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**FERROTRAMVIARIA SPA**  
FERROVIE DEL NORD BARESE  
AUTOLINEE

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**Indagine conoscitiva sulla soddisfazione dei viaggiatori delle autolinee**

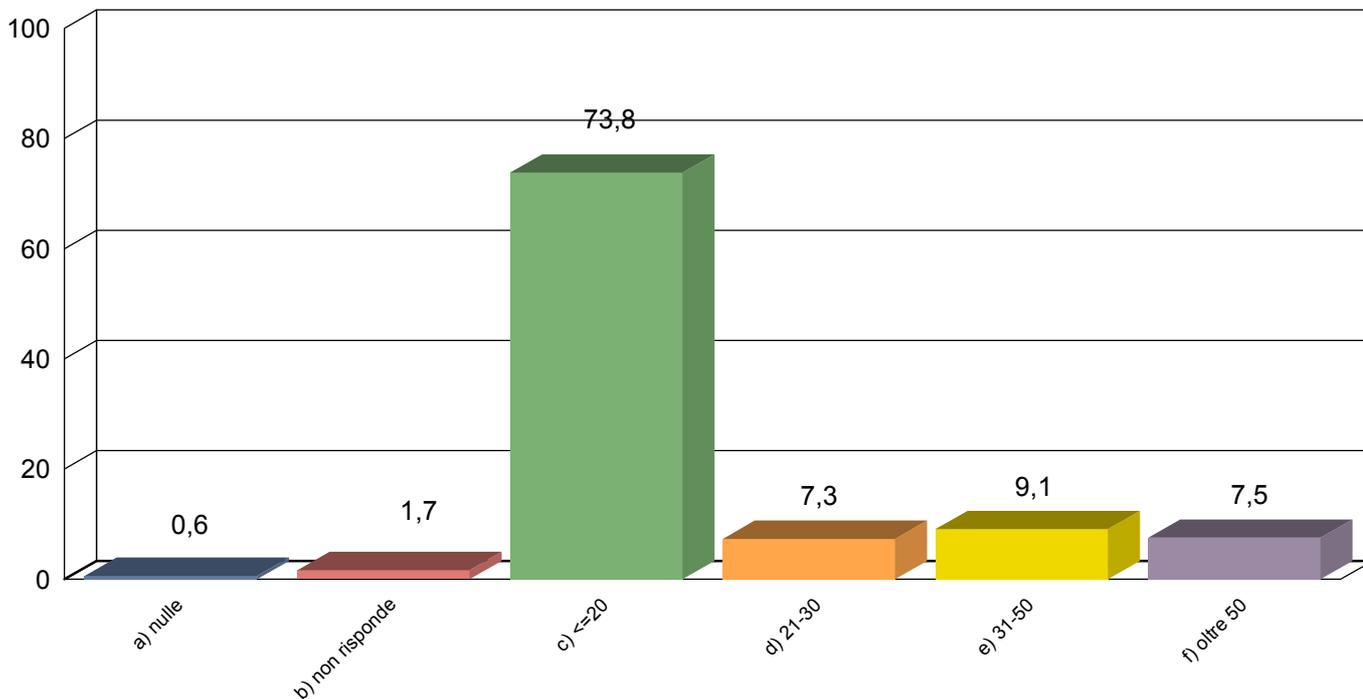
**giugno 2019**

**(campione esaminato: 969 viaggiatori)**

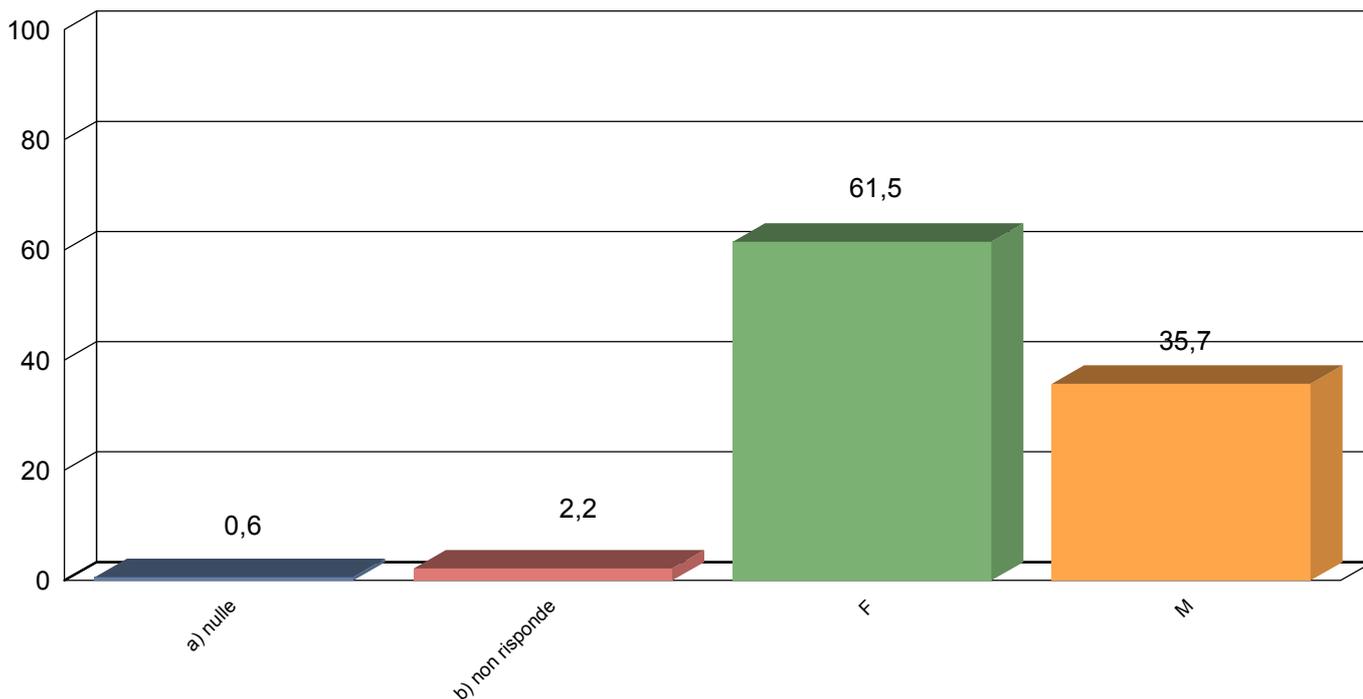




## Età

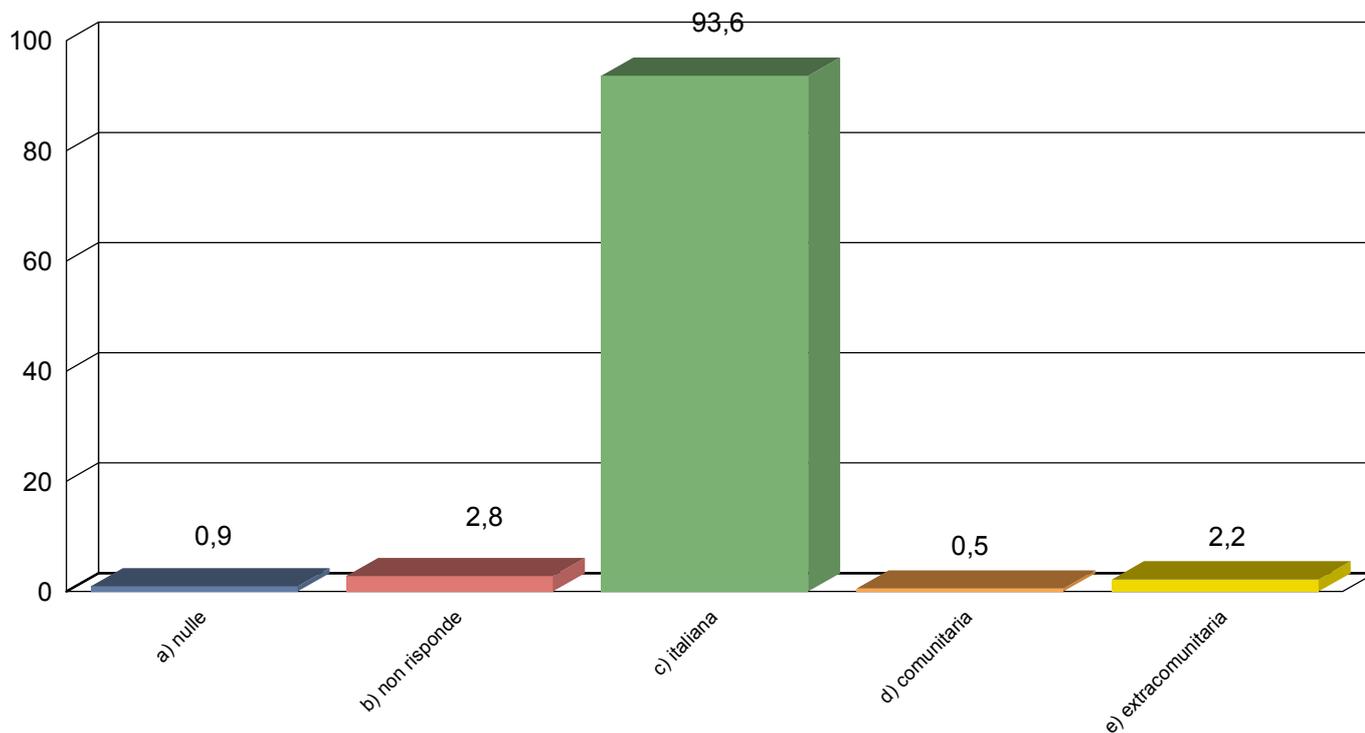


## Sesso

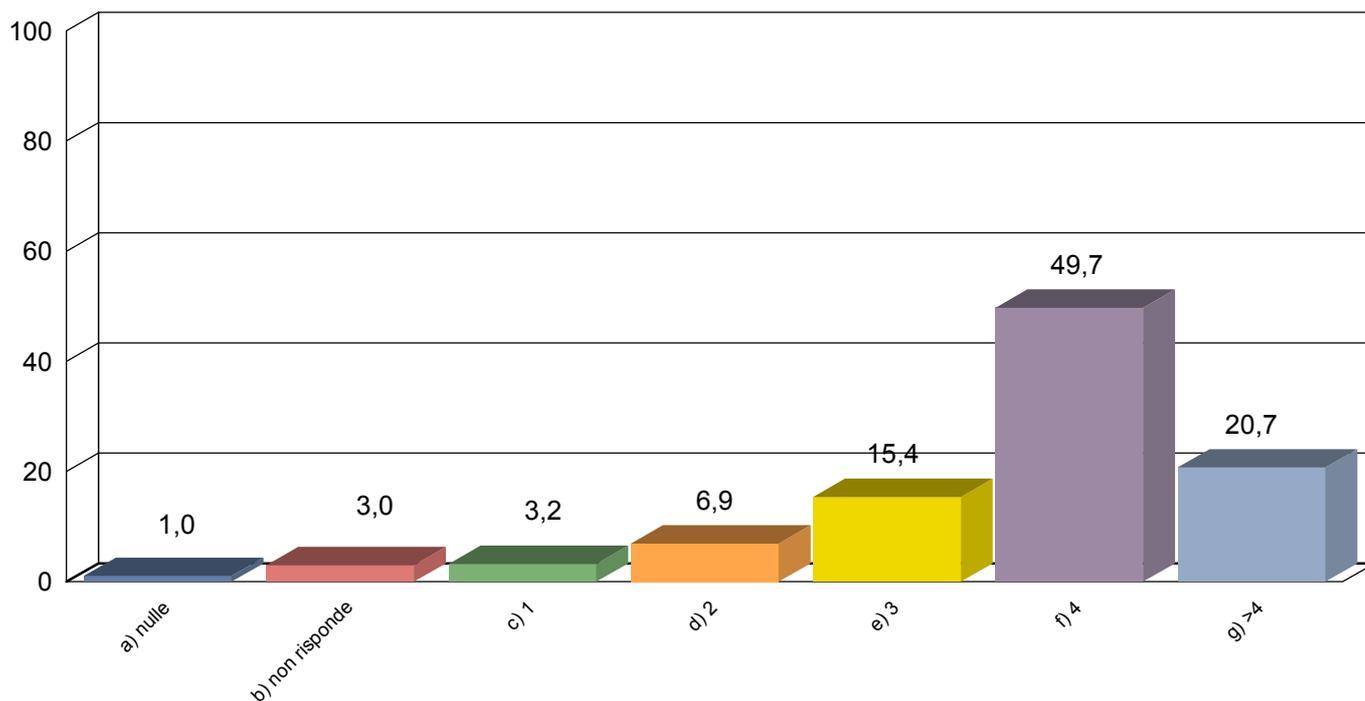




## Nazionalità

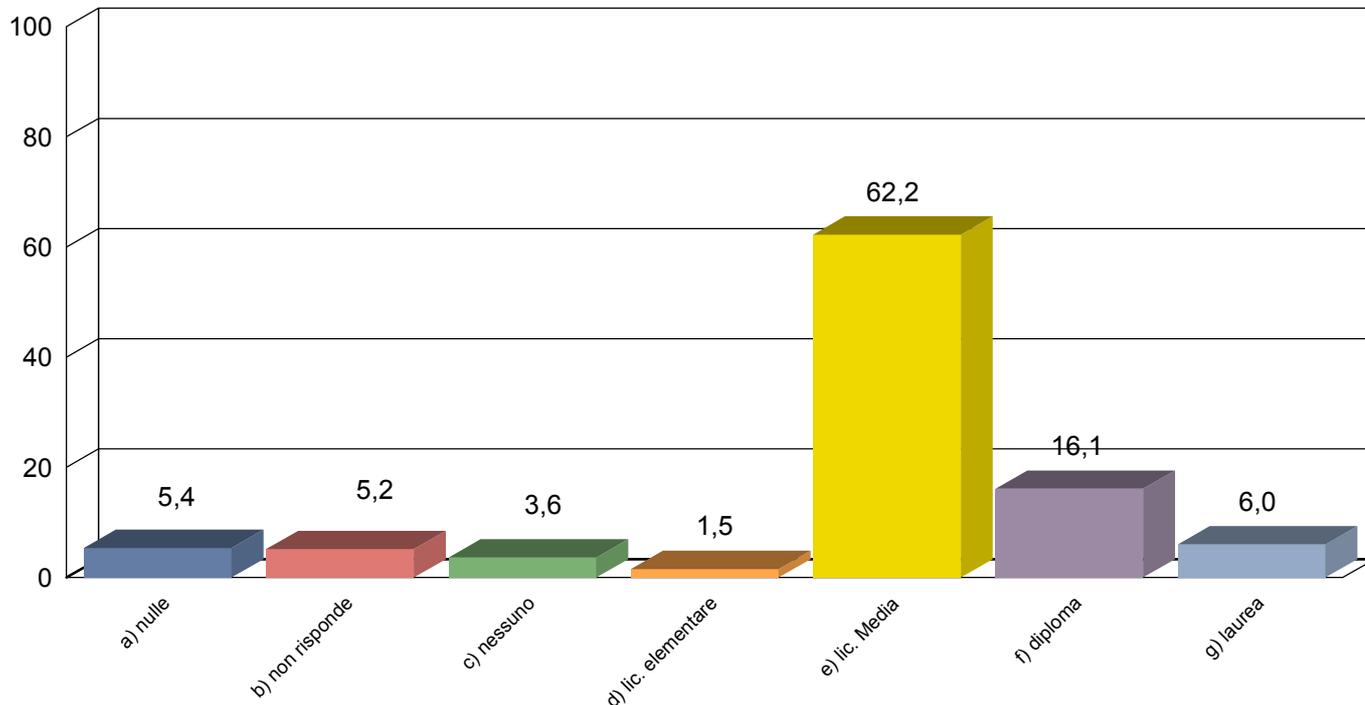


## Nucleo familiare

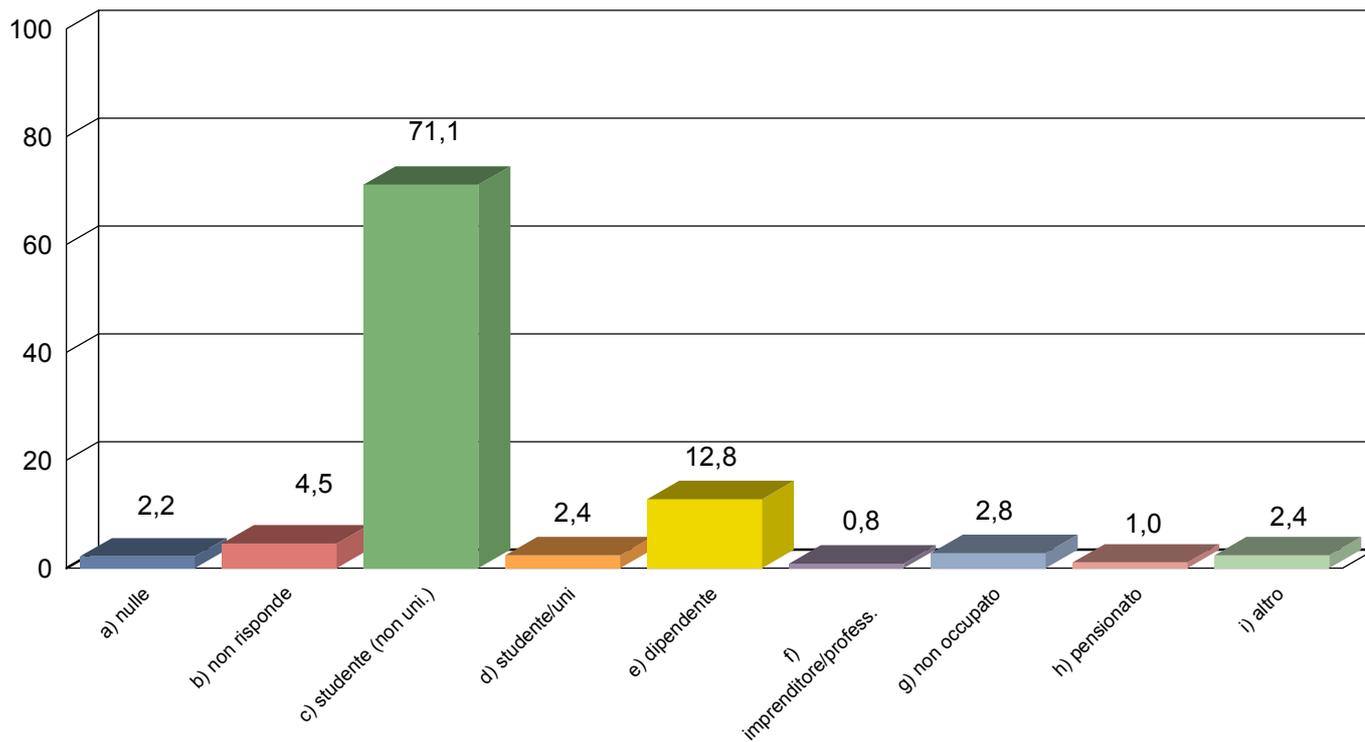




## Titolo di studio

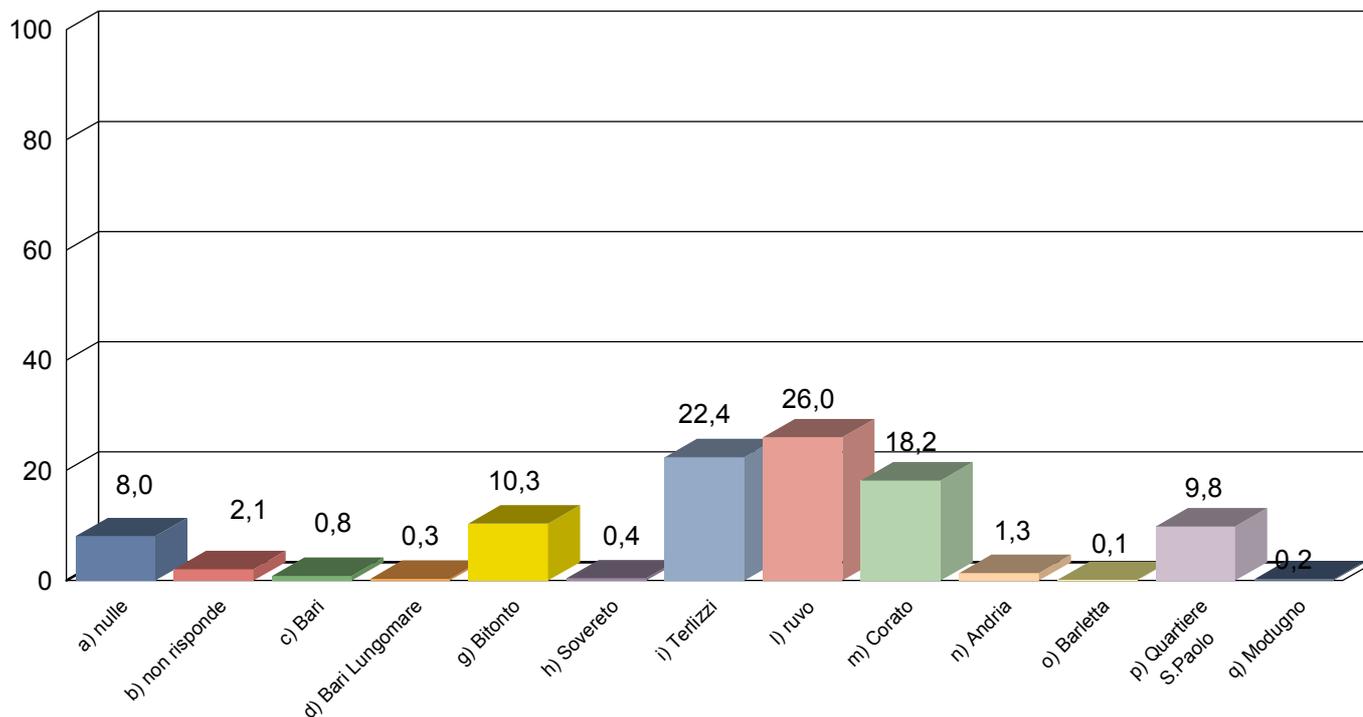


## Occupazione

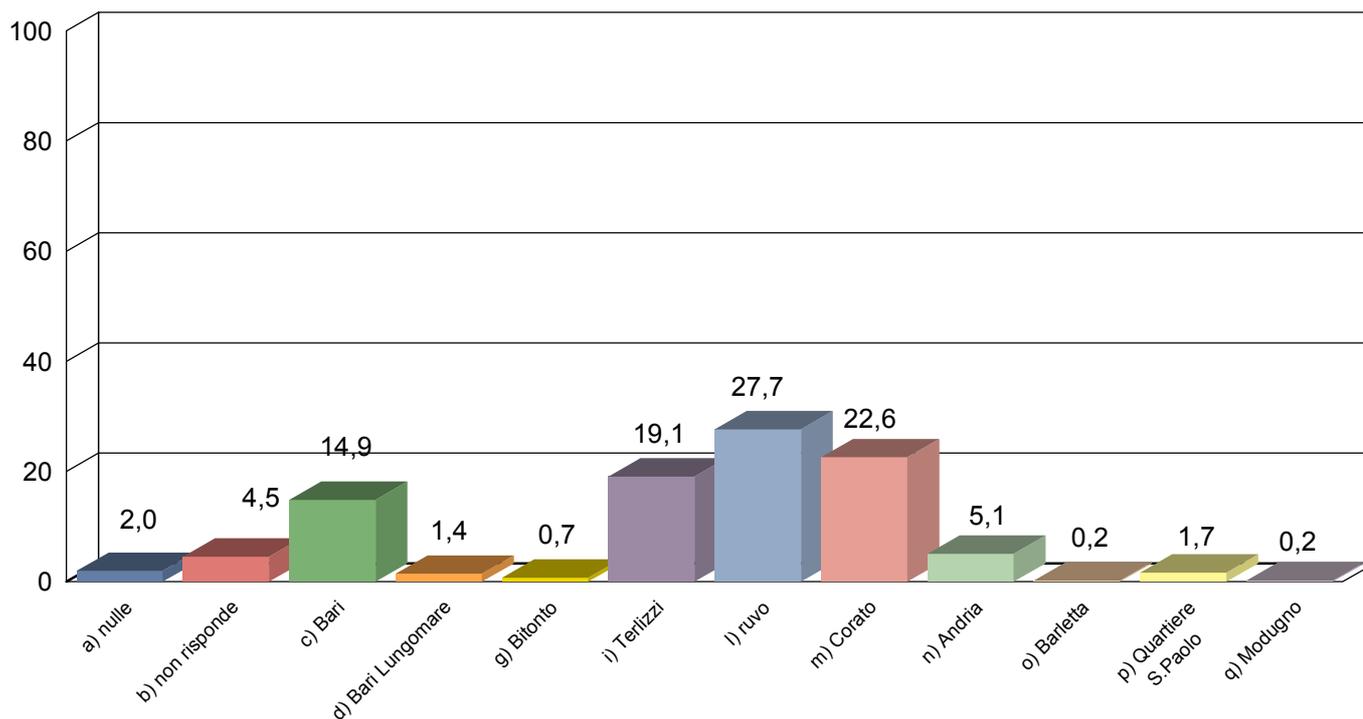




## Città di partenza di questo viaggio

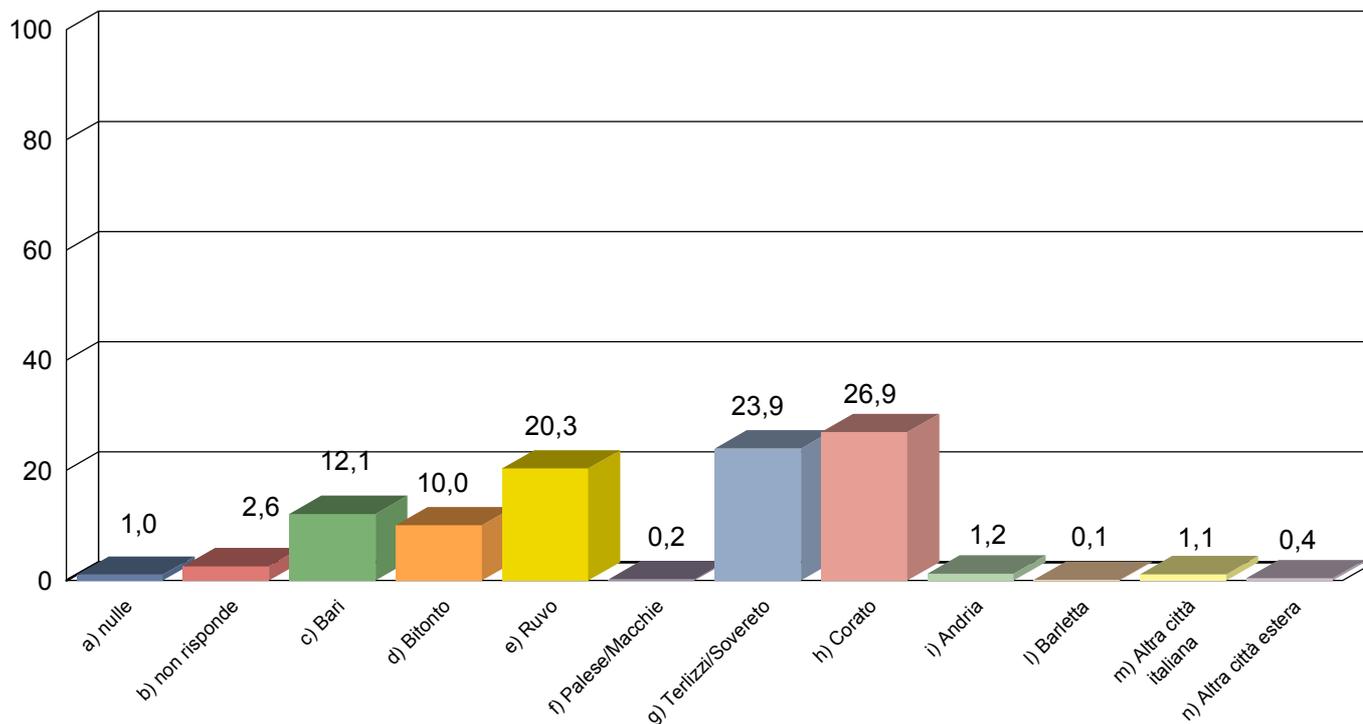


## Città di arrivo di questo viaggio

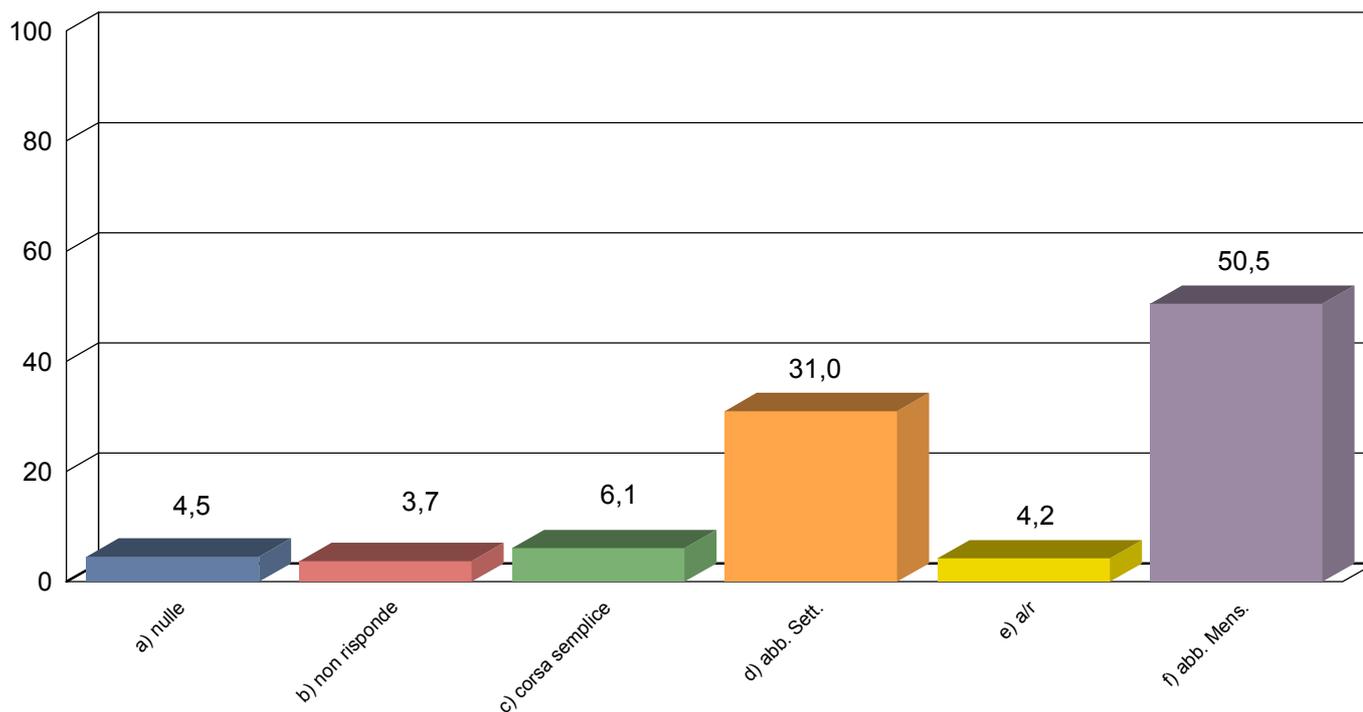




## Citta' di residenza

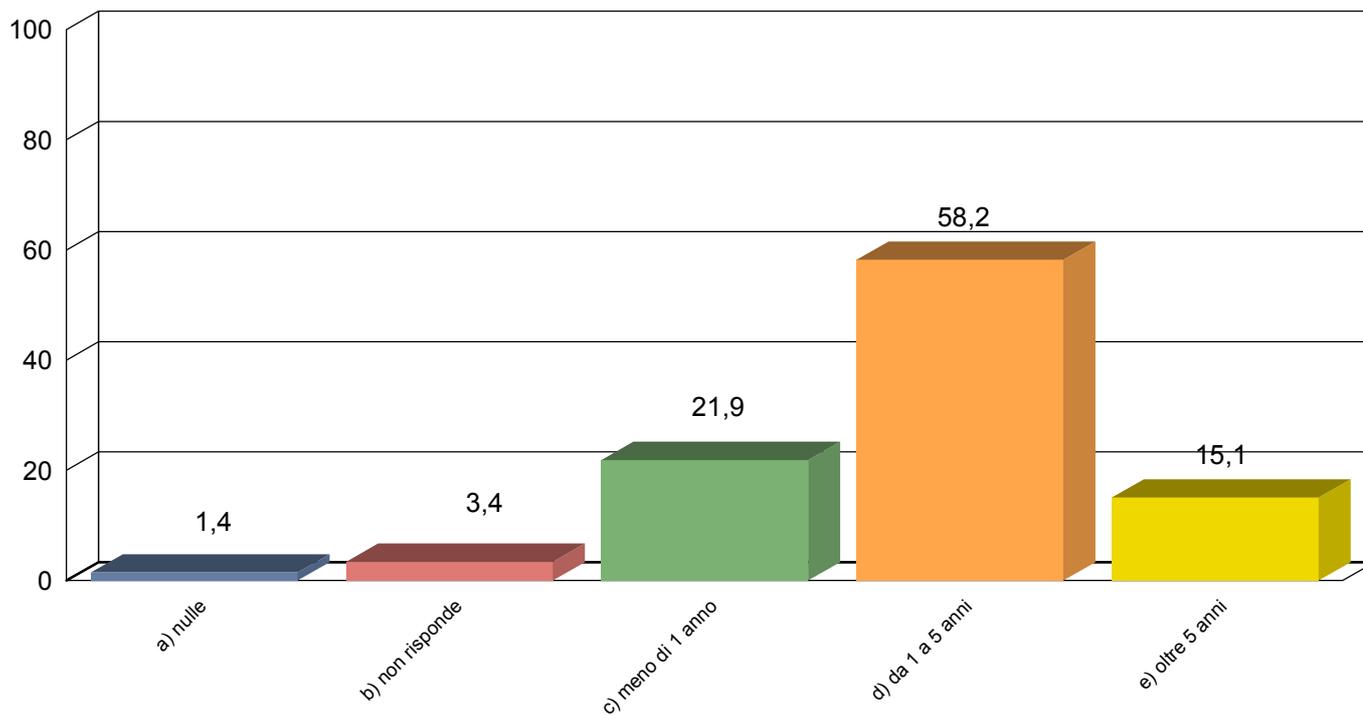


## Tipo di biglietto utilizzato

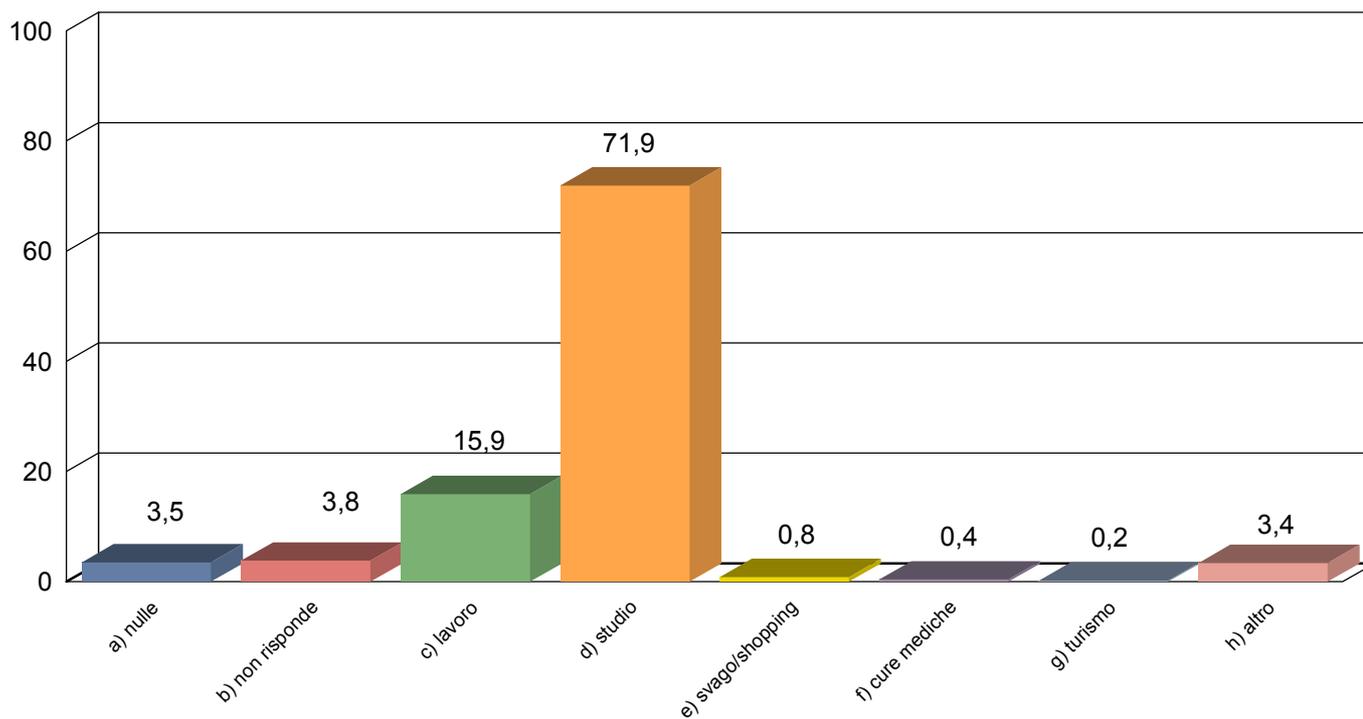




## Da quanto tempo utilizza il bus

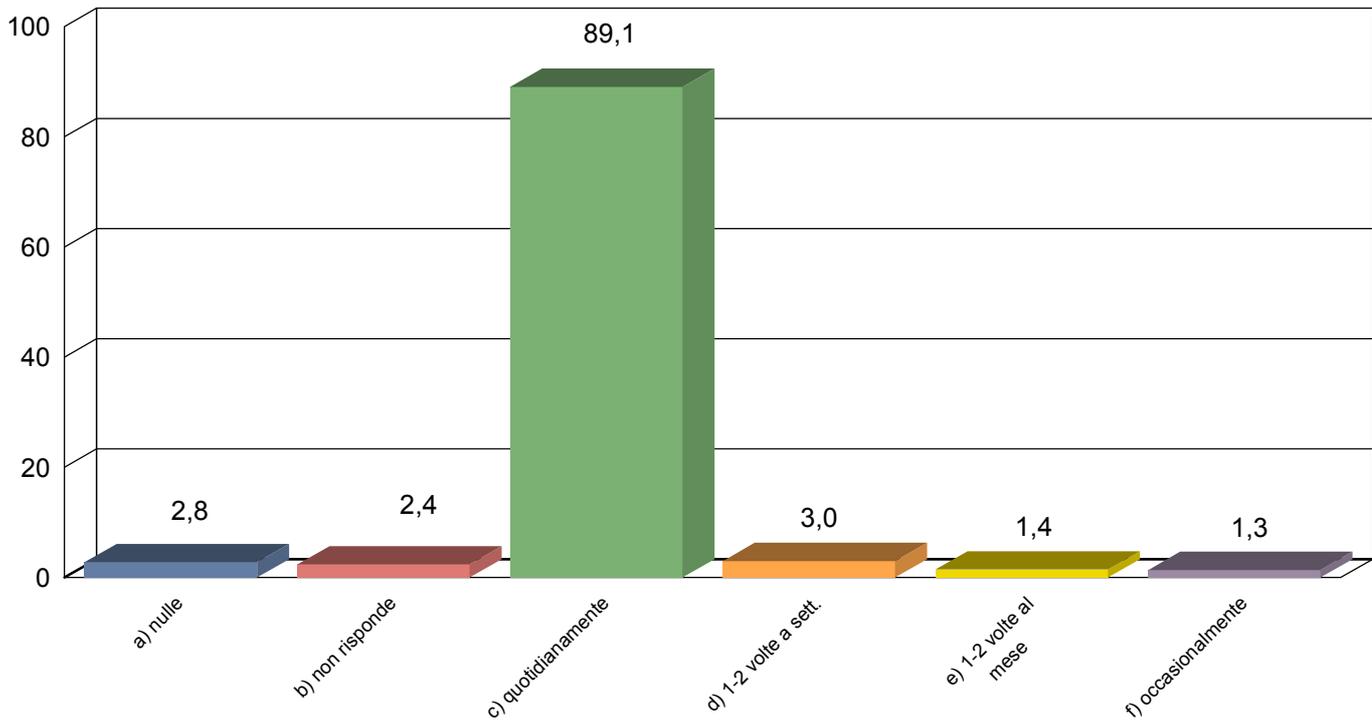


## Scopo del viaggio

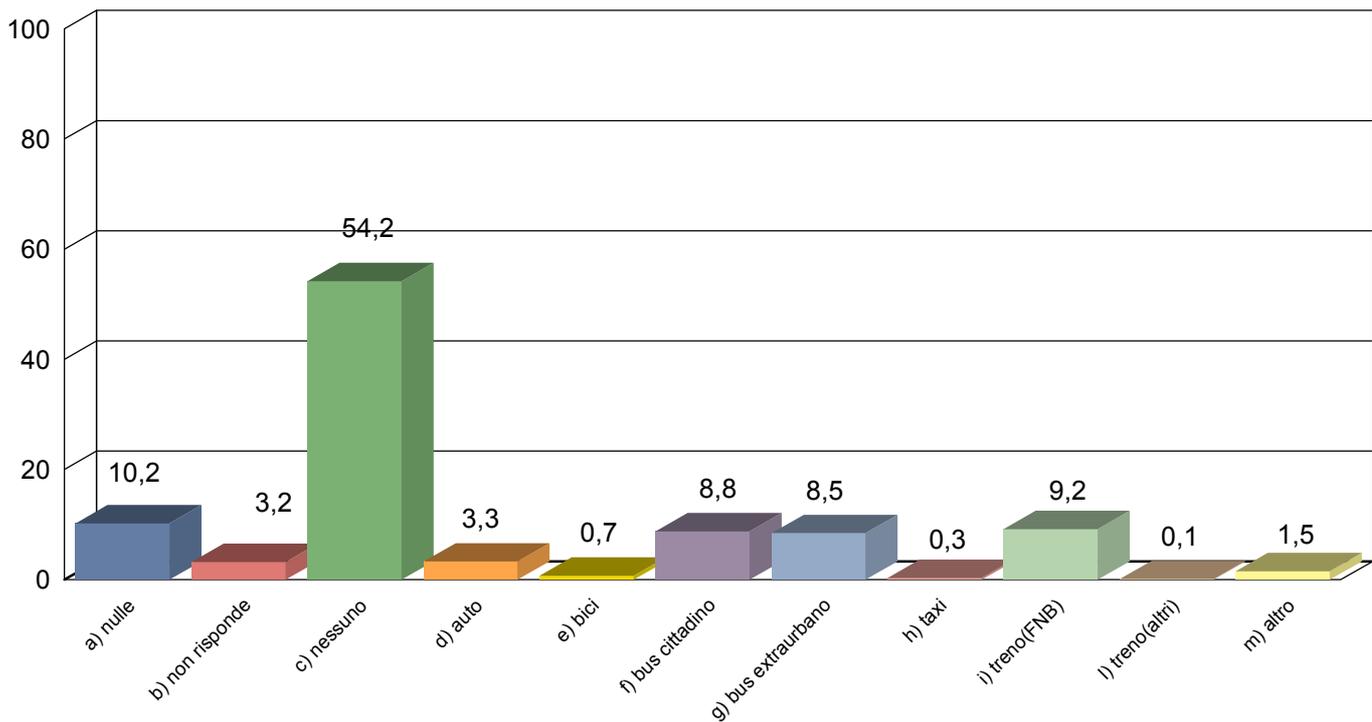




## Frequenza di utilizzo

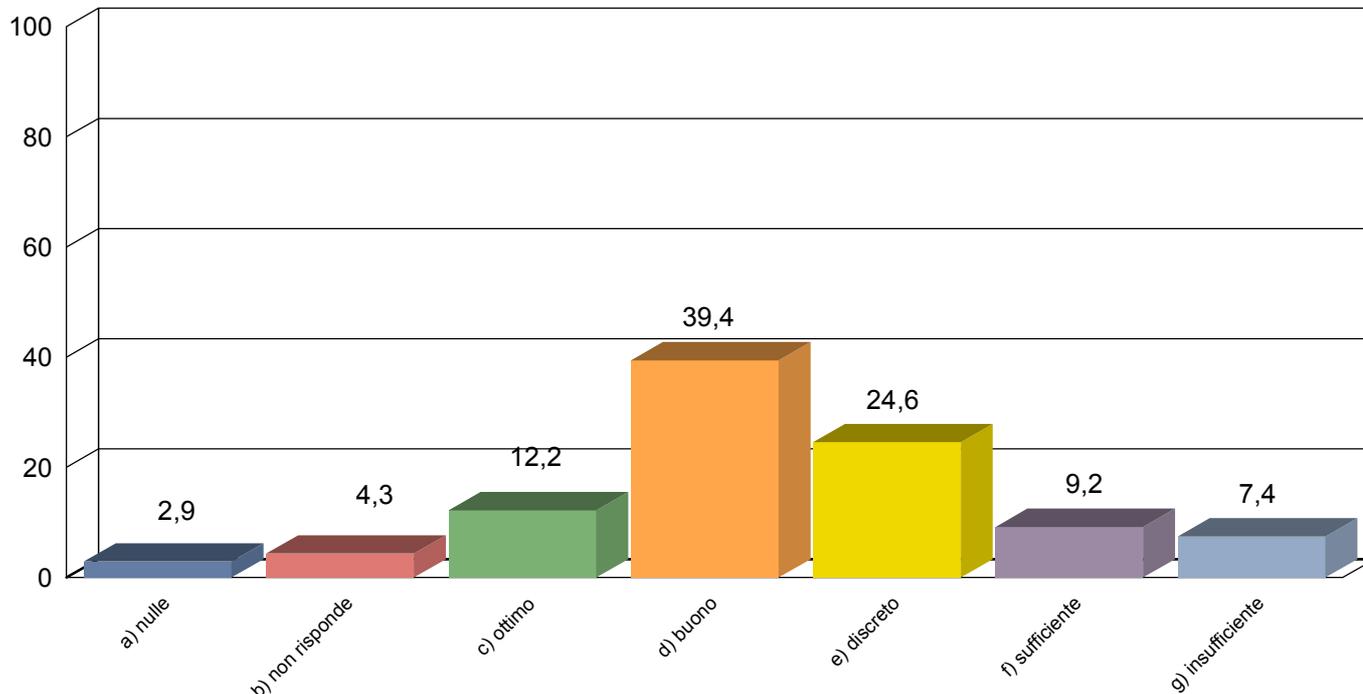


## Con che mezzi prosegue questo viaggio

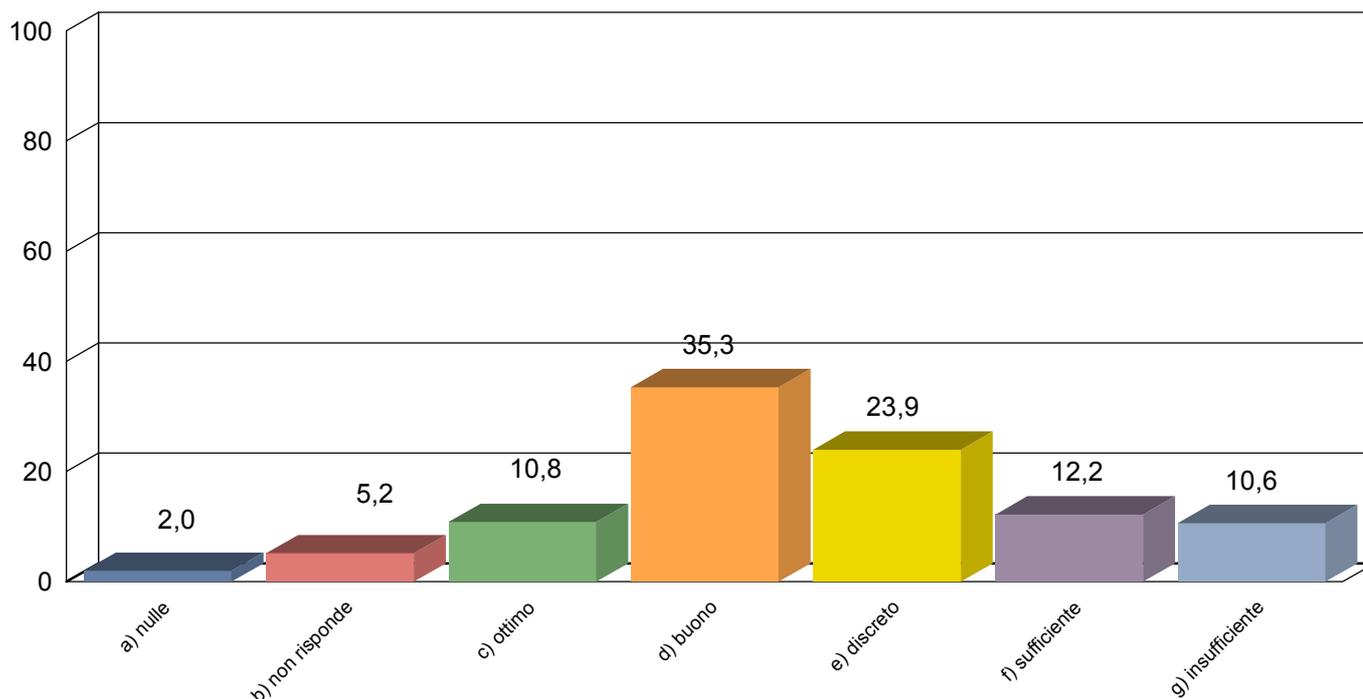




## Puntualità delle corse

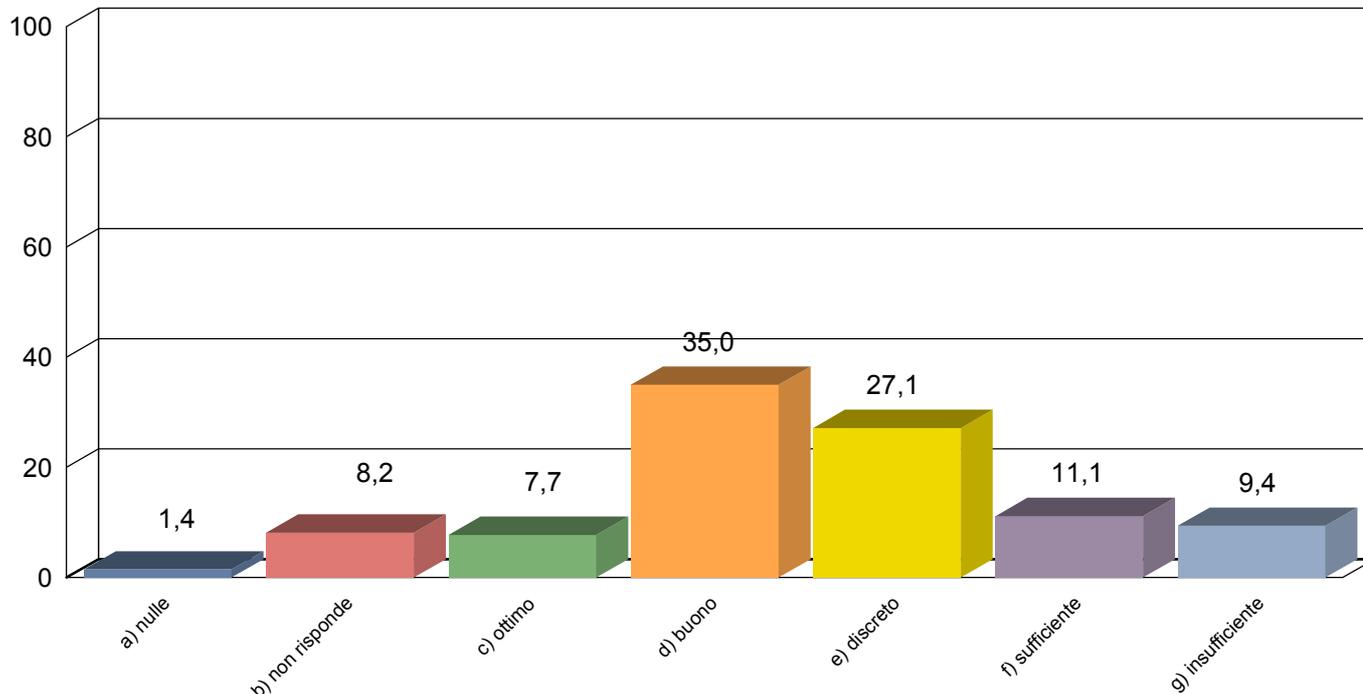


## Frequenza delle corse

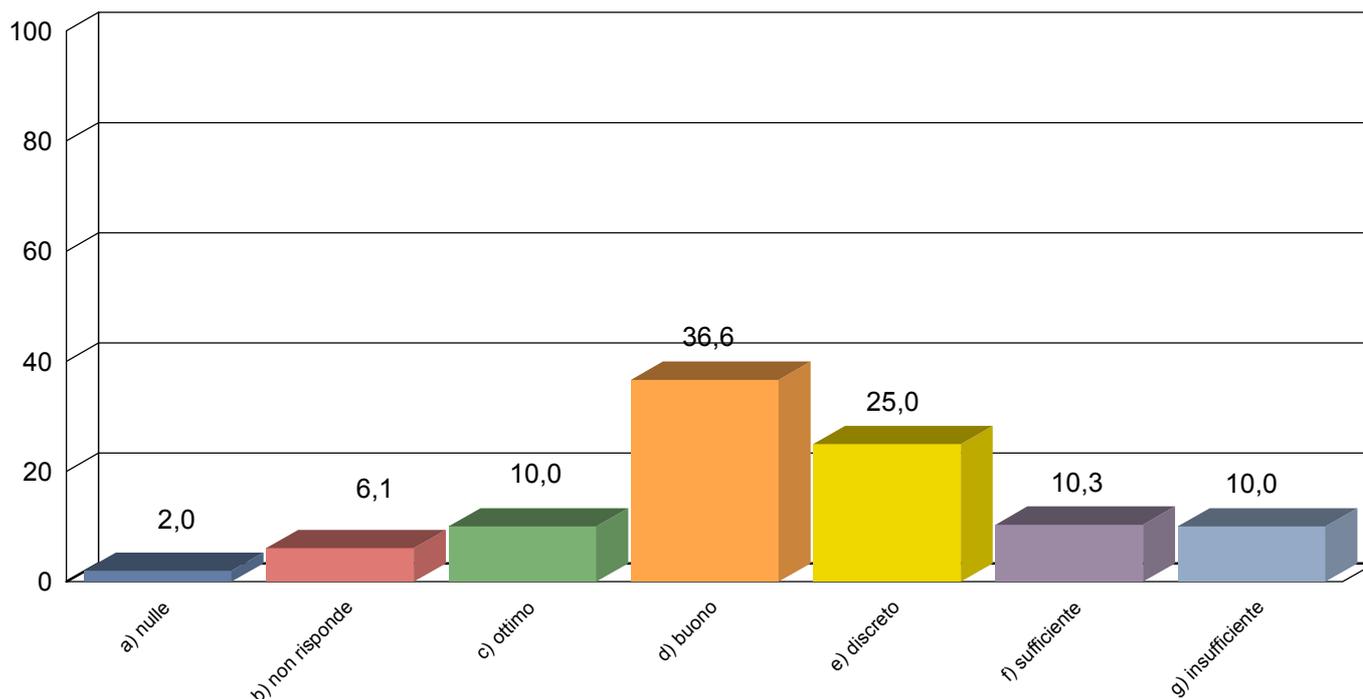




## Adeguatezza coincidenze

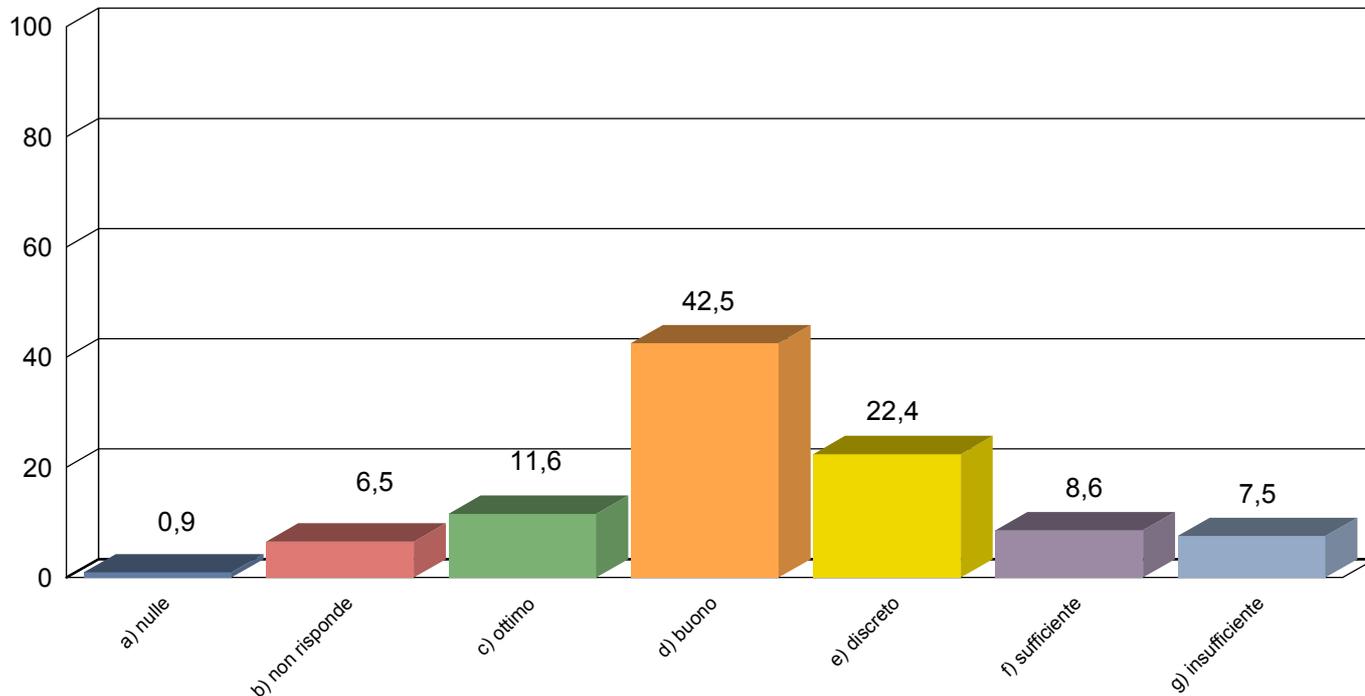


## Informazioni a bordo

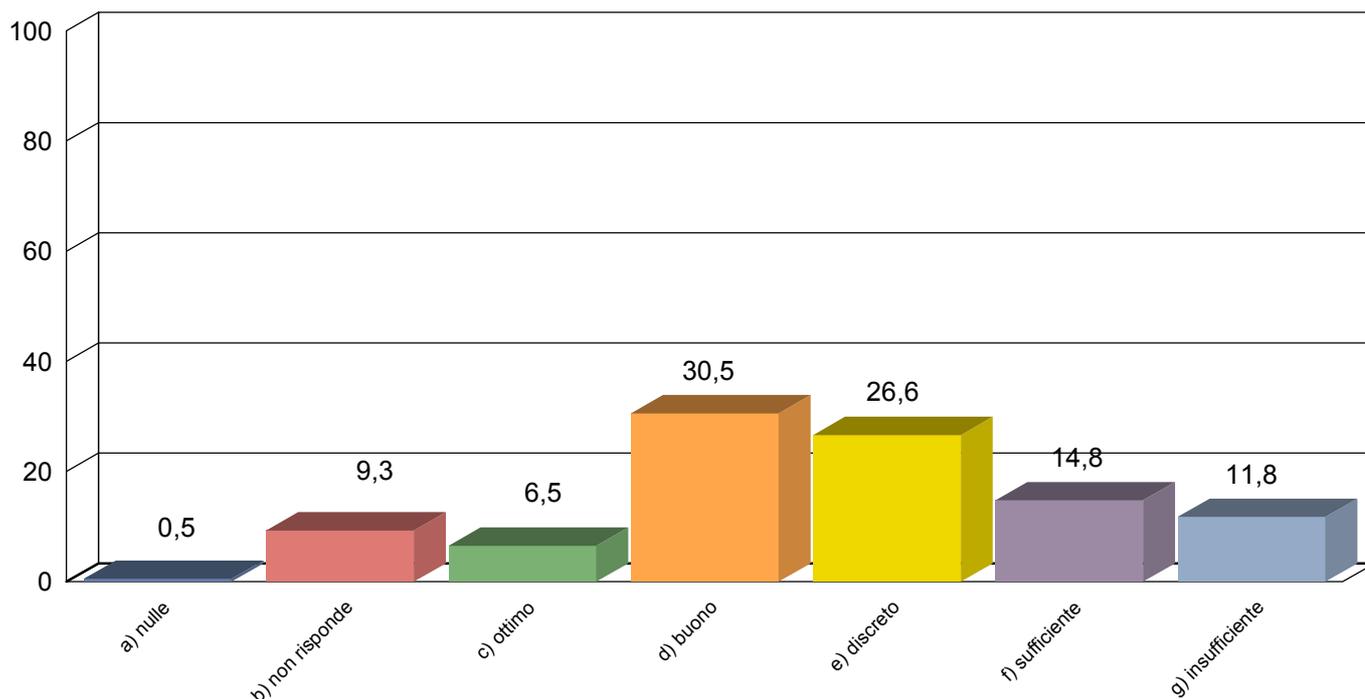




## Informazioni via web (sito, carta ecc)

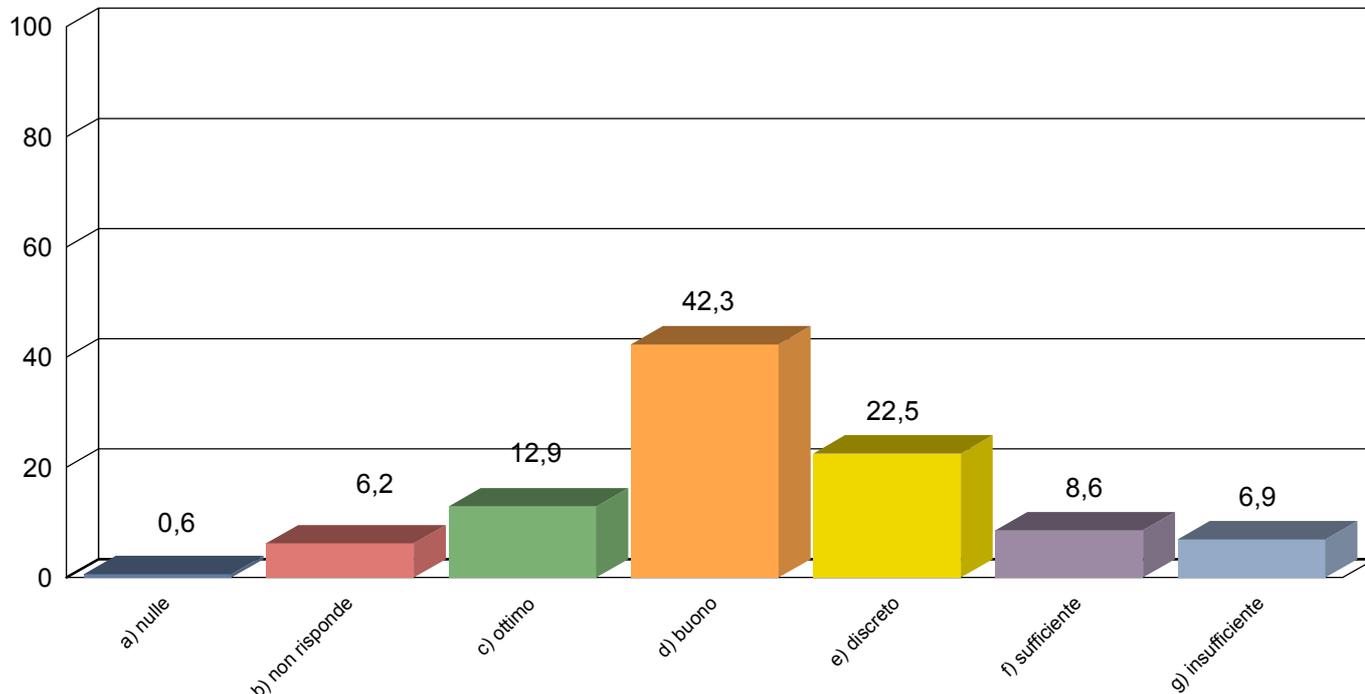


## Rapidita' nel fornire informazioni in caso di disservizio

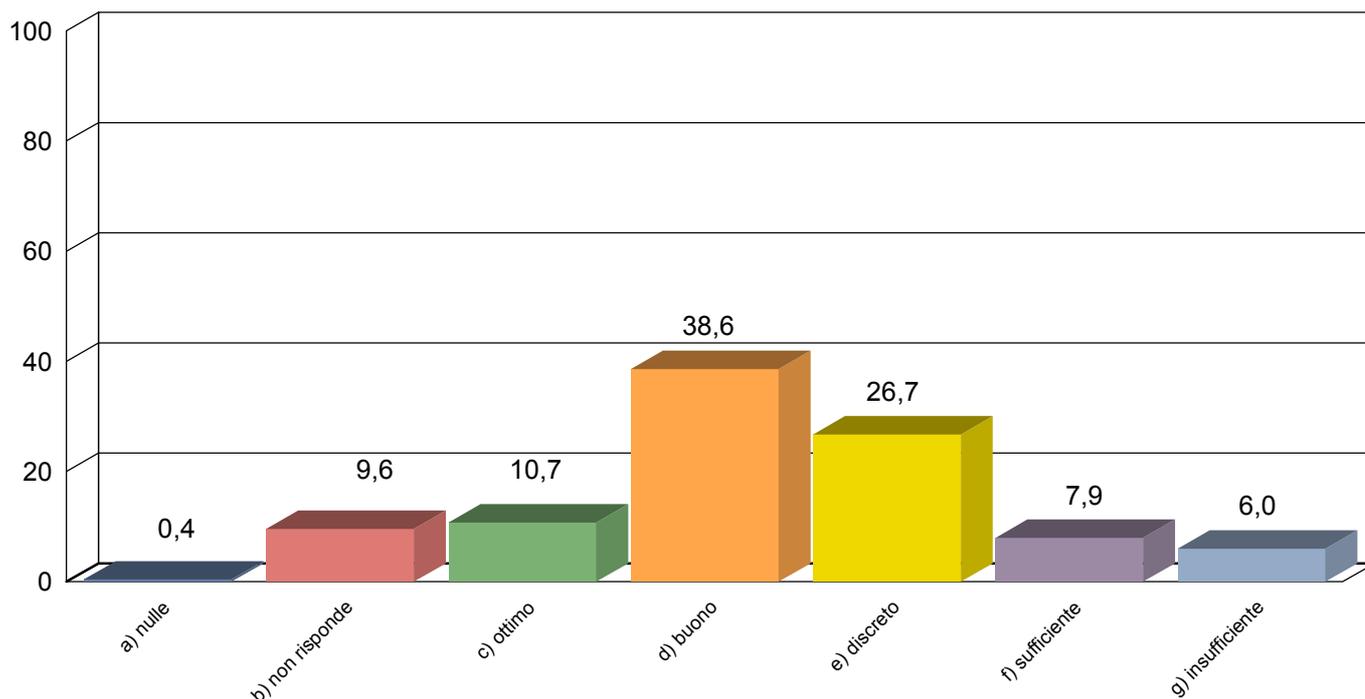




## Reperibilità orari e tariffe

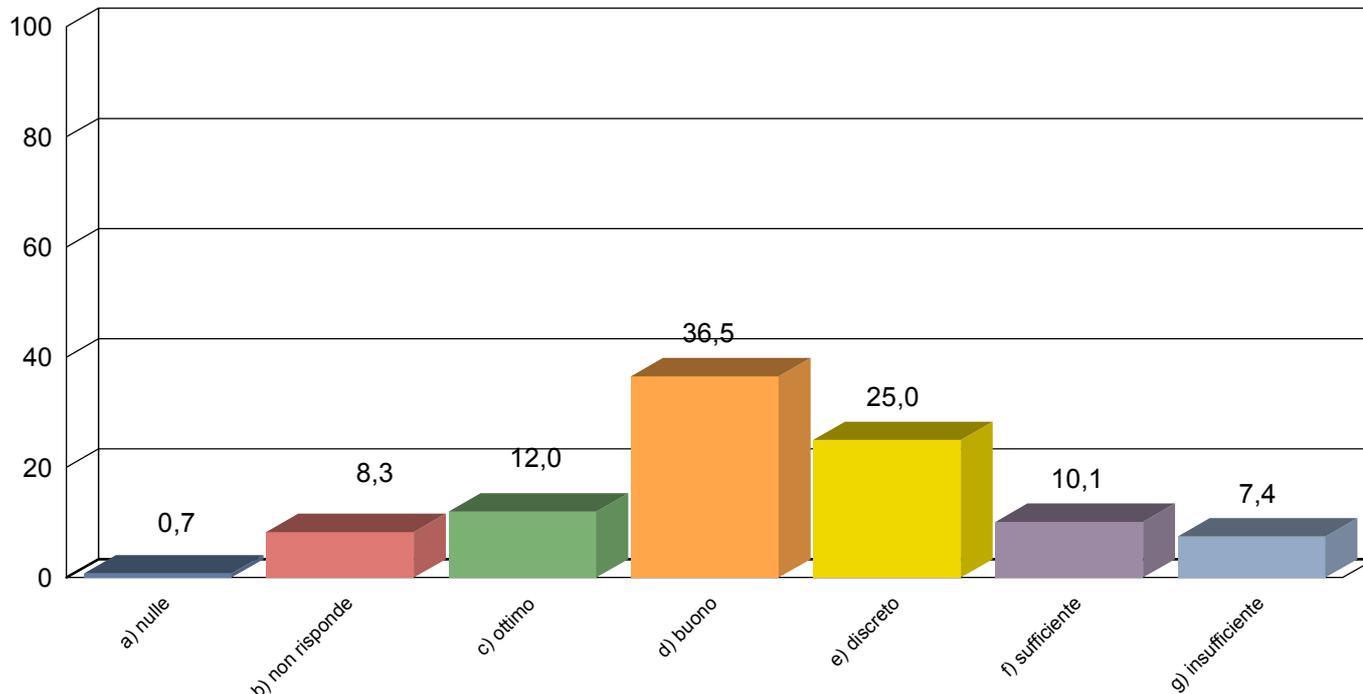


## Reperibilità titoli di viaggio

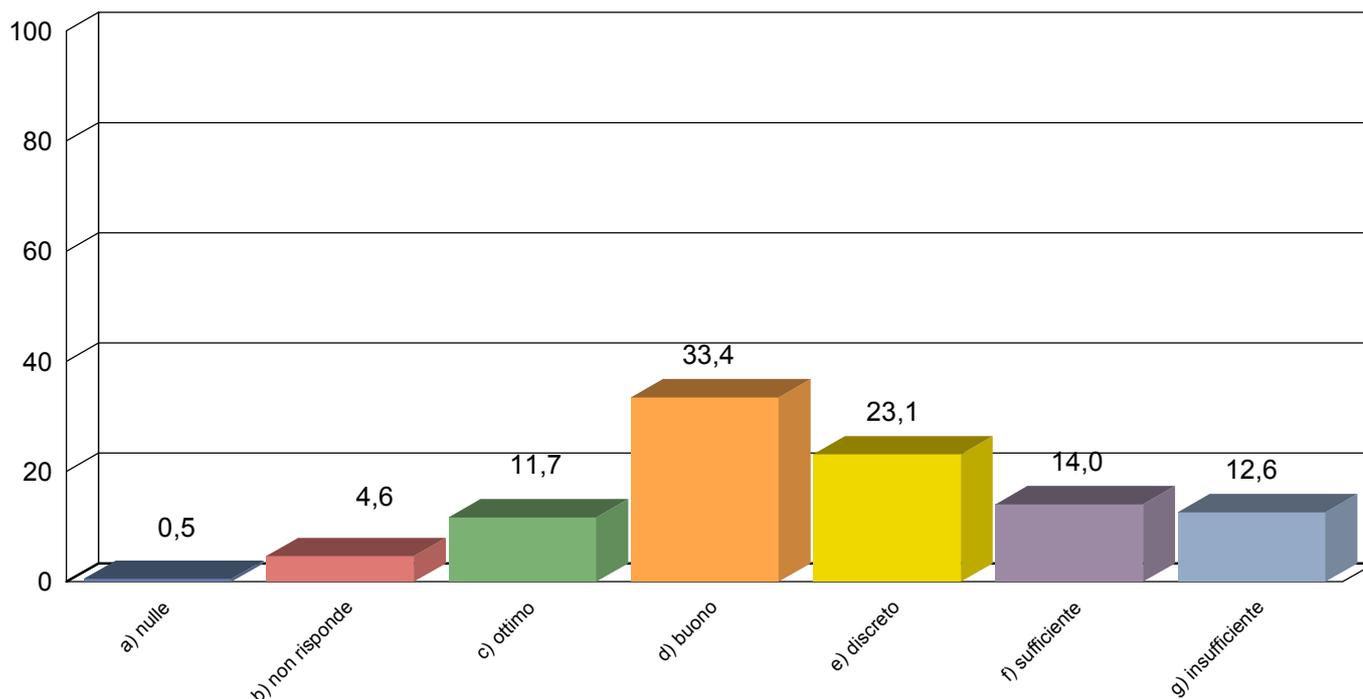




## Funzionamento oblitteratrici

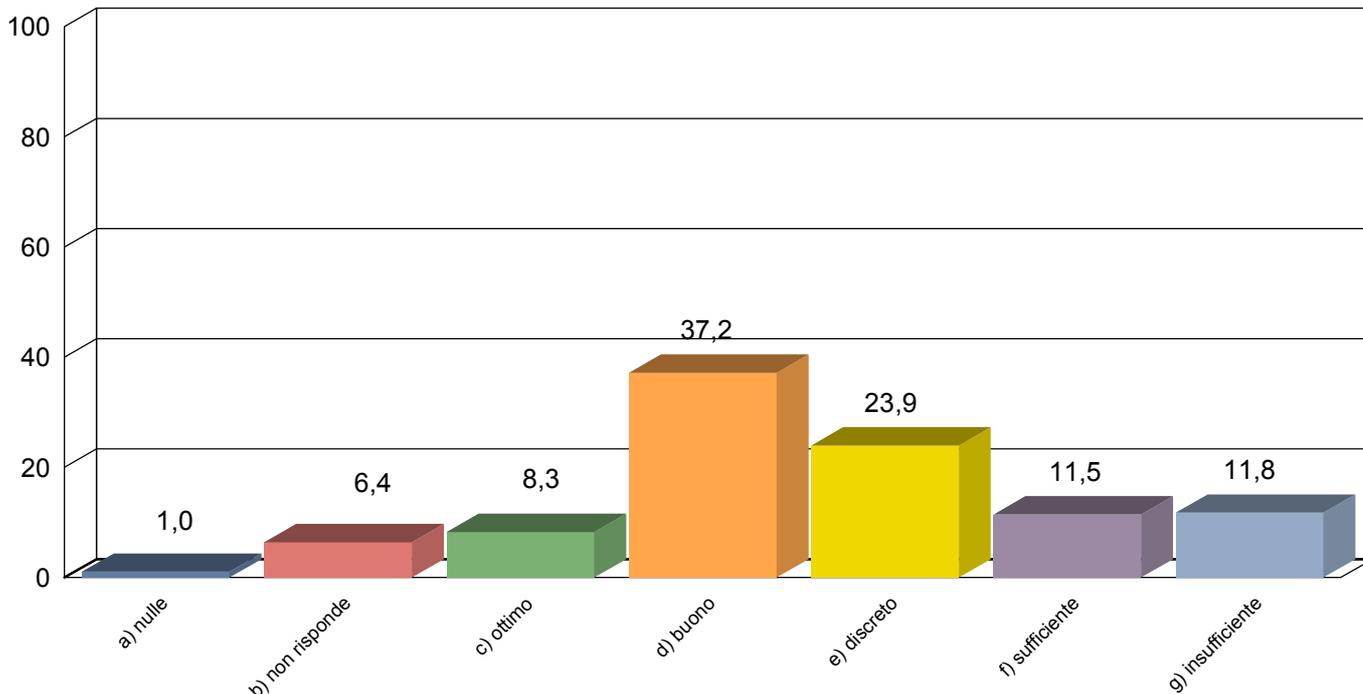


## Pulizia interna e dei sedili

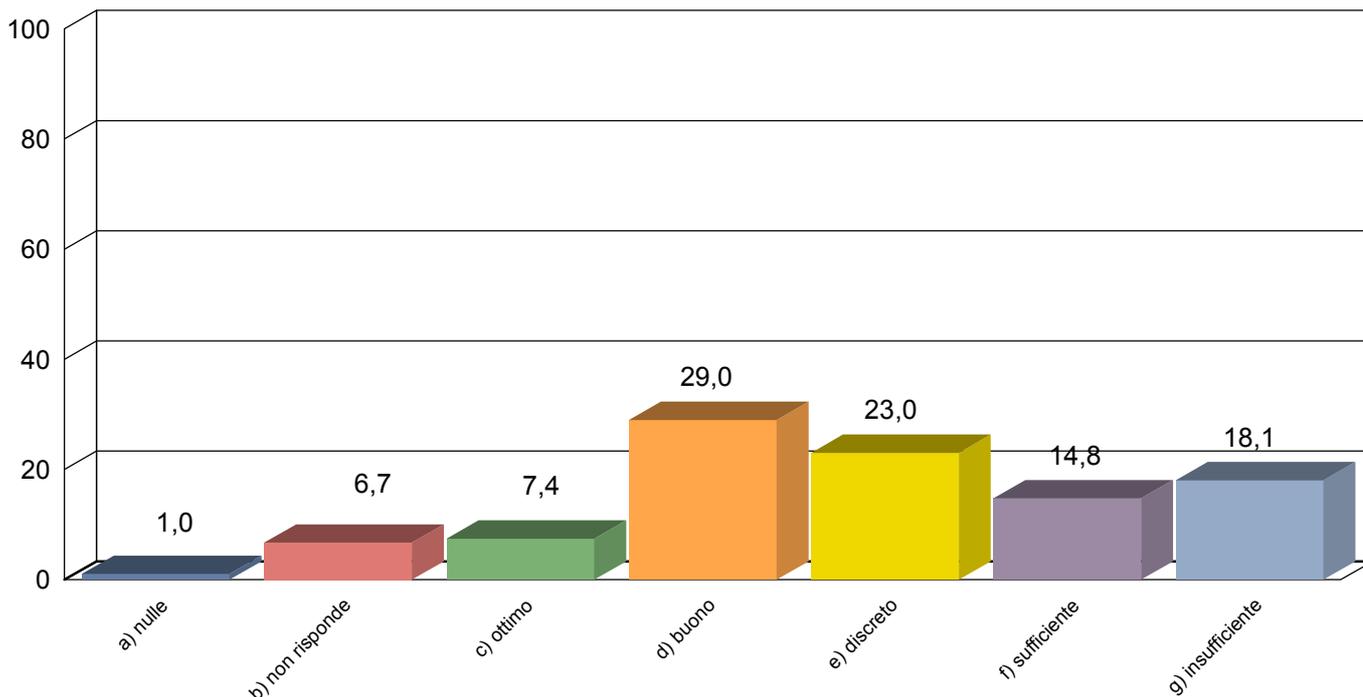




## Pulizia esterna del mezzo

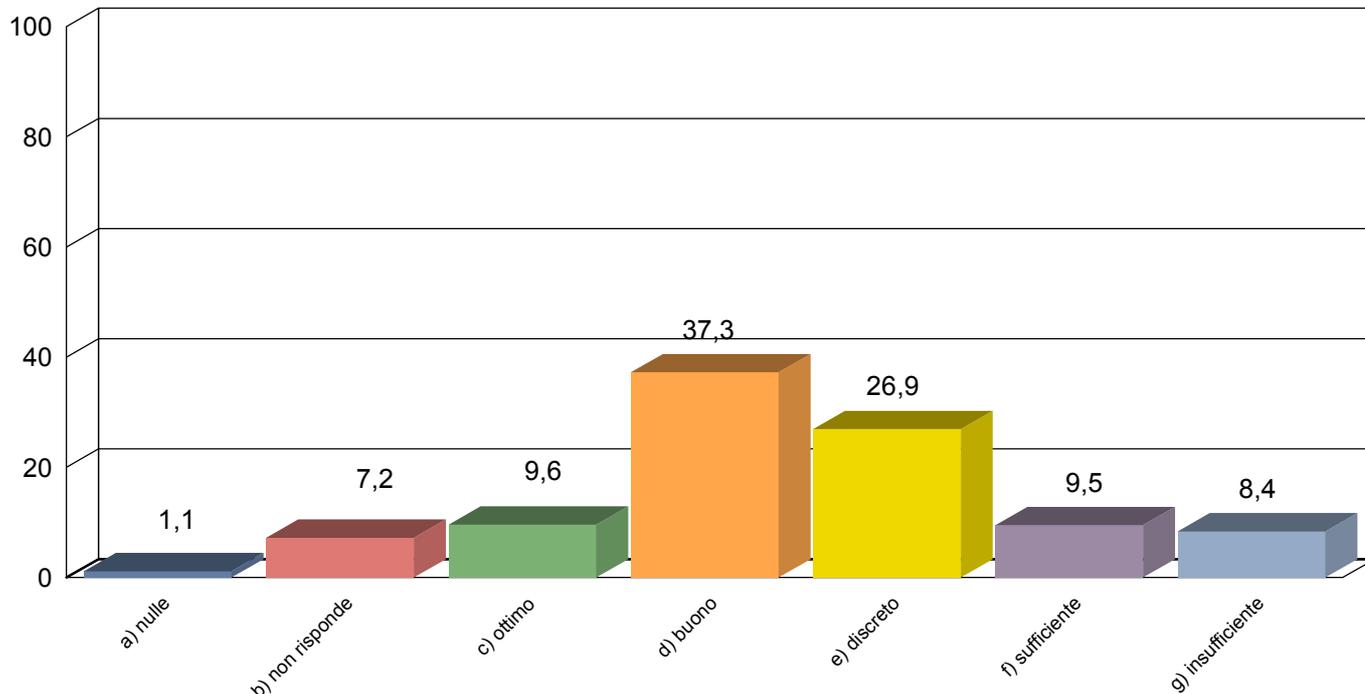


## Comfort dei punti di fermata (pensilina e sedute)

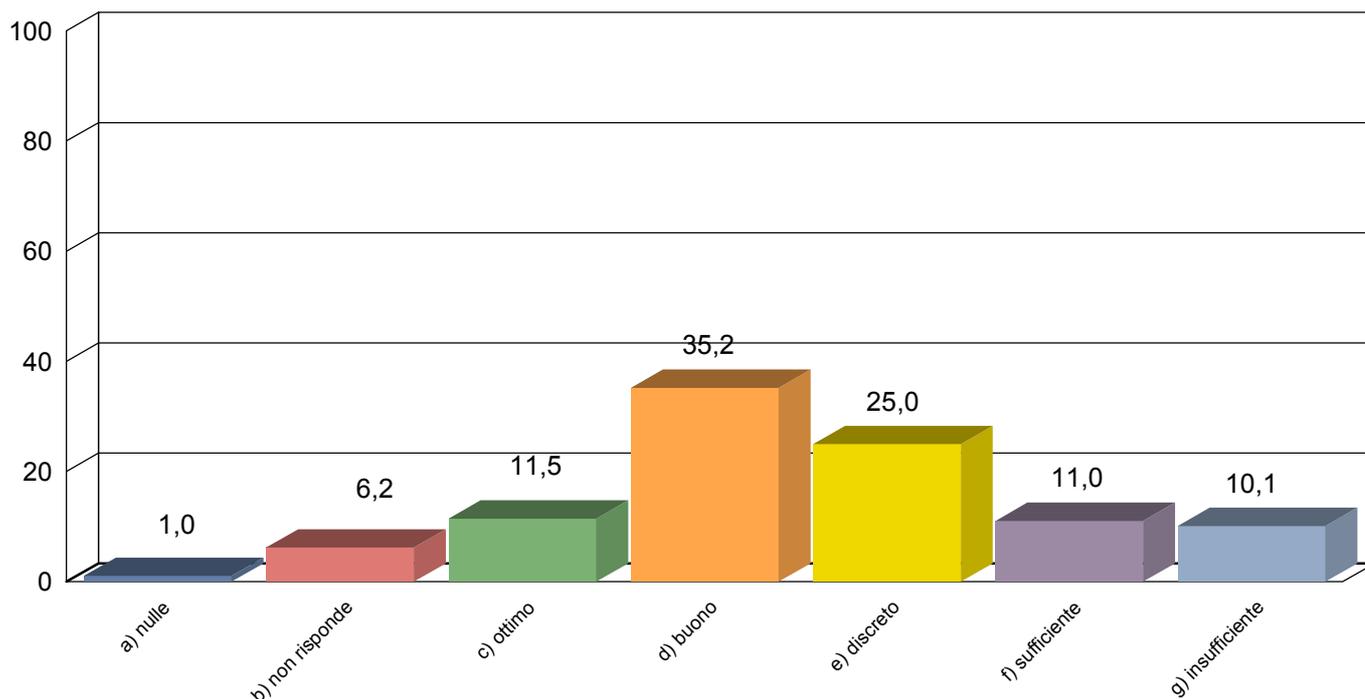




## Segnalazione delle fermate

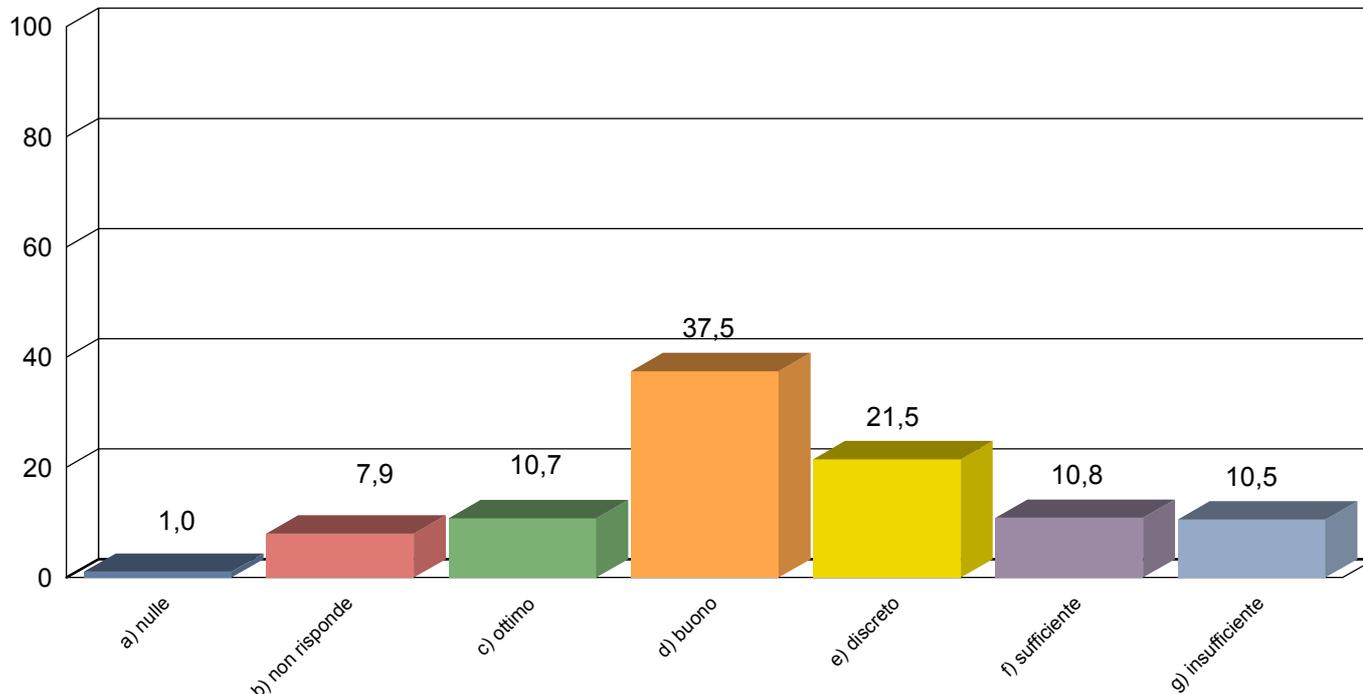


## Efficienza climatizzazione estate-inverno

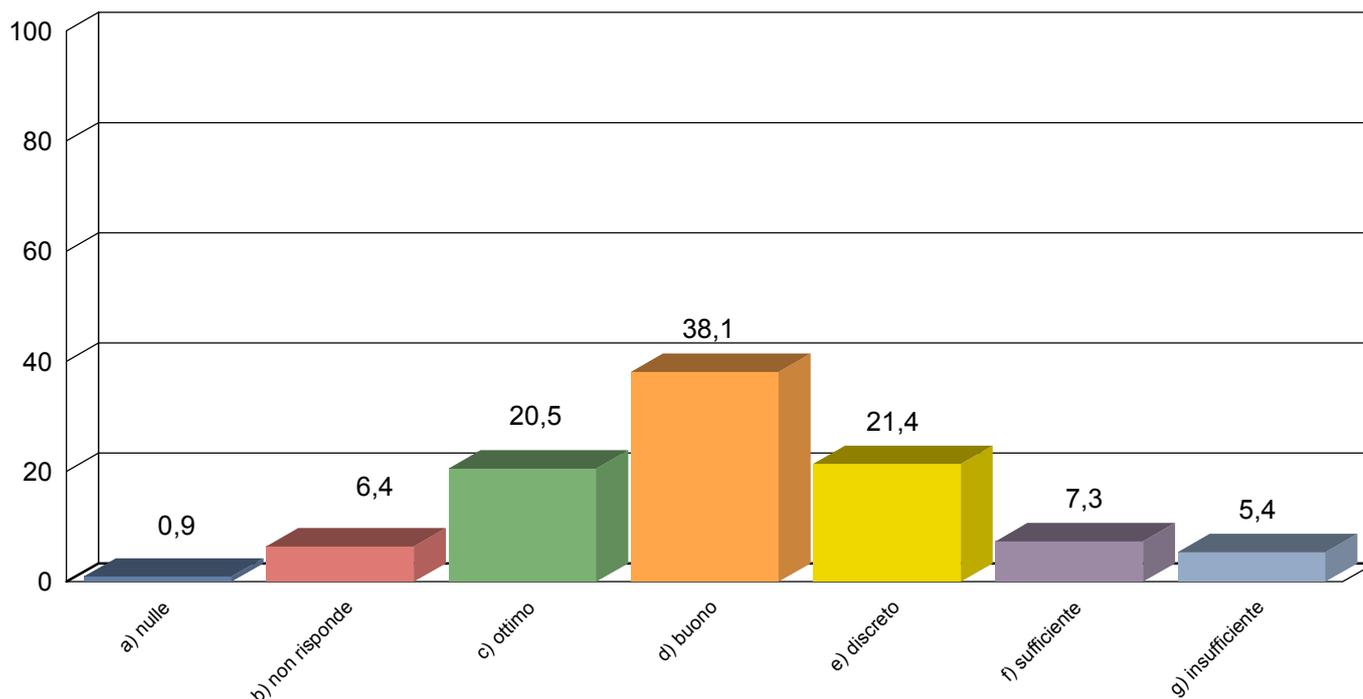




## Sicurezza sul mezzo di persone e cose

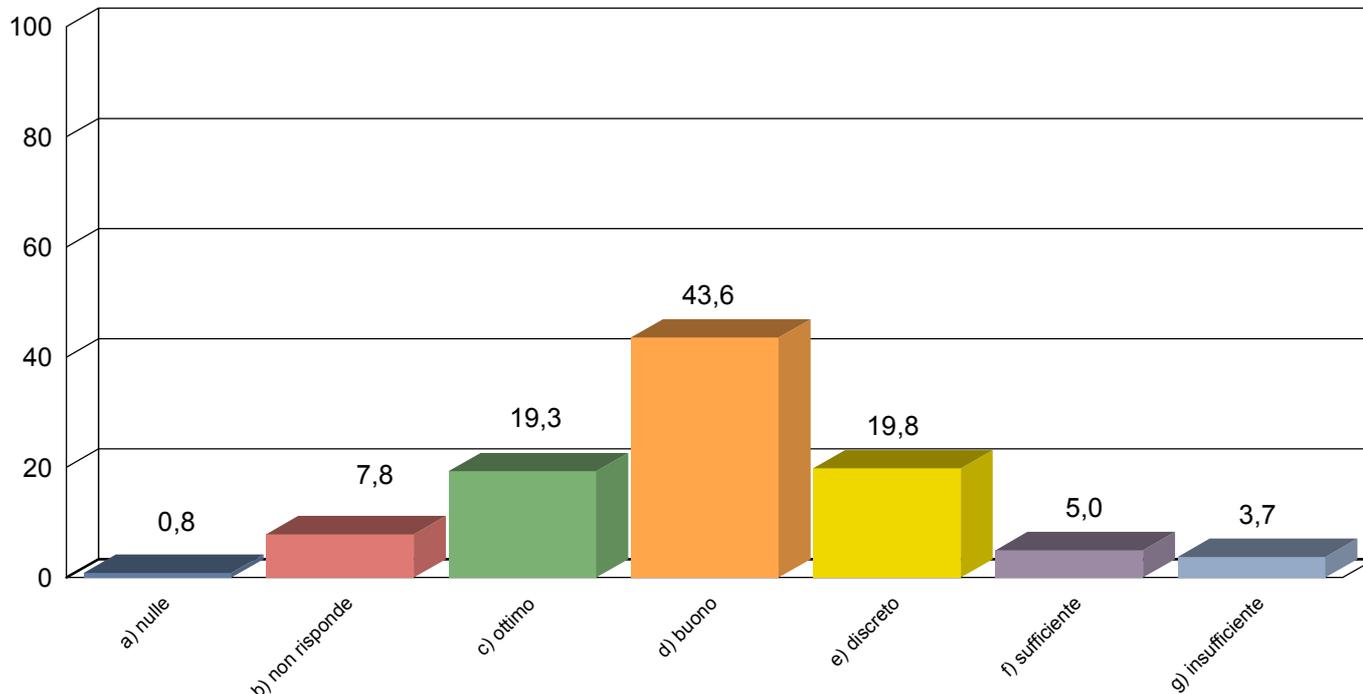


## Cortesia/Disponibilità del personale

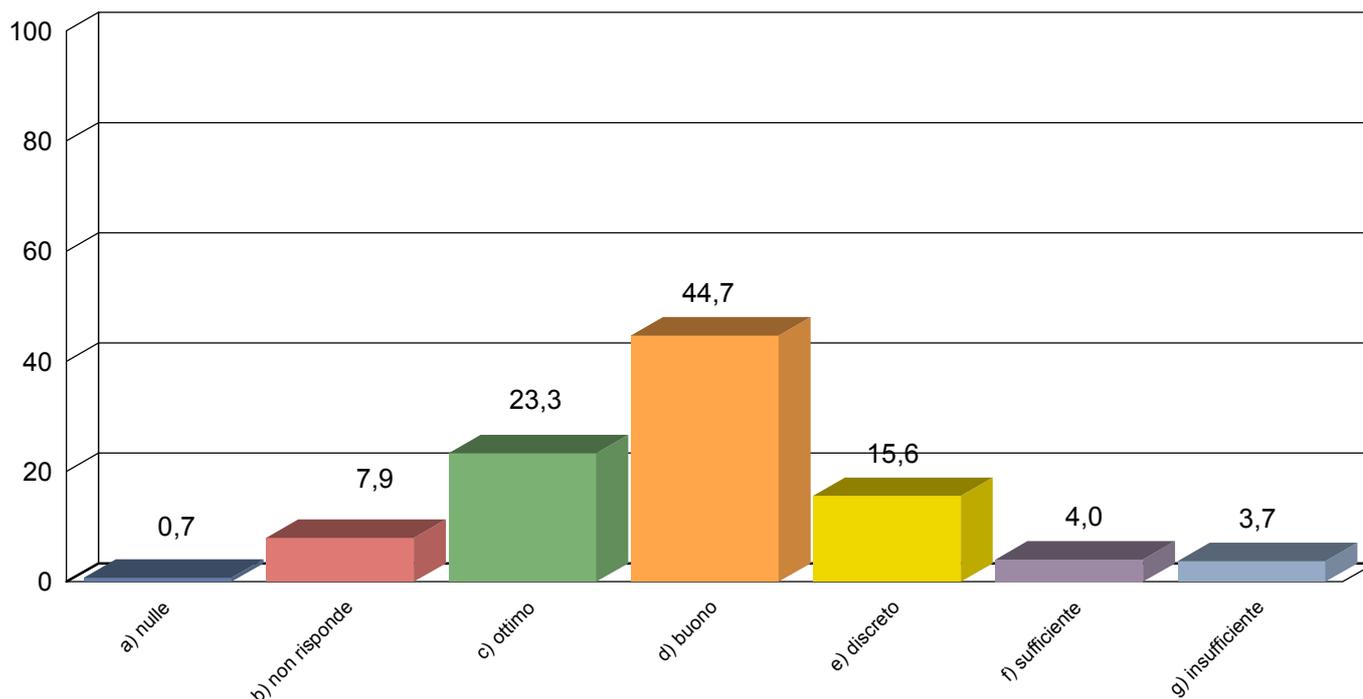




## Competenza del personale



## Riconoscibilità del personale



# Indagine conoscitiva sulla soddisfazione dei viaggiatori

Linea: **AUTOLINEE**      **GIUGNO 2019**

