

D 5.3.2 – Assessment and evaluation surveys

Activity 5.3 – Assessment and evaluation

December 2021 – Final version

Partner: **PP4 - University of Trieste**

Authors: S. Carciotti, L. Castelli, B. Chiarelli, A. Gasparin, E. M. Bertolini

Email: lorenzo.castelli@dia.units.it

Project Acronym	E-CHAIN
Project ID Number	10048282
Project Title	Enhanced Connectivity and Harmonization of data for the Adriatic Intermodal Network
Priority Axis	4 - Maritime Transport
Specific objective	4.1 - Improve the quality, safety and environmental sustainability of marine and coastal transport services and nodes by promoting multimodality in the programme area
Work Package Number	5
Work Package Title	Services and Transport Vehicle Integration
Activity Number	5.3
Activity Title	Assessment and evaluation
Partner in Charge	PP4 – University of Trieste
Partners involved	LP - Municipality of Ancona PP1 - Amatori Interestate SRL PP2 - Brusutti S.R.L. PP3 - G.M.T. S.P.A. PP4 - University of Trieste PP5 - University of Rijeka, Faculty of Maritime Studies Rijeka PP6 – Prosoft d.o.o. PP7 - Jadrolinija PP8 - City of Split PP9 - Rathmann d.o.o.
Status	Final
Distribution	Public

VERSION CONTROL

Work Package:	5. Services and Transport Vehicle Integration
Work Package Leader:	University of Trieste
Activity:	Activity 5.3 – Assessment and evaluation
Deliverable:	5.3.2 – Assessment and evaluation surveys

Version:	Final
Type:	Report
Availability:	Public
Responsible Partner:	PP4 University of Trieste
Authors of the document:	S. Carciotti, L. Castelli, B. Chiarelli, A. Gasparin, E. M. Bertolini
Date:	31/12/2021

TABLE OF CONTENTS

Version control	2
Table of Contents.....	3
LIST OF FIGURES.....	4
LIST OF TABLES.....	4
Acronyms / Abbreviations	5
1. INTRODUCTION.....	6
2. SURVEY RECEIVERS	7
2A USER TRAVELING WITH FAMILY	11
2B USER TRAVELING WITH CAMPER.....	16
2C USER WHO TRAVELS AS A HELPER OF A PERSON WITH DISABILITY, OR WHO HAS A DISABILITY HIMSELF/HERSELF.....	19
BIBLIOGRAPHY	24
3. ANNEXES	25

LIST OF FIGURES

FIGURE 1. CHILDREN’S CORNER DESCRIPTION ON JADROLINIJA WEBSITE	13
FIGURE 2. FAMILY FRIENDLY SERVICES DESCRIPTION ON TIRRENIA WEBSITE.....	14
FIGURE 3. FAMILY FRIENDLY SERVICES DESCRIPTION ON GNV WEBSITE	14
FIGURE 4. FAMILY FRIENDLY SERVICES DESCRIPTION ON ADRIA FERRIES WEBSITE	15
FIGURE 5. FAMILY FRIENDLY SERVICES DESCRIPTION ON GRIMALDI LINES WEBSITE	15
FIGURE 6. CAMPERS & CARAVANS TRAVELING INFO ON MOBY WEBSITE	17
FIGURE 7. CAMPERS & CARAVANS TRAVELING INFO ON GRIMALDI LINES WEBSITE	18
FIGURE 8. FACILITIES FOR PEOPLE WITH SPECIAL NEEDS ON TIRRENIA WEBSITE	23
FIGURE 9. FACILITIES FOR PEOPLE WITH SPECIAL NEEDS ON GRIMALDI LINES WEBSITE.....	23

LIST OF TABLES

TAB 1. AVAILABILITY OF INFORMATION ON DEDICATED PAGES ON TRAVEL COMPANY WEBSITES FOR USERS TRAVELING WITH FAMILY	13
TAB 2. AVAILABILITY OF INFORMATION ON DEDICATED PAGES ON TRAVEL COMPANY WEBSITES FOR USERS TRAVELING WITH CAMPER	17
TAB 3. AVAILABILITY OF INFORMATION ON DEDICATED PAGES ON TRAVEL COMPANY WEBSITES FOR USERS TRAVELING WITH SPECIAL NEEDS	22

ACRONYMS / ABBREVIATIONS

ACRONYM	DEFINITION
PP	Project partners
PT	Project Team
TC	Technical task coordinator
WP	Work package
IT	Information Technologies

1. INTRODUCTION

This Deliverable addresses the collection of useful data to understand the needs of different categories of users assumed to be interested in using the E-chain platform. A survey has been developed to collect some information regarding the preferences of the users with respect to the modality usually chosen for travel between Italy and Croatia.

To facilitate its compilation, the survey has been structured in different sections:

Section 1 - presentation of the survey and the project

Section 2 - travel between Italy and Croatia and profiling by type of traveller

Section 3 - travel experiences by type of traveller

Section 4 - travel sustainability choices

Section 5 - data collection and release

Section 6 - positive effects on the territory in case of a more open sharing of data

Section 7 - collection of general information

The survey has been processed in Italian language to collect data more easily: if it had been delivered in English, it would have been a barrier in participating. To collect information from Croatian users, the same survey will be translated in Croatian language and delivered from Croatian partners to the receivers they know.

2. SURVEY RECEIVERS

The survey has been developed and distributed with a CAWI (Computer Assisted Web Interview) technique using Google Forms. The link to access was delivered via email to a list of internal contacts and it was posted on social media on dedicated pages or groups almost visited by Italians, such as:

Pages dealing with tourism themes

Friuli Venezia Giulia Turismo

Facebook page

<https://www.facebook.com/friuliveneziagiulia.turismo>

Pages dealing with Croatia

Croazia Mare

Facebook page

<https://www.facebook.com/croazia.mare.vacanze>

Croazia Tours

Facebook page

<https://www.facebook.com/croazia>

Italiani in Croazia

Facebook public group

<https://www.facebook.com/groups/italianiincroazia>

Viaggiare in Croazia

Facebook public group

<https://www.facebook.com/groups/2111051099039218>

Amanti delle vacanze in Croazia

Facebook public group

<https://www.facebook.com/groups/893851970677577/>

Vacanze in Croazia

Facebook public group

<https://www.facebook.com/groups/239919696032860/>

Croazia da vivere

Facebook public group

<https://www.facebook.com/groups/998900880639747/>

Pages dealing with traveling with children

Its4kids - Vacanze a misura di bambini

Facebook page

<https://www.facebook.com/Its4kids/>

Pages dealing with traveling with camper

Camperisti italiani

Facebook private group

<https://www.facebook.com/groups/icamperisti>

Pages dealing with disabilities

Turismo accessibile - proposte e soluzioni

Facebook private group linked to the Facebook page “InVisibili - Corriere della Sera”

<https://www.facebook.com/groups/1704521829766756>

Viaggi Accessibili

Facebook private group

<https://www.facebook.com/groups/1125038564285509/>

Turismo accessibile – Vacanze per disabili

Facebook public group

<https://www.facebook.com/groups/vacanzeaccessibili/>

Viaggi, Sport & Attività per Disabili

Facebook public group

<https://www.facebook.com/groups/sportdisabili/>

Although the technique used has limitations in terms of statistical representativeness of the intercepted sample - respondents were not recruited according to probabilistic criteria but based on their choice to participate) - the results obtained have been satisfactory: 53 people responded in the period between December 20th, 2021, and December 31th, 2021. This survey will also be proposed in Croatian language from Croatian partners of the E-Chain consortium to capture the opinions and requirements from Croatian travellers. A consolidated analysis of both Italian and Croatian surveys will be presented in deliverable D5.3.3. “Assessment and evaluation report”.

According to the project intentions, some questions try to intercept the needs of some categories of travellers who have been profiled to define more precisely the functionalities the platform will have to meet.

Given the typical traveller “who travels alone for business or other reasons, or who travels with friends”, the other identified categories are:

- a. user traveling with family
- b. user traveling with camper
- c. user traveling as a helper of a person with disability, or who has disability himself/herself.

2A USER TRAVELING WITH FAMILY

The needs of those traveling with family, specifically with young children (under 12 years old), are very different than those traveling alone or with other adults.

The planning of the trip becomes an important phase: knowing in advance what you will encounter before, during and after the trip are essential information to avoid problems or inconveniences that could make the experience negative.

Some elements to consider when planning a trip are the choice of transportation method(s), the time it takes to reach the destination, the costs saving and CO2 saving.

Regarding the transportation system, but also to the departure and arrival stations, the spatial characteristics, and the services available play a fundamental role on which the success of the trip can largely depend.

So-called "baby-friendly" or "kid-friendly" spaces and services are increasingly in demand, but so are "family-friendly" spaces and services. There are several certifications and quality marks that can be awarded to public and/or private entities upon demonstration of the characteristics of the spaces and services offered.

In short, a kid-friendly environment is a space made specifically for children, designed for their needs, their requirements, and their size. A kid-friendly area will have, for example, furnishings for children (in terms of size and type), objects suitable for their hands, images that they are able to see and understand, specific proposals for the characteristics of their age. Kid-friendly spaces can also be frequented by groups of children or by children accompanied by adults other than their parents.

A family-friendly environment is suitable for the whole family; this means that it is designed to make all its members feel good in it, and that the intention is to encourage interaction between them. Generally, places that are considered family-friendly also welcome people without children.

To collect information that can be directly useful and can be used to better outline the characteristics that E-chain platform must have, the questions proposed to those who travel with their families investigate the experience of traveling by ferry, also considering routes different from those between Italy and Croatia. Specifically, it was asked to express the three greatest criticalities encountered from a sample list:

- general trip organization
- booking tickets
- waiting for boarding
- journey on ferryboat
- arrival at destination
- finding information
- long waiting times
- inaccessible spaces
- other

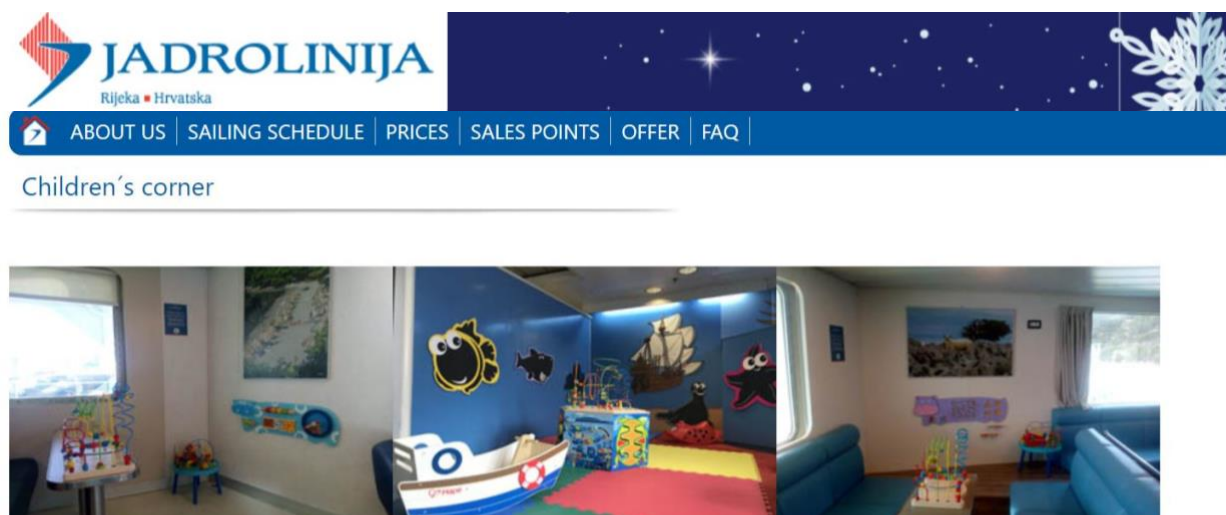
An analysis of the websites of some ferry companies operating in the Adriatic or Tyrrhenian Sea (Tab.1) shows that, in general and in recent years, almost all travel companies are offering child-friendly spaces, providing play areas, specific equipment in dining areas (highchairs, bottle warmers) and equipment to facilitate hygiene care (changing tables). The presence of these services is also reported on the dedicated pages of the companies' websites, precisely because it is recognized the importance of knowing these facilities in advance to be able to face a more conscious journey.

However, the same information is not always available, and in a systematic way, regarding ports of departure and arrival, and regarding cultural and tourist attractions of the destinations, such as museums, restaurants, stores, etc...

Some questions then investigate whether any information about the presence of family-friendly spaces also in ports and cultural and tourist attractions in destinations would be an appreciated element.

	Travel companies	Baby and family-friendly services
1	Adria Ferries	yes
2	Caronte tourist	yes
3	Corsica Ferries	yes
4	GNV	yes
5	Grimaldi Lines	yes
6	Jadrolinija	yes
7	Moby Lines	yes
8	SNAV	no
9	Tirrenia	yes
10	Ventouris Ferries	no

Tab 1. Availability of information on dedicated pages on travel company websites for users traveling with family



From 2016 Jadrolinija has started by introducing a special offer for our youngest travelers – “Jadrolinija - children's friend”. The project does consist of decorating children corners on Jadrolinija ships and at Jadrolinija agencies, in order to make our little and faithful passengers enjoy traveling in game and fun. Jadrolinija is happy to announce 10 children corners on the following car ferries: Krk, Brač, Mljet, Kornati, Petar Hektorović and Biokovo, catamaran Vida, as well as, at Split and Zadar Jadrolinija agencies. The newest corner that has, successfully, been renewed in 2018 is the one on the ferry Dubrovnik.

Figure 1. Children's corner description on Jadrolinija website

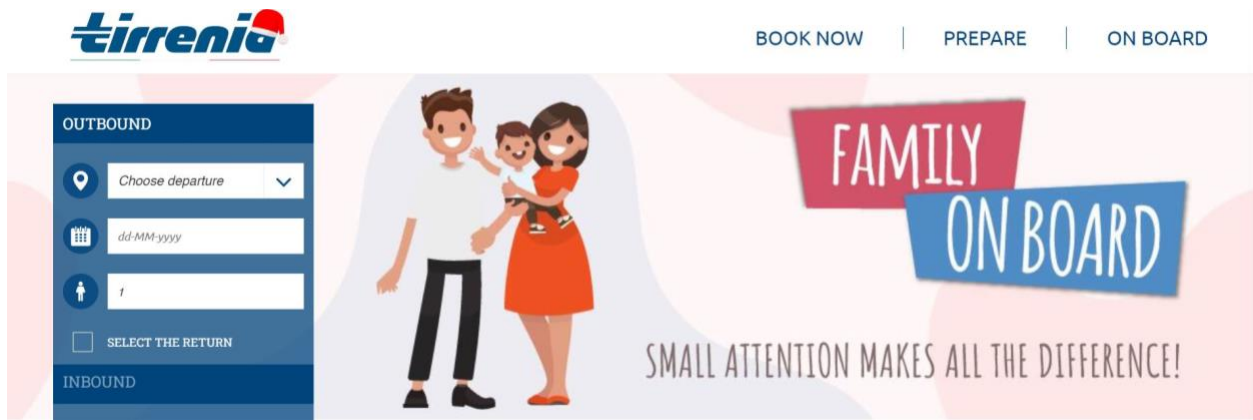


Figure 2. Family friendly services description on Tirrenia website

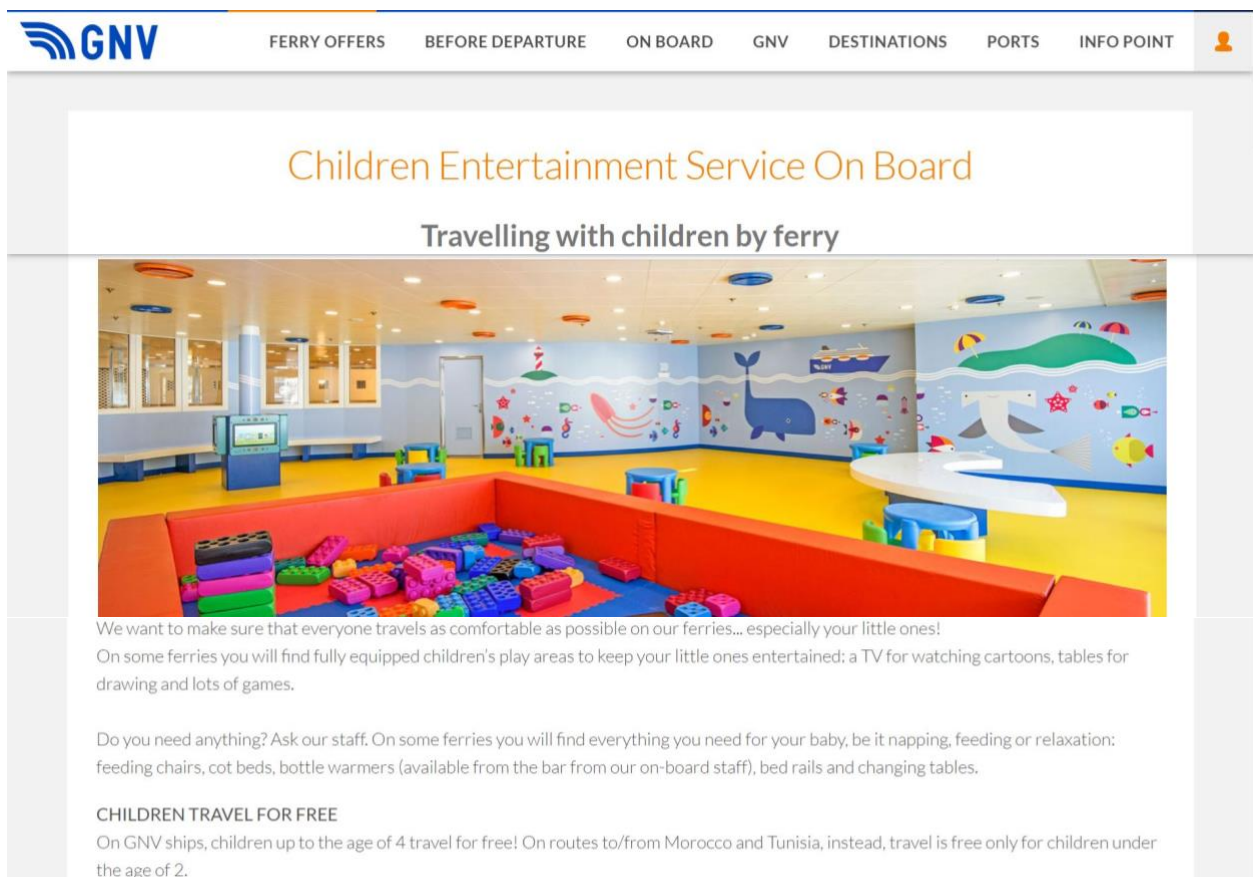
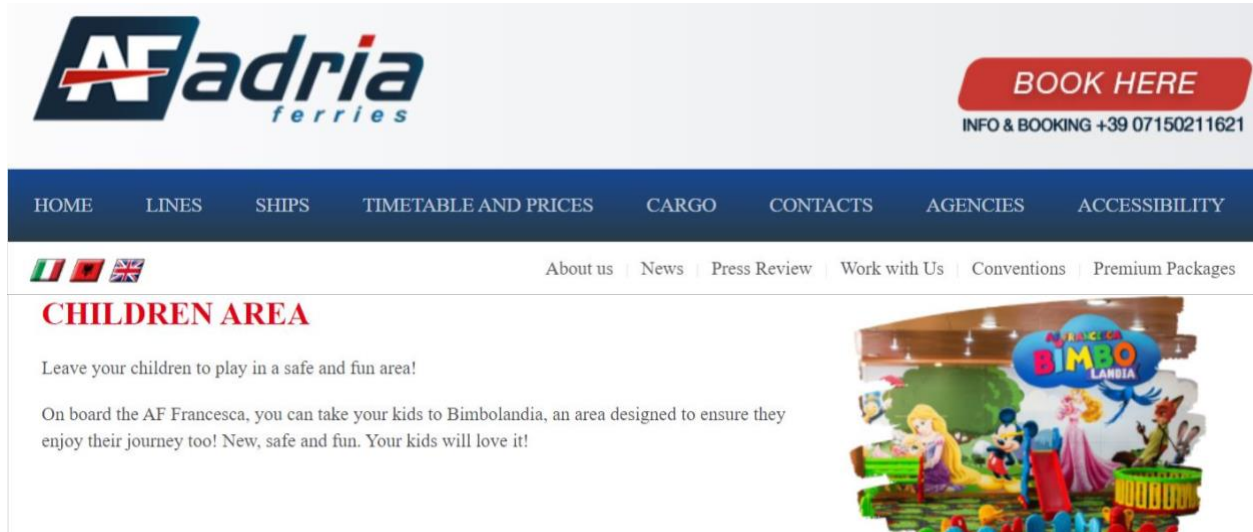



Figure 3. Family friendly services description on GNV website



Adria ferries

BOOK HERE
INFO & BOOKING +39 07150211621

HOME | LINES | SHIPS | TIMETABLE AND PRICES | CARGO | CONTACTS | AGENCIES | ACCESSIBILITY

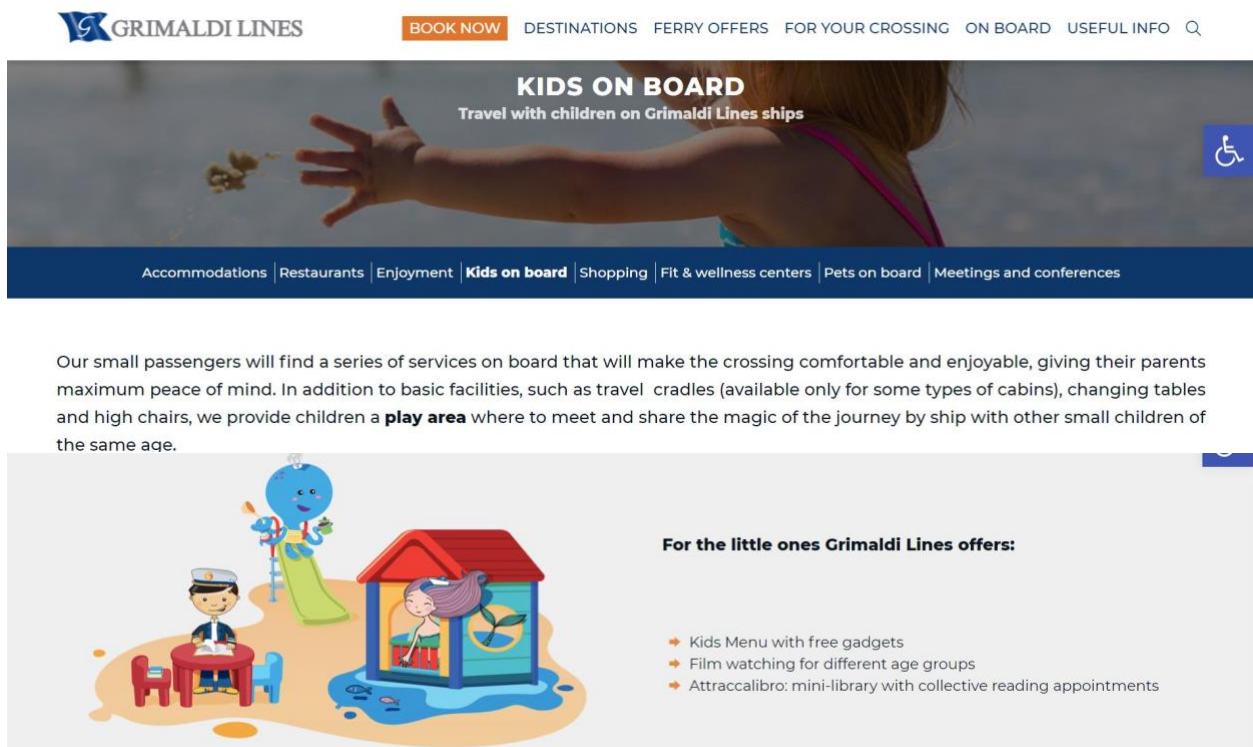

[About us](#) | [News](#) | [Press Review](#) | [Work with Us](#) | [Conventions](#) | [Premium Packages](#)

CHILDREN AREA

Leave your children to play in a safe and fun area!

On board the AF Francesca, you can take your kids to Bimbolandia, an area designed to ensure they enjoy their journey too! New, safe and fun. Your kids will love it!

Figure 4. Family friendly services description on Adria ferries website



GRIMALDI LINES

BOOK NOW | [DESTINATIONS](#) | [FERRY OFFERS](#) | [FOR YOUR CROSSING](#) | [ON BOARD](#) | [USEFUL INFO](#) | [Q](#)

KIDS ON BOARD

Travel with children on Grimaldi Lines ships

Accommodations | Restaurants | Enjoyment | **Kids on board** | Shopping | Fit & wellness centers | Pets on board | Meetings and conferences

Our small passengers will find a series of services on board that will make the crossing comfortable and enjoyable, giving their parents maximum peace of mind. In addition to basic facilities, such as travel cradles (available only for some types of cabins), changing tables and high chairs, we provide children a **play area** where to meet and share the magic of the journey by ship with other small children of the same age.

For the little ones Grimaldi Lines offers:

- ✦ Kids Menu with free gadgets
- ✦ Film watching for different age groups
- ✦ Attraccalibro: mini-library with collective reading appointments

Figure 5. Family friendly services description on Grimaldi Lines website

2B USER TRAVELING WITH CAMPER

The needs of those who travel with a camper are also very different from those who travel in other ways. Regarding the ferry crossing there are mainly two possible services:

- the transport of your own camper or caravan in the cargo hold or on an external bridge
- the camping-on board service, which allows you to stay inside your camper or caravan during the whole crossing without having to buy an alternative accommodation on board

For both solutions, the most important thing is to know in advance and with precision the boarding procedures and general conditions of transport, information that are not always present on travel companies' websites (Tab. 2). For this category of travellers, too, there is however a scarcity of information regarding the characteristics of the ports of departure and arrival to know, for example, the availability of dedicated parking and rest areas.

To collect information that is directly useful and that can be used to better outline the characteristics that the E-chain platform must have, the questions proposed to those who travel by camper specifically investigate the experience of traveling by ferry, also considering routes other than those between Italy and Croatia and vice versa, asking them to express the three greatest criticalities encountered from a sample list.

- general trip organization
- booking tickets
- waiting for boarding
- journey on ferryboat
- arrival at destination
- finding information
- long waiting times
- inaccessible spaces
- other

Some questions then investigate whether any information about the presence of dedicated parking and/or parking spaces even at ports and cultural and tourist attractions in the destinations would be an appreciated element.

	Travel companies	Travelling with camper
1	Adria ferries	yes
2	Caronte tourist	yes
3	Corsica ferries	yes
4	GNV	no
5	Grimaldi lines	yes
6	Jadrolinija	no
7	Moby lines	yes
8	SNAV	no
9	Tirrenia	yes
10	Ventouris ferries	no

Tab 2. Availability of information on dedicated pages on travel company websites for users traveling with camper



The screenshot shows the Moby website interface. At the top, there is a navigation menu with links for 'AGENCY SPACE', 'Support Online', 'Support info@mobyferry.de', 'Search', and 'ENG'. Below the menu, there are several tabs: 'ROUTES', 'FERRY OFFERS', 'FOR YOUR CROSSING', 'ON BOARD SERVICES', 'THE COMPANY', and 'ASSISTANCE'. A 'Go to MOBY Card' button is also visible. The main content area features a dark blue header with the text 'Where do you want to go?' and three dropdown menus for 'Choose de...', 'Choose the day', and 'Add return'. A prominent orange 'BOOK NOW' button is positioned to the right. The main heading reads 'Promotion camper, caravan, van, minibus or cart Sardinia', followed by the sub-heading 'Tariffs for campers, caravans, vans, minibuses and trailers for Sardinia'. At the bottom, there is a large image of a ferry deck with a white camper van and a blue car. A 'SHARE' button with social media icons is overlaid on the image.

Figure 6. Campers & caravans traveling info on Moby website



The **vehicle dimensions** (height and length) are to be considered **“overall”**, that is inclusive of towing hooks, rudders, trunks, bicycle racks, luggage, roof accessories etc.

The types of vehicles you can embark are:

- Cars up to 1.90 m in height and up to 4 m in length
- Cars up to 1.90 m in height and from 4.01 m to 5 m in length
- Vehicles from 1.91 m to 2.80 m in height and up to 9 m in length (cars, motorhomes, van)
- Vehicles from 2.81 m to 4.20 m in height and up to 9 m in length (cars, motorhomes, van)
- Motorbikes and scooters
- Bicycles and surf boards
- Carriages, trailers and towing means per linear meter up to 9.00 m



Figure 7. Campers & caravans traveling info on Grimaldi Lines website

2C USER WHO TRAVELS AS A HELPER OF A PERSON WITH DISABILITY, OR WHO HAS A DISABILITY HIMSELF/HERSELF

Contrary to the previous categories, the one that includes travellers with disabilities or caregivers is particularly wide-ranging and well researched. Those who experience conditions of disability, whether permanent or temporary, whether physical, sensory, or cognitive, encounter daily battles to assert their basic human rights, such as accessing places, taking an active part in community life, not being excluded, or discriminated against because of the conditions they experience. It must be said that, differently from how it was conceived years ago, "disability results from the interaction between people with impairments and attitudinal and environmental barriers that hinder their full and effective participation in society on an equal basis with others" (UNWTO, 2013): environmental accessibility is therefore particularly decisive in the process of full integration of people with disabilities in social life.

To design and propose travel solutions that are not excluding, the research field of so-called "accessible tourism for all" has emerged, which not only concerns access for persons with disabilities, but also "the creation of universally designed environments capable of supporting persons who may have temporary disabilities, families with young children, and the ever-growing elderly population" (UNWTO, 2013). Referring, then, to the criteria that go into designing accessible tourism solutions for all allows for the design of improved spaces and services for many more beneficiaries.

Also in this case, as for the categories previously seen, the planning of the trip is a decisive phase: knowing in advance what you will encounter on the trip is essential to avoid problems or inconveniences that could make the experience negative, or even impossible to carry out.

Elements to be considered to undertake a conscious journey are the choice of means of transport, the time it takes to reach the destination, the savings (both economic and CO₂).

Regarding the means of transport, but also to the stations of departure and arrival, the spatial characteristics and the services present play a fundamental role on which the success of the trip may depend to a large extent.

The needs of travellers with disabilities are also often referred to as "special," a way to prevent the person from feeling like they are the focus because of their condition. Another term for this category is "people with reduced mobility", as indicated by Tirrenia company, or Grimaldi Lines company, which includes physical disability (also temporary), mental disability, pregnancy, person with reduced mobility due to their age¹.

Depending on whether they have physical, sensory, or cognitive disabilities, the "barriers" that can be encountered during a trip are numerous and very different. Solutions designed following the discipline of Universal Design² seek to avoid customized designs, instead trying to meet different needs more broadly. We also refer to the legislation in force which establishes, at European level, safety requirements for passenger ships and high-speed passenger craft for people with reduced mobility³.

We report, as an example, some elements that can facilitate access to people with physical disabilities (wheelchair, electronic chair, or moving by means of other auxiliaries), possibly independently:

- presence of elements that allow to overcome differences in level
- adequate width of paths and accesses (minimum 80 cm)
- adequate slope of the paths (possibly lower than 8%)
- anti-slipness of the paths
- appropriate characteristics of the furnishings (such as the height of the tables)
- suitable characteristics of the hygienic services.

¹ List available on website <https://en.tirrenia.it/info-ferry/reduced-mobility/>

² <https://universaldesign.ie/what-is-universal-design/the-7-principles/>

³ Directive 2009/45/ec of the European parliament and of the council of 6 May 2009 on safety rules and standards for passenger ships. Guidelines on safety requirements for passenger ships and high-speed passenger craft for persons with reduced mobility

We also report, as an example, some elements that can facilitate access to people with sensory disabilities (blind or visually impaired, deaf or hard of hearing, other) and people with cognitive disabilities, possibly independently:

- presence of elements that allow easy identification of paths, accesses, possible stairs
- adequate width of paths and accesses, which must be free of obstacles
- use of clear and easily readable communication and wayfinding elements, paying attention to the use of fonts, colours, and layouts.

To collect information that is directly useful and usable to better delineate the characteristics that the E-chain platform must have, the questions proposed specifically investigate the experience of travel by ferry, also considering routes other than those between Italy and Croatia and vice versa, asking to express the three greatest criticalities encountered from a sample list.

- general trip organization
- booking tickets
- waiting for boarding
- journey on ferryboat
- arrival at destination
- finding information
- long waiting times
- inaccessible spaces
- other

The accessibility of the spaces and services offered on the ferries show that, in general, there is great attention by all travel companies, which also provide information on the dedicated pages on their websites (Tab. 3). However, the same information is not always available, and in a systematic way, regarding ports of departure and arrival, and regarding cultural and tourist attractions of destinations, such as museums, restaurants, stores, etc...

Some questions have therefore investigated whether any information regarding the accessibility and usability of spaces and services (e.g., presence of equipment to overcome architectural barriers; presence of dedicated parking; presence of baby-friendly solutions) even in ports and cultural and tourist attractions in destinations would be an appreciated element.

	Travel companies	Travelling with special needs
1	Adria ferries	yes
2	Caronte tourist	yes
3	Corsica ferries	yes
4	GNV	yes
5	Grimaldi lines	yes
6	Jadrolinija	no
7	Moby lines	yes
8	SNAV	no
9	Tirrenia	yes
10	Ventouris ferries	no

Tab 3. Availability of information on dedicated pages on travel company websites for users traveling with special needs



HOME / INFO / REDUCED MOBILITY


PASSENGERS WITH REDUCED MOBILITY

FACILITIES, SERVICES AND SUBSIDIES AT THE SERVICE OF DISABLED PASSENGERS

As a person with reduced mobility people are considered whose mobility got reduced by:

- physical disability (sensoric, motoric; permanent or temporary)
- mental disability
- pregnancy
- person with reduced mobility due to their age


Figure 8. Facilities for people with special needs on Tirrenia website



BOOK NOW
[DESTINATIONS](#)
[FERRY OFFERS](#)
[FOR YOUR CROSSING](#)
[ON BOARD](#)
[USEFUL INFO](#)
Q

REDUCED MOBILITY (PRM)

Persons with disabilities and with reduced mobility

f
🐦
📌





‘Disabled person’ or ‘person with reduced mobility’ (hereinafter PRM) means any person whose mobility when using transport is reduced as a result of any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or as a result of age, and whose situation needs appropriate attention and adaptation to his particular needs of the service made available to all passengers

Figure 9. Facilities for people with special needs on Grimaldi Lines website

BIBLIOGRAPHY

World Tourism Organization (2013), Recommendations on Accessible Tourism, UNWTO, Madrid

European Parliament (2009), DIRECTIVE 2009/45/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 6 May 2009 on safety rules and standards for passenger ships

3. ANNEXES

Section 1 - presentation of the survey and the project

The following survey aims to collect information regarding the preferences of users with respect to the modalities usually chosen for travel between Italy and Croatia.

It consists of about forty questions and requires less than 10 minutes to complete.

The survey has been elaborated by the research group inside the University of Trieste coordinated by Prof. Lorenzo Castelli, as a partner of the Interreg Italy-Croatia E-Chain project (<https://www.italy-croatia.eu/web/e-chain>) whose objective is to improve connectivity and data harmonization in the management of intermodal transport services for passengers in port areas.

For further information: lorenzo.castelli@dia.units.it

DATA TREATMENT

The processing of personal data will take place in accordance with the principles set out in EU Regulation 679/2016, containing the General Data Protection Regulation (GDPR) and, for the applicable part, in Legislative Degree 196/2003 "Code on the Protection of Personal Data". The data, processed also through computer tools and applications, will be analysed and disseminated exclusively in anonymous form, for example in statistical reports, scientific publications and scientific conferences.

Data treatment

I authorize the treatment of my data

Section 2 - travel between Italy and Croatia and profiling by type of traveller

1) How often do you travel between Italy and Croatia?

- daily
- once a week
- once a month
- more than once a month, during the year
- more than once a month, during the summer

- several times a year
- at least once a year
- never
- others

Section 3 - travel experiences by type of traveller

2) In which of the following categories do you mostly recognize yourself when moving between Italy and Croatia?

- I usually travel alone for business or other reasons
- I usually travel with family

Travel with family

Do you have children under the age of 12?

- yes
- no

Have you ever faced a ferry trip with your children? (even in places other than Italy and Croatia)

- yes
- no

If yes: Referring to the last trip you took by ferry, how positive was the experience?

- 1 2 3 4 5

If yes: could you indicate, from the following, the three most critical aspects of the experience?

- general trip organization
- booking tickets
- waiting for boarding

- journey on ferryboat
 - Arrival at destination
 - finding information
 - long waiting times
 - inaccessible spaces
 - other
-
- I usually travel with friends
 - I usually travel with camper

Travel with camper

Have you ever faced a ferry trip with your camper? (even in places other than Italy and Croatia)

- yes
- no

If yes: Referring to the last trip you took by ferry, how positive was the experience?

- 1 2 3 4 5

If yes: could you indicate, from the following, the three most critical aspects of the experience?

- general trip organization
- booking tickets
- waiting for boarding
- journey on ferryboat
- arrival at destination
- finding information
- long waiting times
- inaccessible spaces
- other

I usually travel with caregiver because of my disability, or I'm a caregiver of a person with disability

Travel with special needs

Could you please specify the type of disability?

- physical
- sensorial
- cognitive
- others

Have you ever faced a ferry trip with your camper? (even in places other than Italy and Croatia)

- yes
- no

If yes: Referring to the last trip you took by ferry, how positive was the experience?

- 1 2 3 4 5

If yes: could you indicate, from the following, the three most critical aspects of the experience?

- general trip organization

- booking tickets
- waiting for boarding
- journey on ferryboat
- Arrival at destination
- finding information
- long waiting times
- inaccessible spaces
- others

Section 4 - travel sustainability choices

3) How do you primarily travel? (You can choose between several answers)

- by car
- by pullman
- by train
- by camper
- by ferry
- by bicycle
- more than one solution, combined
- others

4) Which of the following most influences the choice of vehicle(s)?

- more comfort
- time saving
- economic saving
- CO2 saving
- others

5) Would you be open to change your travel habits between Italy and Croatia in exchange for greater comfort?

- 1 2 3 4 5

6) Would you be open to change your travel habits between Italy and Croatia in exchange for greater time saving?

- 1 2 3 4 5

7) Would you be open to change your travel habits between Italy and Croatia in exchange for greater economic saving?

- 1 2 3 4 5

8) Would you be open to change your travel habits between Italy and Croatia in exchange for greater CO2 saving?

- 1 2 3 4 5

9) "I care about the environment, and I expect the solutions I choose will follow sustainability criteria". Please rate the following statement.

- 1 2 3 4 5

10) "My priorities are comfort and value for money, ahead of services and practices considered "green" ". Please rate the following statement.

1 2 3 4 5

11) "I would be open to paying more for less polluting and more environmentally friendly modes of transportation". Please rate the following statement.

1 2 3 4 5

12) "I would be open to choose one product/service over others if I was given information about the sustainable management criteria of the products/services I choose". Please rate the following statement.

1 2 3 4 5

Section 5 - data collection and release

13) Do you use apps or websites to plan and track your travel between Italy and Croatia?

- yes
- no

14) If yes, could you name it / them?

.....

15) What are the most relevant features of these apps and/or websites?

.....

16) Would you be interested in receiving updated and personalized information on your smartphone before, during and after your journey? For example, regarding your position in case of active geolocation; or the presence of places or events responding to your particular preferences.

- yes
- no
- do not know

17) Would you be interested in receiving real-time traffic information?

1 2 3 4 5

18) Would you be interested in receiving information about cultural offerings and events in and around the destination?

1 2 3 4 5

19) Would you be interested in receiving information about food and wine proposals in and around the destination?

1 2 3 4 5

20) Would you be interested in receiving information about the weather in and around your destination?

1 2 3 4 5

21) Would you be interested in receiving information on the availability and location of dedicated parking spaces (e.g., for recharging electric cars, for campers, for families, for people with disabilities, bicycle parking spaces...)?

1 2 3 4 5

22) Would you be interested in receiving information about the availability and location of bike sharing and other rentable equipment?

1 2 3 4 5

23) Would you be interested in receiving information regarding the accessibility and usability of spaces and services (e.g., presence of equipment to overcome architectural barriers; presence of baby-friendly solutions)?

1 2 3 4 5

24) What personal data would you be willing to provide to receive personalized service based on your needs and preferences?

origin

- sex
- age
- type of traveller
- e-mail address
- telephone number
- social profiles
- real-time location
- hobbies and personal preferences
- all required data
- none of the required data
- Others

Section 6 - positive effects on the territory in case of a more open sharing of data

25) Do you think a territory could grow in attractiveness and efficiency by being able to provide its citizens with real-time traffic-related data?

1 2 3 4 5

26) Do you think a territory could grow in attractiveness and efficiency, being able to provide its citizens with updated data regarding cultural proposals and events?

1 2 3 4 5

27) Do you think a territory could grow in attractiveness and efficiency, being able to provide its citizens with updated data about Eno gastronomical proposals?

1 2 3 4 5

28) Do you think a territory could grow in attractiveness and efficiency, being able to provide its citizens with updated data about the weather?

1 2 3 4 5

29) Do you think a territory could grow in attractiveness and efficiency, being able to provide its citizens with information regarding the availability and location of dedicated parking (e.g.,

for recharging electric cars, for campers, for families, for people with disabilities, bicycle parking ...)?

1 2 3 4 5

30) Do you think that a territory could grow in attractiveness and efficiency, being able to provide its citizens with information regarding the availability and location of bike sharing and other rentable equipment?

1 2 3 4 5

31) Do you think that an area could grow in attractiveness and efficiency, being able to provide its citizens with information regarding the accessibility and usability of spaces and services (e.g., presence of equipment to overcome architectural barriers; presence of baby-friendly solutions)?

1 2 3 4 5

32) Do you think that the use of an online platform (e.g., TripAdvisor) that coordinates and provides different information (on events, culture, transport, stores, offers, etc.) could improve the use of services in a territory?

1 2 3 4 5

33) Do you think it is useful that the user can provide information to the platform (such as sending reports or proposals, leaving comments, etc.)?

1 2 3 4 5

Section 7 - collection of general information

34) Gender

male

female

I prefer not to answer

35) Age

- 15-18 years old
- 19-25 years old
- 26-35 years old
- 36-45 years old
- 46-55 years old
- 56-65 years old
- more than 65 years old

36) Working status

- worker
- worker in the tourism industry / seasonal worker
- unemployed
- student
- retired

37) Are there any additional aspects related to the travel experience while traveling between Italy and Croatia that you would like to report?

.....