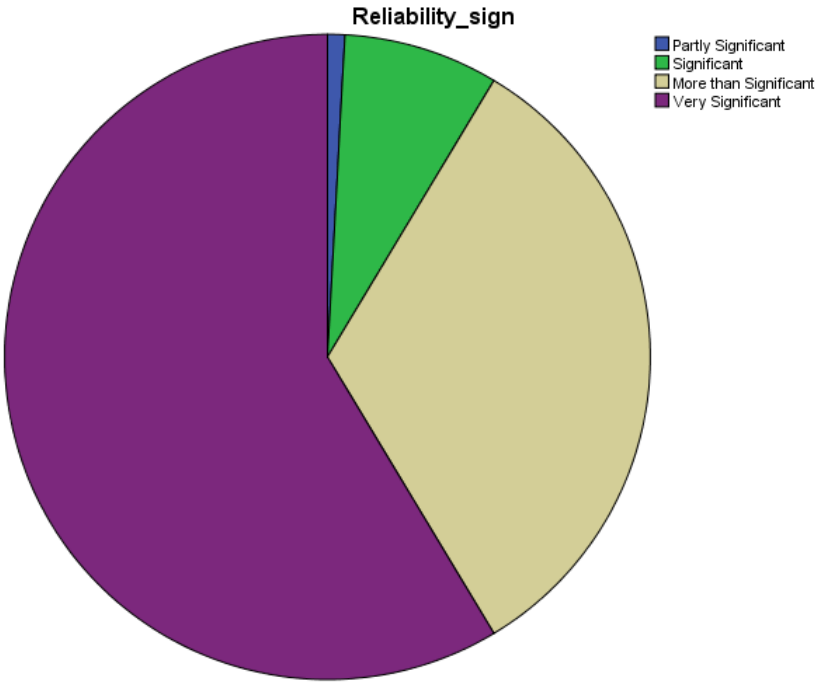
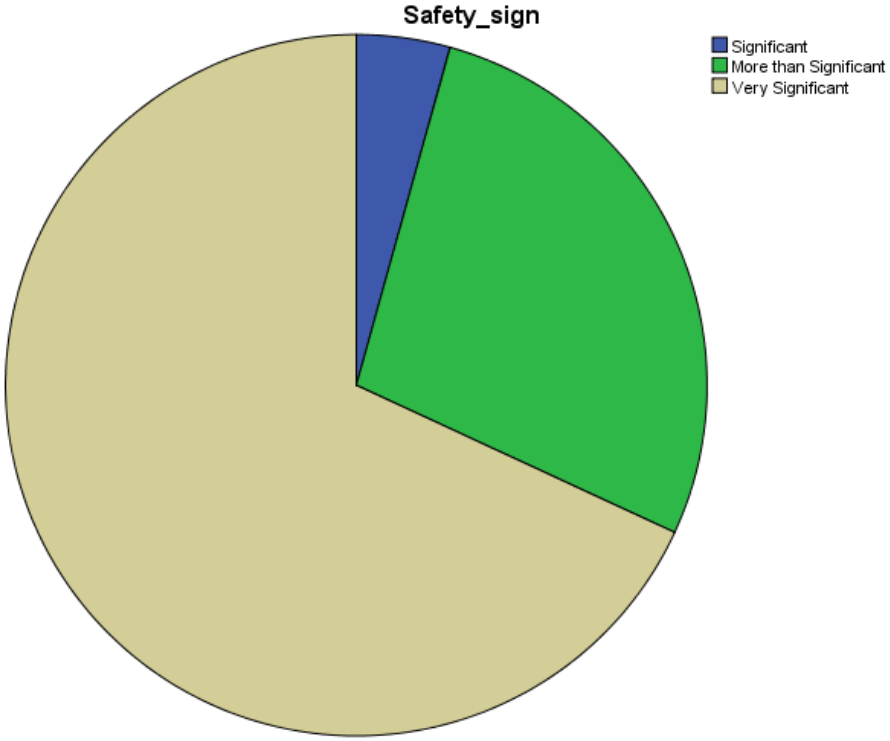
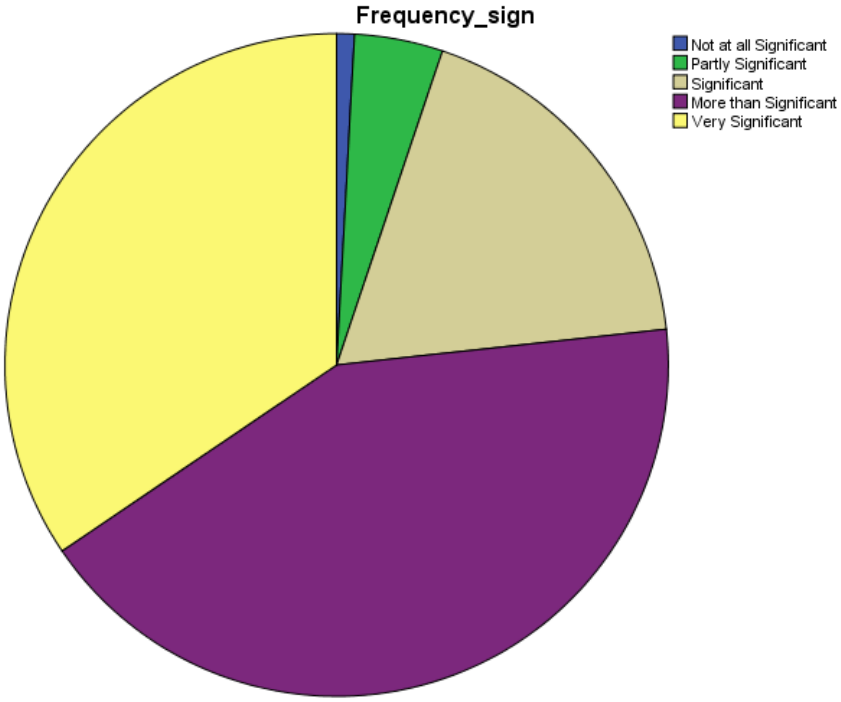
2
Satisfied
More than Satisfied
Very Satisfied

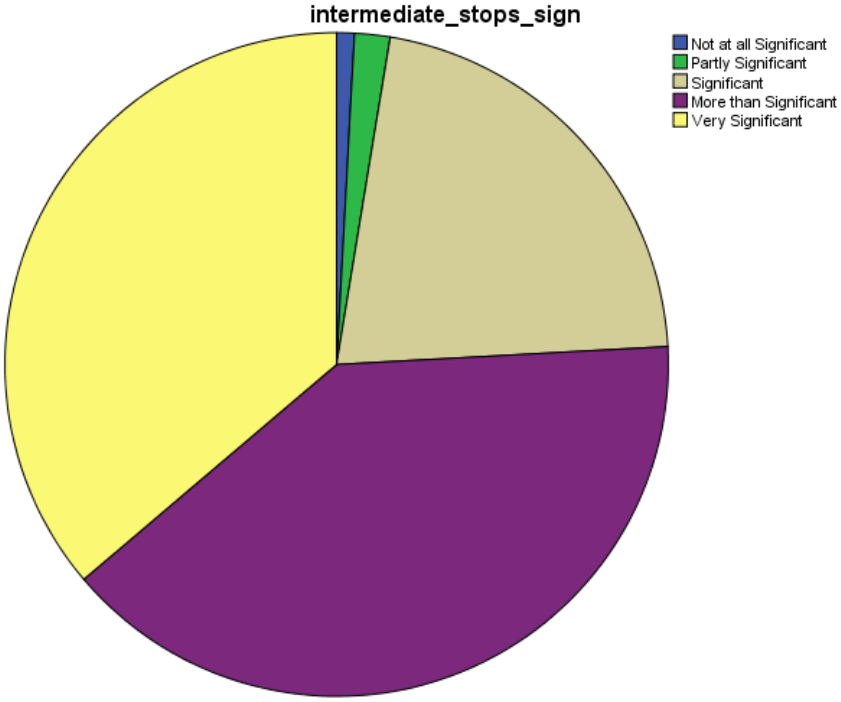

Cost_sign
Not at all Significant
Partly Significant
Significant
More than Significant
Very Significant

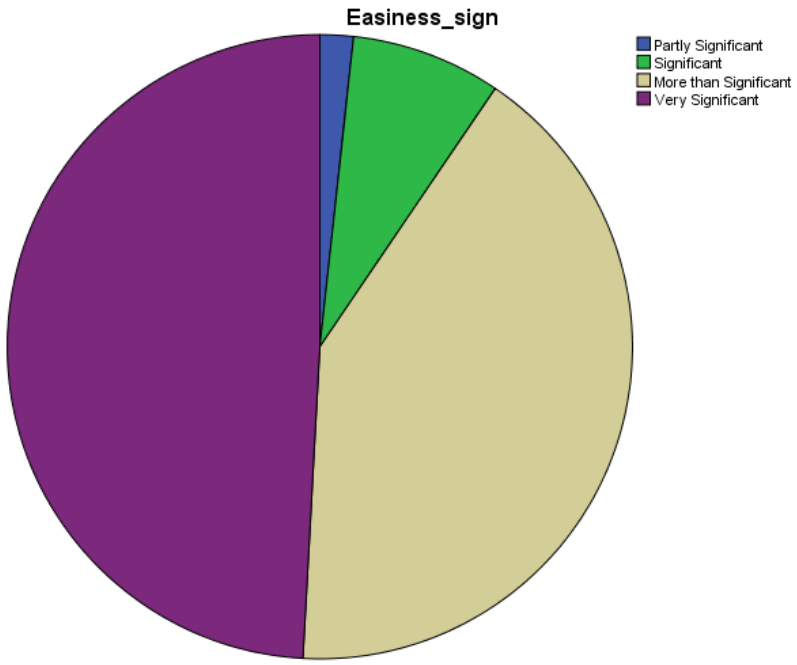

Trip_duration_sign
Partly Significant
Significant
More than Significant
Very Significant

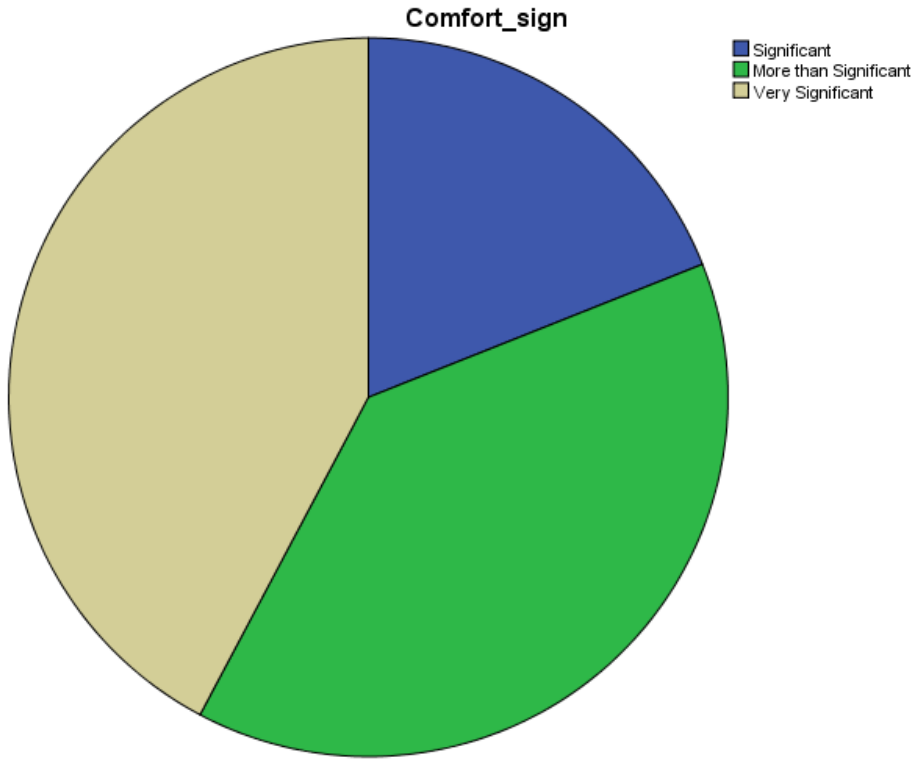

Reliability_sign
Partly Significant
Significant
More than Significant
Very Significant

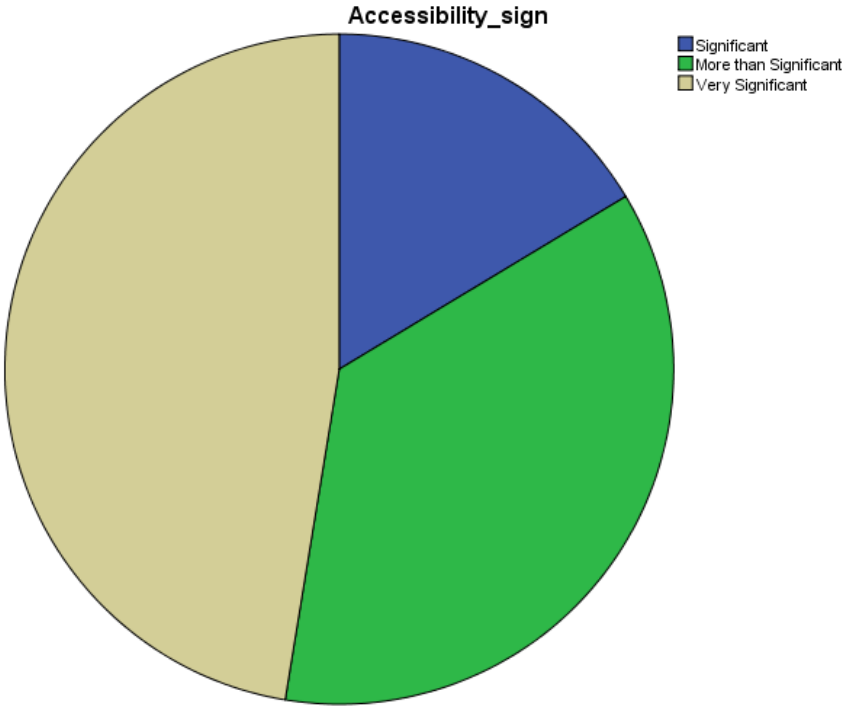

Safety_sign
Significant
More than Significant
Very Significant


Frequency_sign
Not at all Significant
Partly Significant
Significant
More than Significant
Very Significant


intermediate_stops_sign
Not at all Significant
Partly Significant
Significant
More than Significant
Very Significant


Easiness_sign
Partly Significant
Significant
More than Significant
Very Significant


Comfort_sign
Significant
More than Significant
Very Significant



Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Cost_satisf	348	1	5	3,71	,939
Trip_duration_satisf	348	1	5	3,58	1,011
Reliability_satisf	348	1	5	4,01	,877
Safety_satisf	348	1	5	4,10	,760
Frequency_satisf	348	1	5	3,86	,983
intermediate_stops_satisf	348	1	5	4,09	,892
Easiness_satisf	348	1	5	4,02	,852
Comfort_satisf	348	1	5	3,86	1,043
Accessibility_satisf	348	1	5	4,10	,846
Cost_sign	348	1	5	4,02	,842
Trip_duration_sign	348	2	5	4,31	,749
Reliability_sign	348	2	5	4,49	,677
Safety_sign	348	3	5	4,64	,564
Frequency_sign	348	1	5	4,05	,881
intermediate_stops_sign	348	1	5	4,09	,848
Easiness_sign	348	2	5	4,38	,704
Comfort_sign	348	3	5	4,23	,748
Accessibility_sign	348	3	5	4,31	,737
Valid N (listwise)	348				

Crosstabs

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Gender * Trip_duration_satisf	348	100,0%	0	0,0%	348	100,0%
Age_group * Trip_duration_satisf	348	100,0%	0	0,0%	348	100,0%
Income * Trip_duration_satisf	348	100,0%	0	0,0%	348	100,0%
Employment_status * Trip_duration_satisf	348	100,0%	0	0,0%	348	100,0%
Education_level * Trip_duration_satisf	348	100,0%	0	0,0%	348	100,0%
Trip_Purpose * Trip_duration_satisf	348	100,0%	0	0,0%	348	100,0%

Gender * Trip_duration_satisf

Crosstab
Count

		Trip_duration_satisf				
		Not at all Satisfied	Partly Satisfied	Satisfied	More than Satisfied	Very Satisfied
Gender	F	6	15	57	93	21
	M	15	6	36	69	30
Total		21	21	93	162	51

Crosstab
Count

		Total
Gender	F	192
	M	156
Total		348

Symmetric Measures[a]

	Value
N of Valid Cases	348

a. Correlation statistics are available for numeric data only.

Age_group * Trip_duration_satisf

Crosstab
Count

		Trip_duration_satisf				
		Not at all Satisfied	Partly Satisfied	Satisfied	More than Satisfied	Very Satisfied
Age_group	1	4	5	6	8	0
	2	13	11	61	115	39
	3	4	5	26	32	12
	4	0	0	0	4	0
	no anwer	0	0	0	3	0
Total		21	21	93	162	51

Crosstab
Count

		Total
Age_group	1	23
	2	239
	3	79
	4	4
	no anwer	3
Total		348

Symmetric Measures[a]

	Value
N of Valid Cases	348

a. Correlation statistics are available for numeric data only.

Income * Trip_duration_satisf

Crosstab
Count

	Trip_duration_satisf

		Not at all Satisfied	Partly Satisfied	Satisfied	More than Satisfied
Income	>40.000euro	0	0	0	3
	0-10.000euro	21	21	63	130
	10.000-20.000euro	0	0	27	29
	20.000-30.000euro	0	0	3	0
Total		21	21	93	162

Crosstab
Count

		Trip_duration_satisf	Total
		Very Satisfied	
Income	>40.000euro	0	3
	0-10.000euro	29	264
	10.000-20.000euro	19	75
	20.000-30.000euro	3	6
Total		51	348

Symmetric Measures[a]

	Value
N of Valid Cases	348

a. Correlation statistics are available for numeric data only.

Employment_status * Trip_duration_satisf

Crosstab
Count

		Trip_duration_satisf			
		Not at all Satisfied	Partly Satisfied	Satisfied	More than Satisfied
Employment_status	Full time	13	7	65	120
	Part time	3	5	20	26
	Retired	0	0	0	6
	Student	3	0	0	3
	Unemployed	2	9	8	7
Total		21	21	93	162

Crosstab
Count

	Trip_duration_satisf	Total
	Very Satisfied	

	Full time	42	247
	Part time	8	62
Employment_status	Retired	1	7
	Student	0	6
	Unemployed	0	26
Total		51	348

Symmetric Measures[a]

	Value
N of Valid Cases	348

a. Correlation statistics are available for numeric data only.

Education_level * Trip_duration_satisf

Crosstab
Count

		Trip_duration_satisf		
		Not at all Satisfied	Partly Satisfied	Satisfied
Education_level	Bachelor's degree	0	12	21
	High school graduate, diploma or equivalent	3	0	6
	Master's degree	15	9	63
	Secondary school completed	0	0	3
	Student	3	0	0
Total		21	21	93

Crosstab
Count

		Trip_duration_satisf		Total
		More than Satisfied	Very Satisfied	
Education_level	Bachelor's degree	45	15	93
	High school graduate, diploma or equivalent	6	0	15
	Master's degree	90	36	213
	Secondary school completed	18	0	21
	Student	3	0	6
Total		162	51	348

Symmetric Measures[a]

	Value
N of Valid Cases	348

a. Correlation statistics are available for numeric data only.

Trip_Purpose * Trip_duration_satisf

Crosstab
Count

		Trip_duration_satisf			
		Not at all Satisfied	Partly Satisfied	Satisfied	More than Satisfied
Trip_Purpose	Leisure	12	18	78	126
	Other	3	3	0	6
	Work	6	0	15	30
Total		21	21	93	162

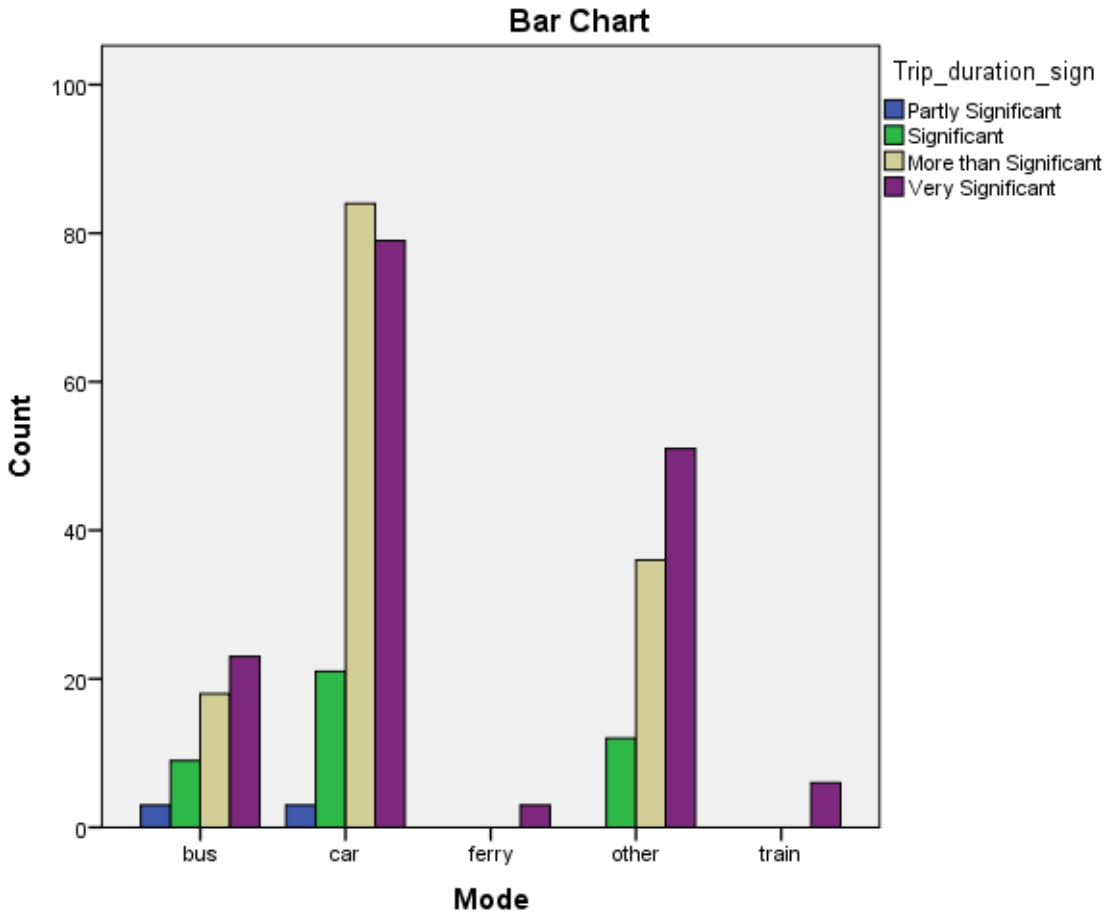
Crosstab
Count

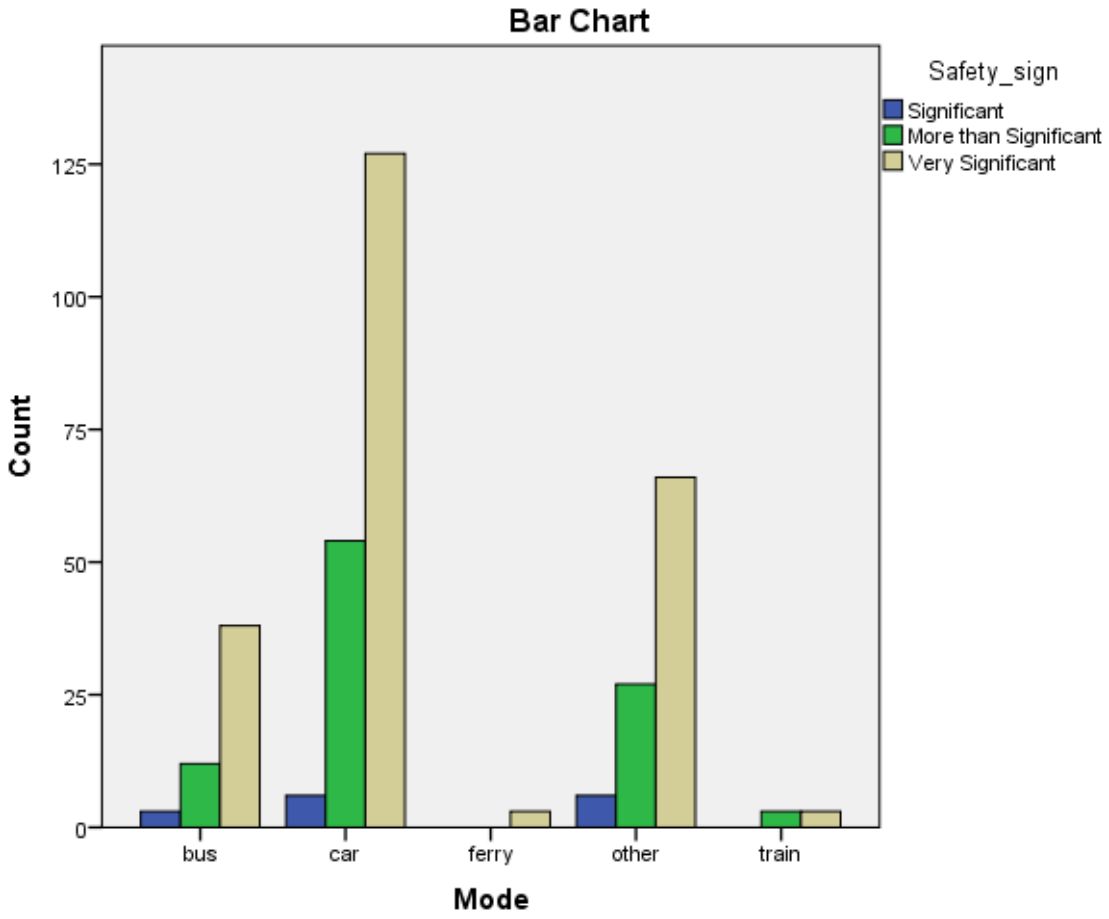
		Trip_duration_satisf	Total
		Very Satisfied	
Trip_Purpose	Leisure	45	279
	Other	0	12
	Work	6	57
Total		51	348

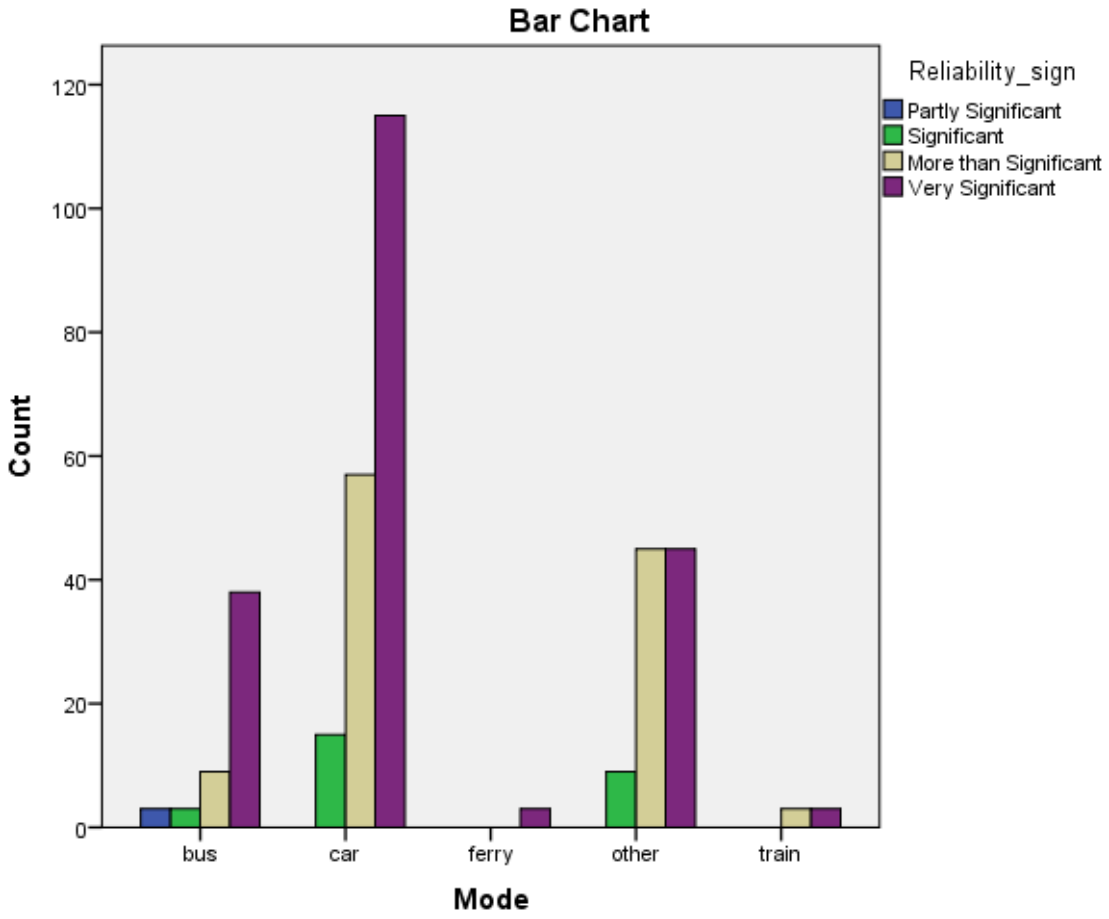
Symmetric Measures[a]

	Value
N of Valid Cases	348

a. Correlation statistics are available for numeric data only.


Bar Chart
Trip_duration_sign
Partly Significant
Significant
More than Significant
Very Significant
Count
100
80
60
40
20
0
bus
car
ferry
other
train
Mode


Bar Chart
Safety_sign
Significant
More than Significant
Very Significant
Count
125
100
75
50
25
0
bus
car
ferry
other
train
Mode


Bar Chart
Reliability_sign
Partly Significant
Significant
More than Significant
Very Significant
Count
120
100
80
60
40
20
0
bus
car
ferry
other
train
Mode