



FERROTRAMVIARIA SPA
FERROVIE DEL NORD BARESE
AUTOLINEE

Indagine conoscitiva sulla soddisfazione dei viaggiatori delle autolinee

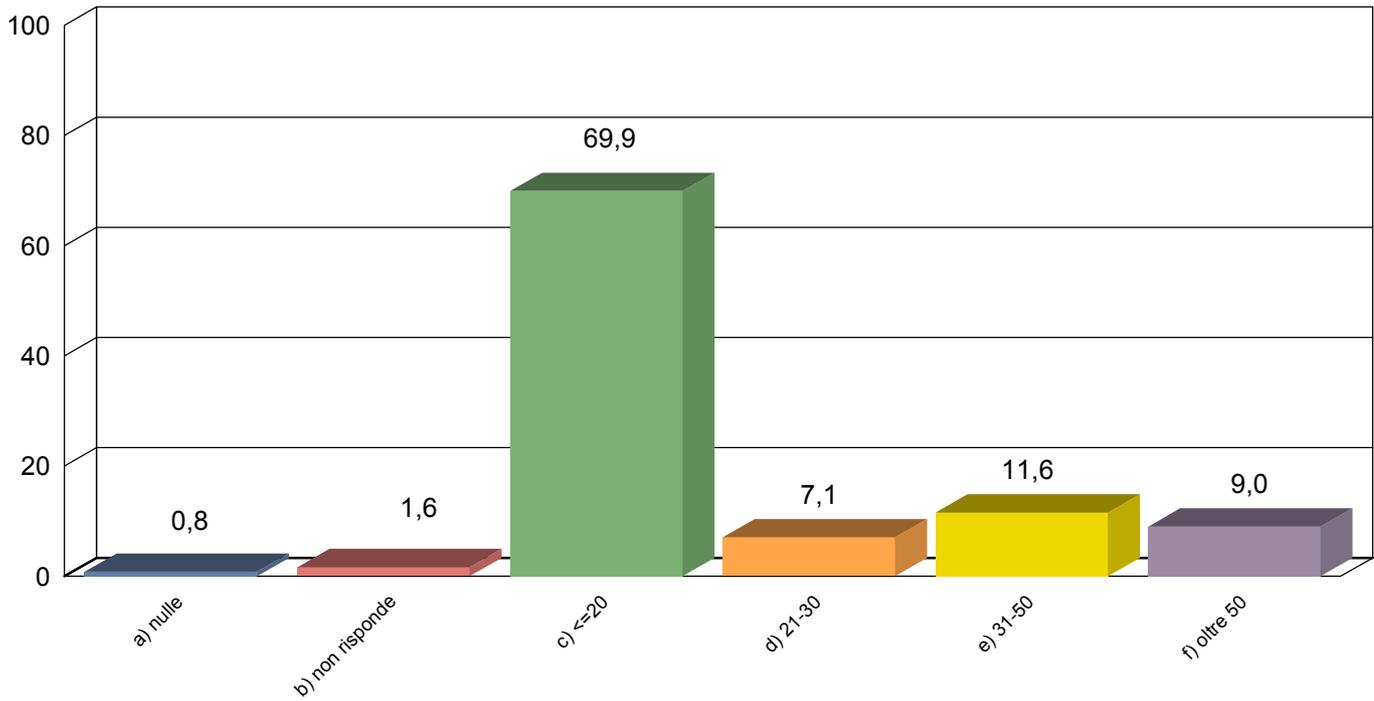
DICEMBRE 2018

(campione esaminato: 977 viaggiatori)

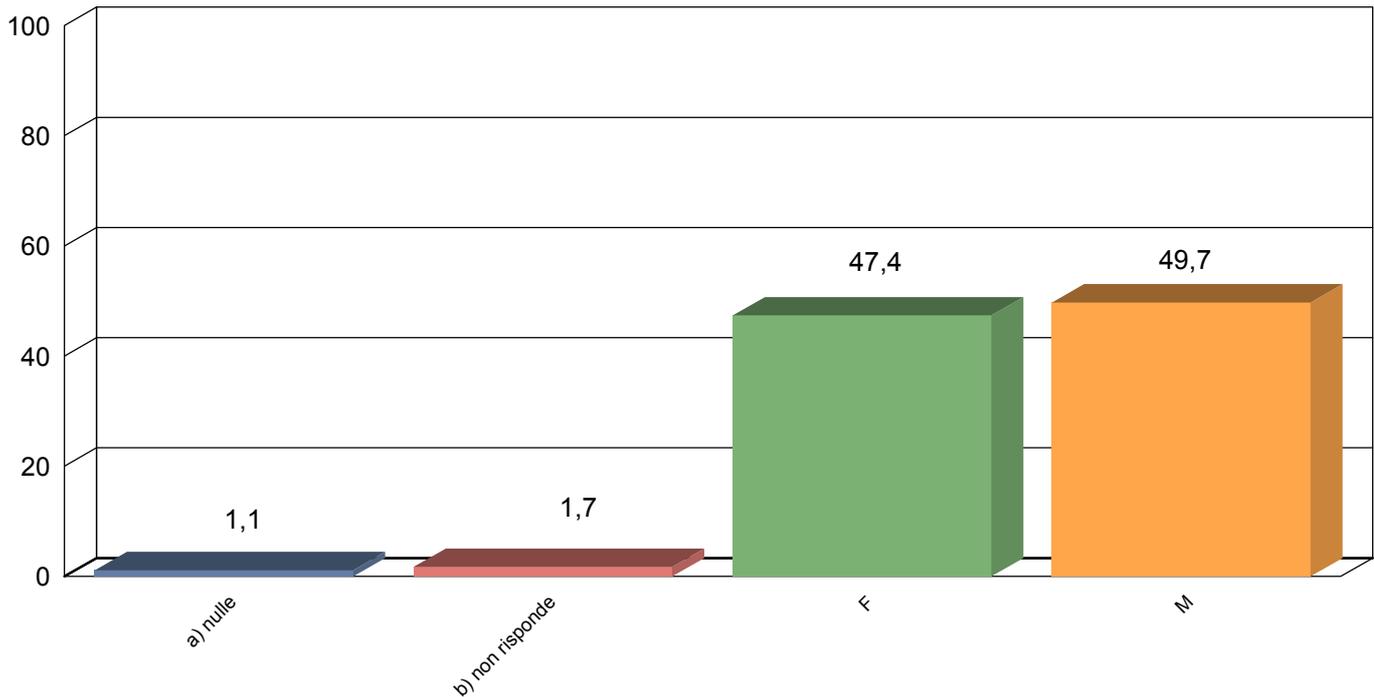




Età

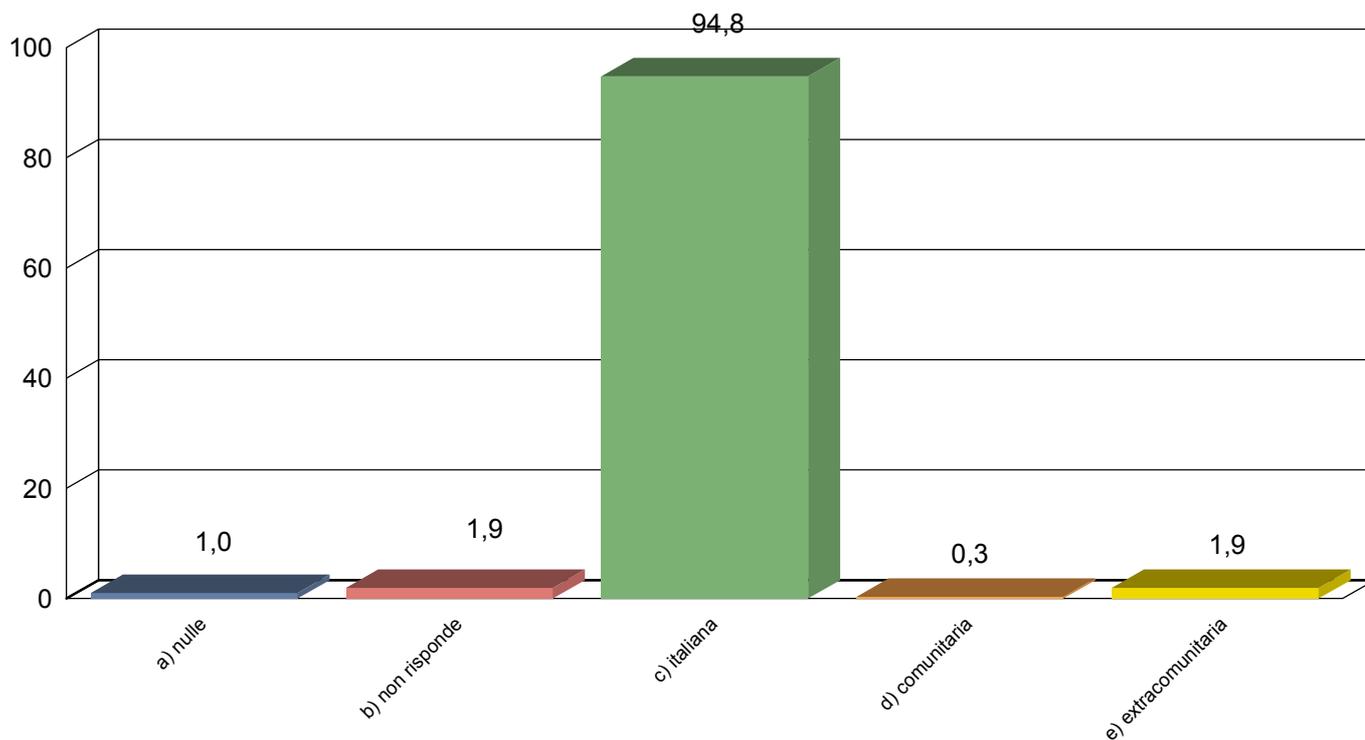


Sesso

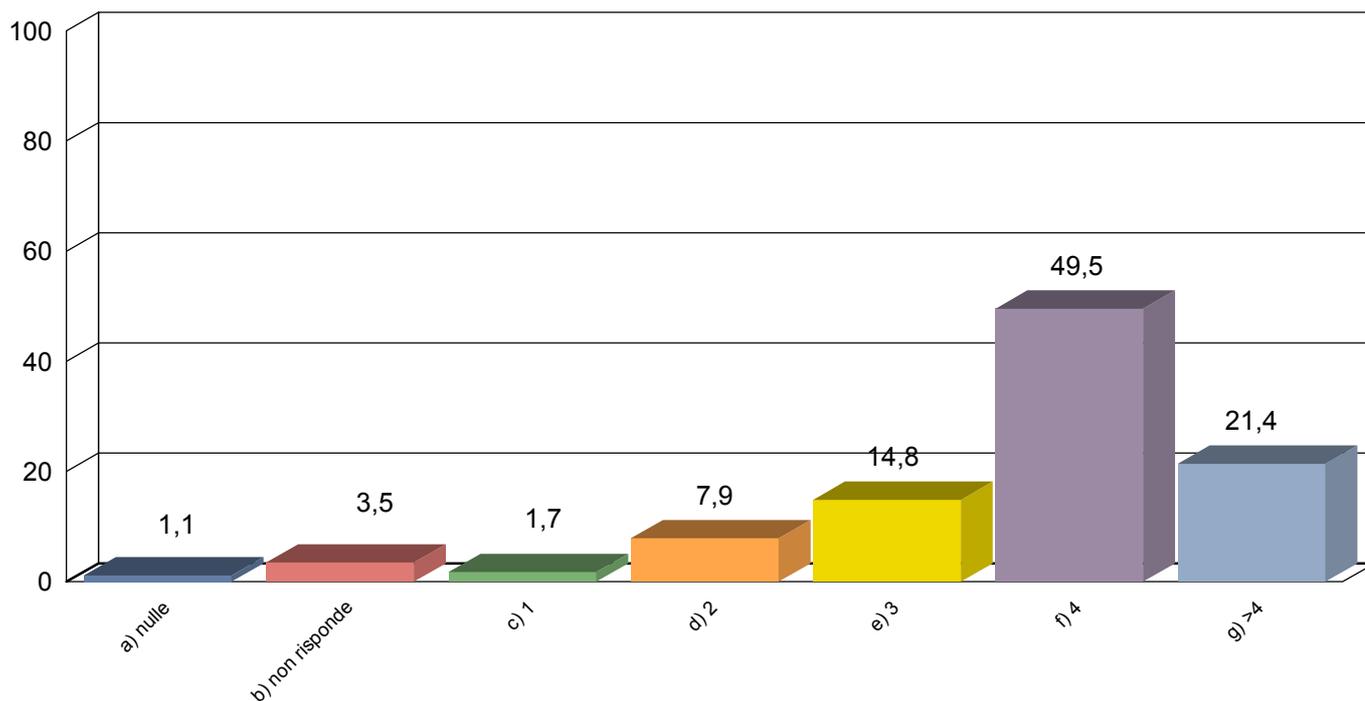




Nazionalità

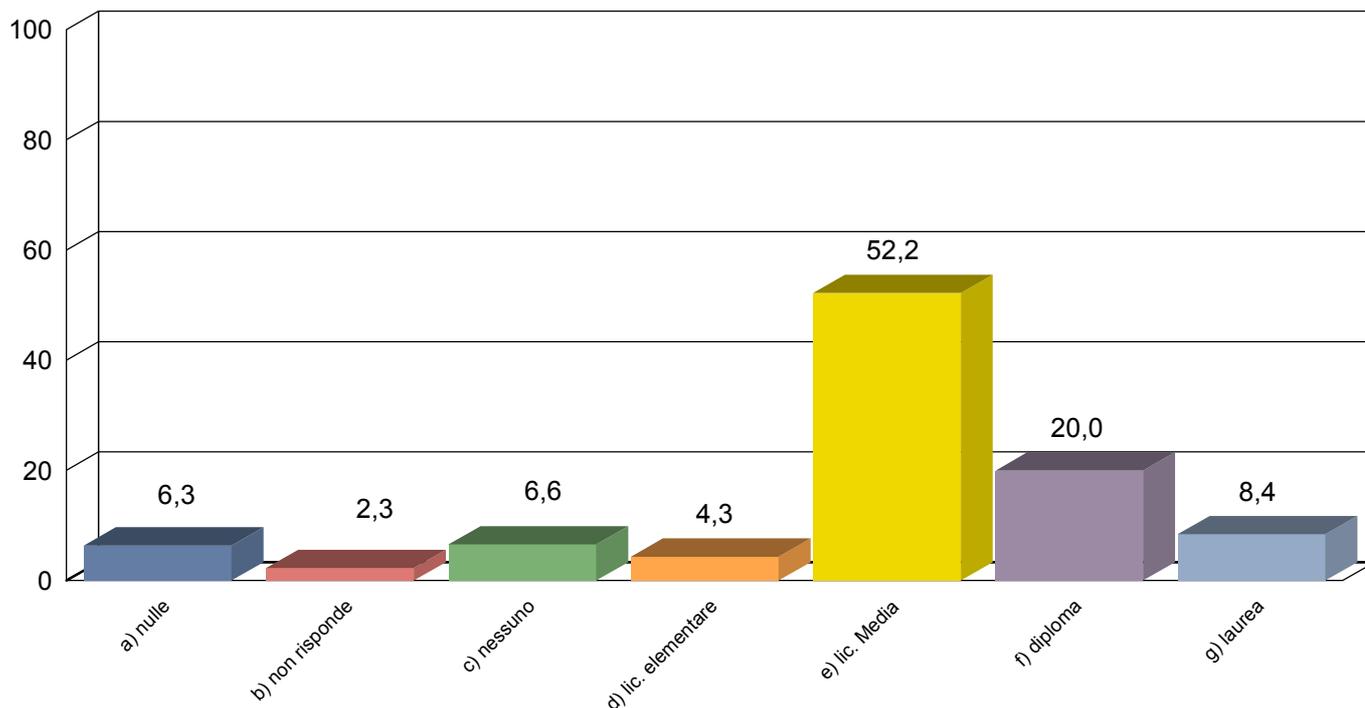


Nucleo familiare

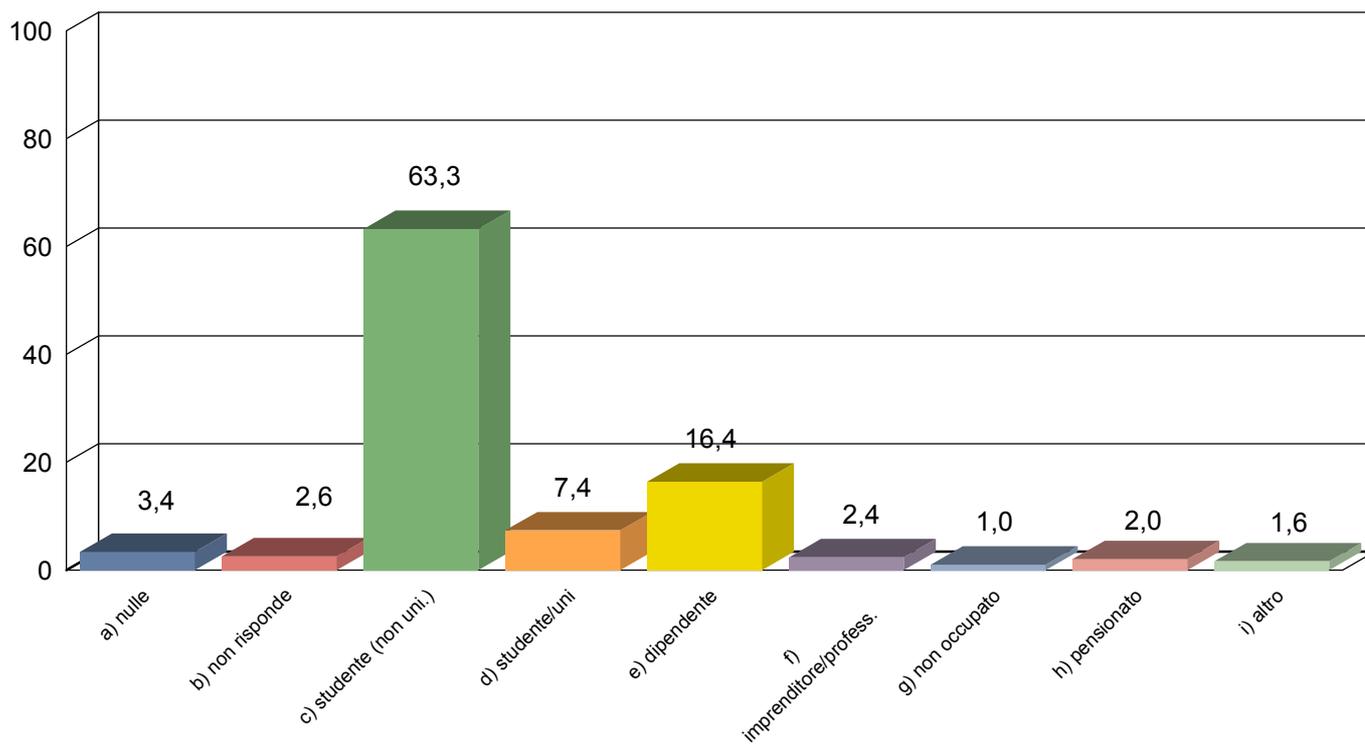




Titolo di studio

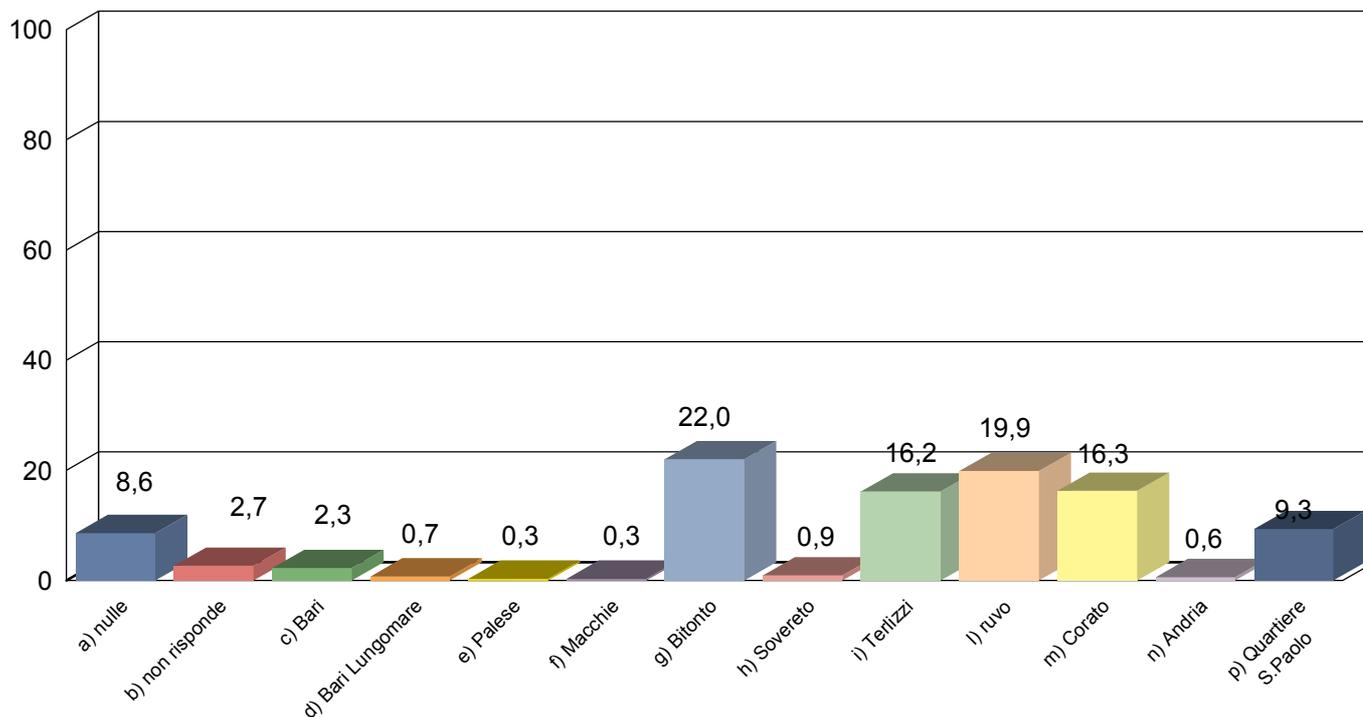


Occupazione

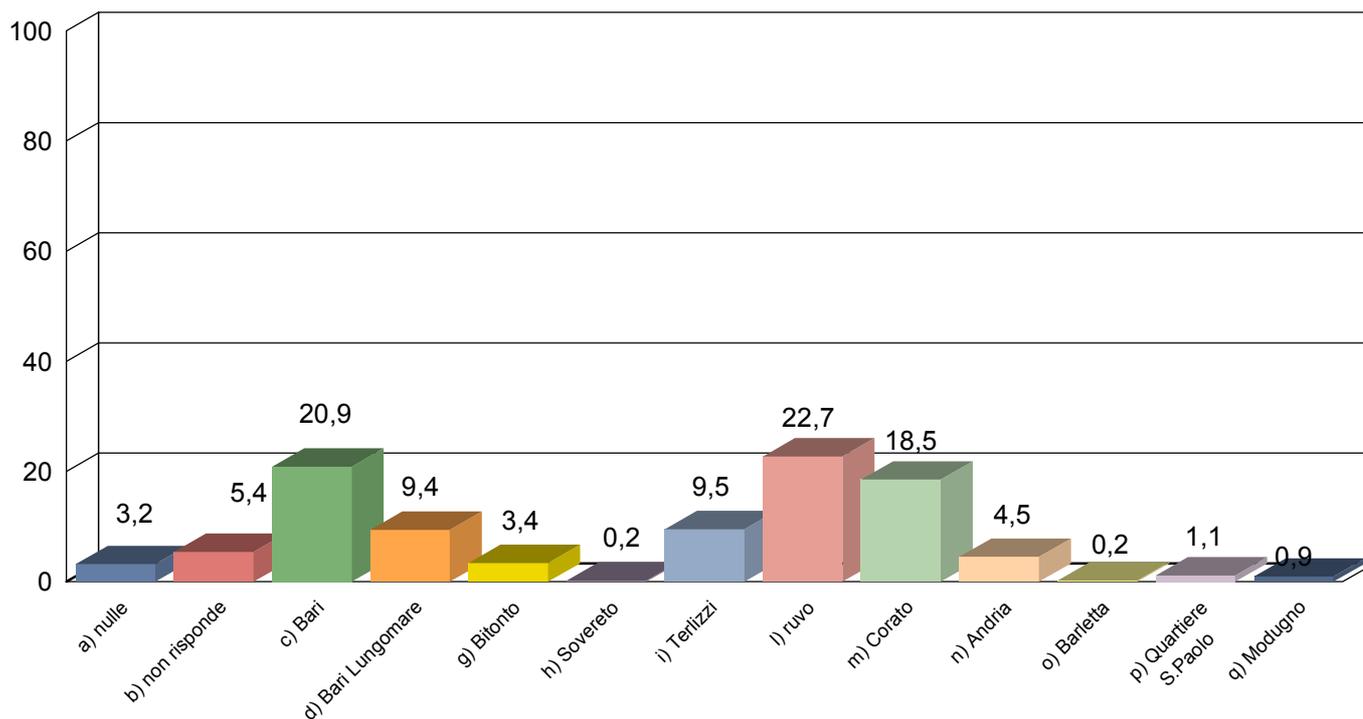




Città di partenza di questo viaggio

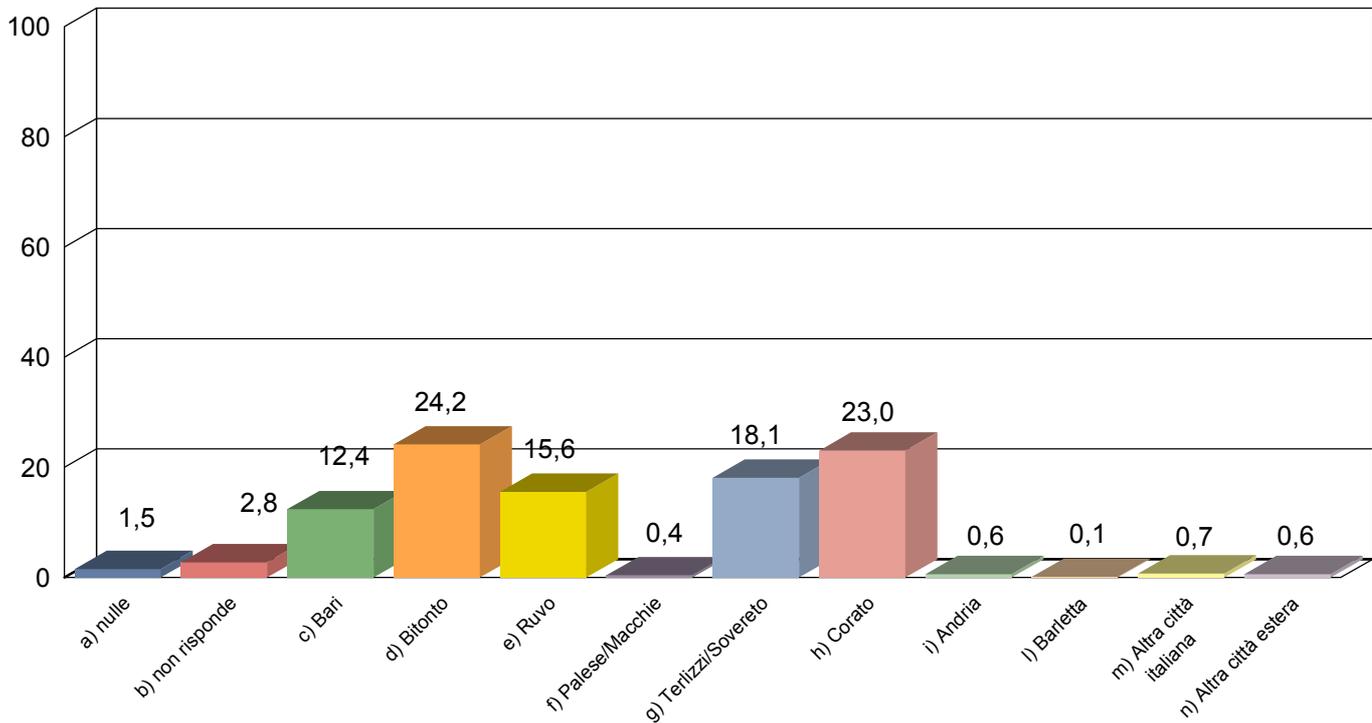


Città di arrivo di questo viaggio

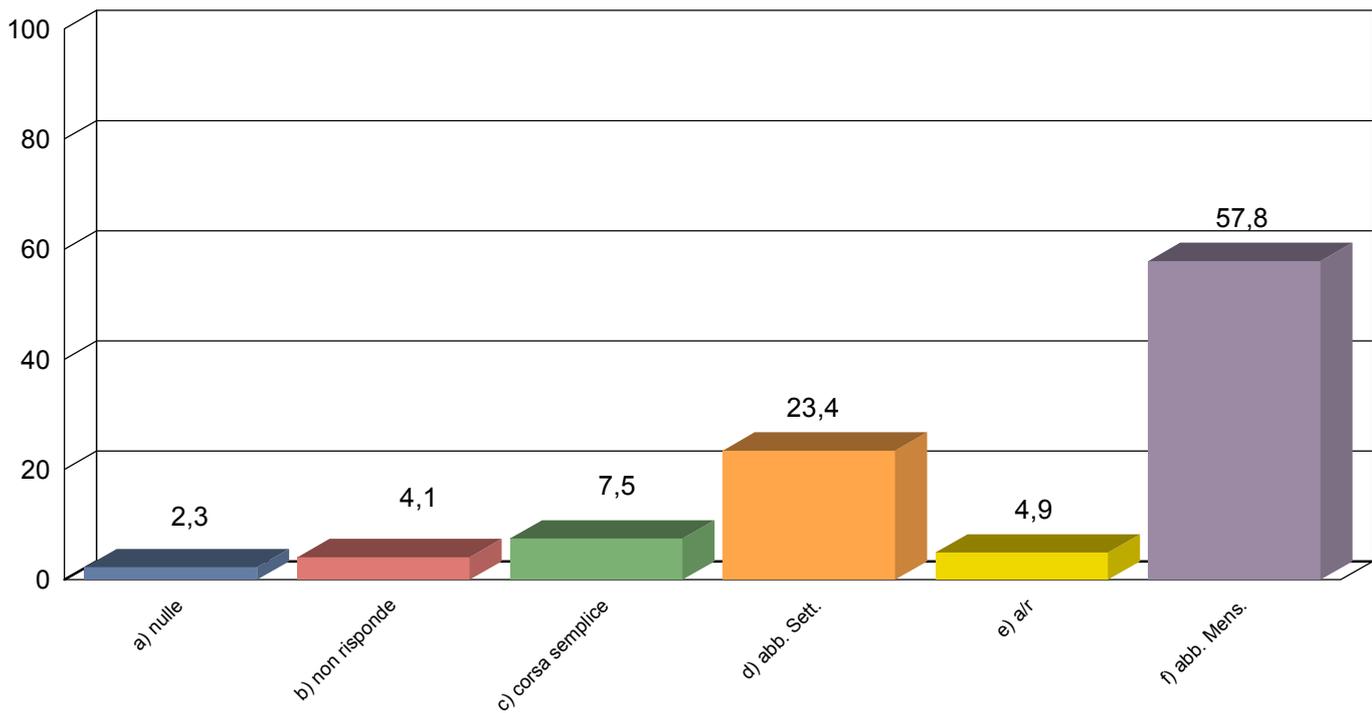




Citta' di residenza

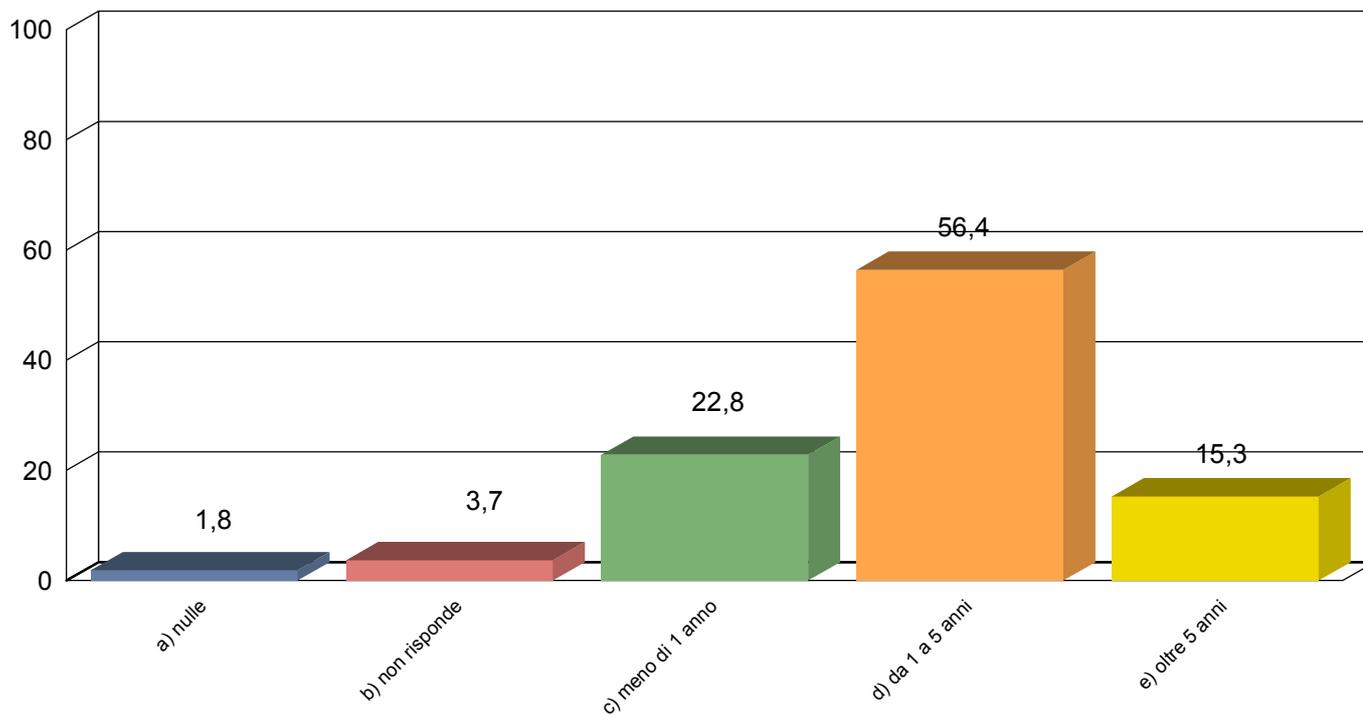


Tipo di biglietto utilizzato

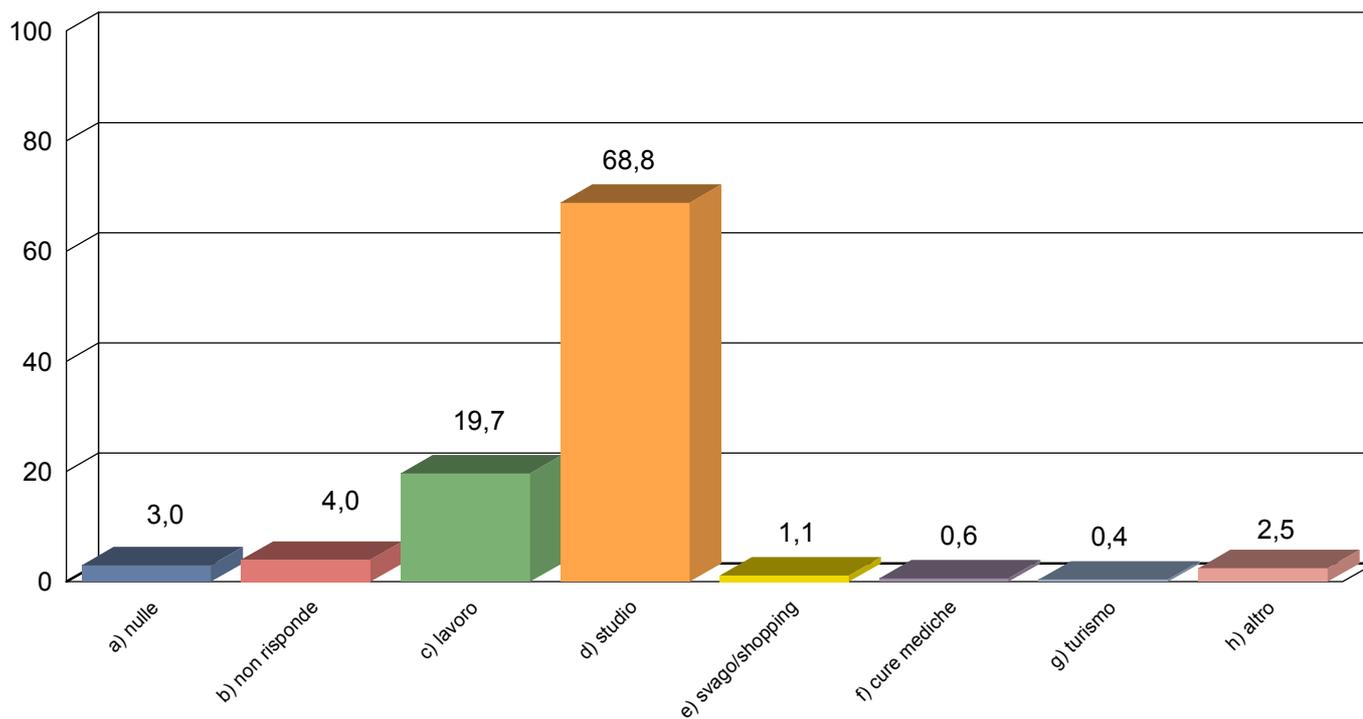




Da quanto tempo utilizza il bus

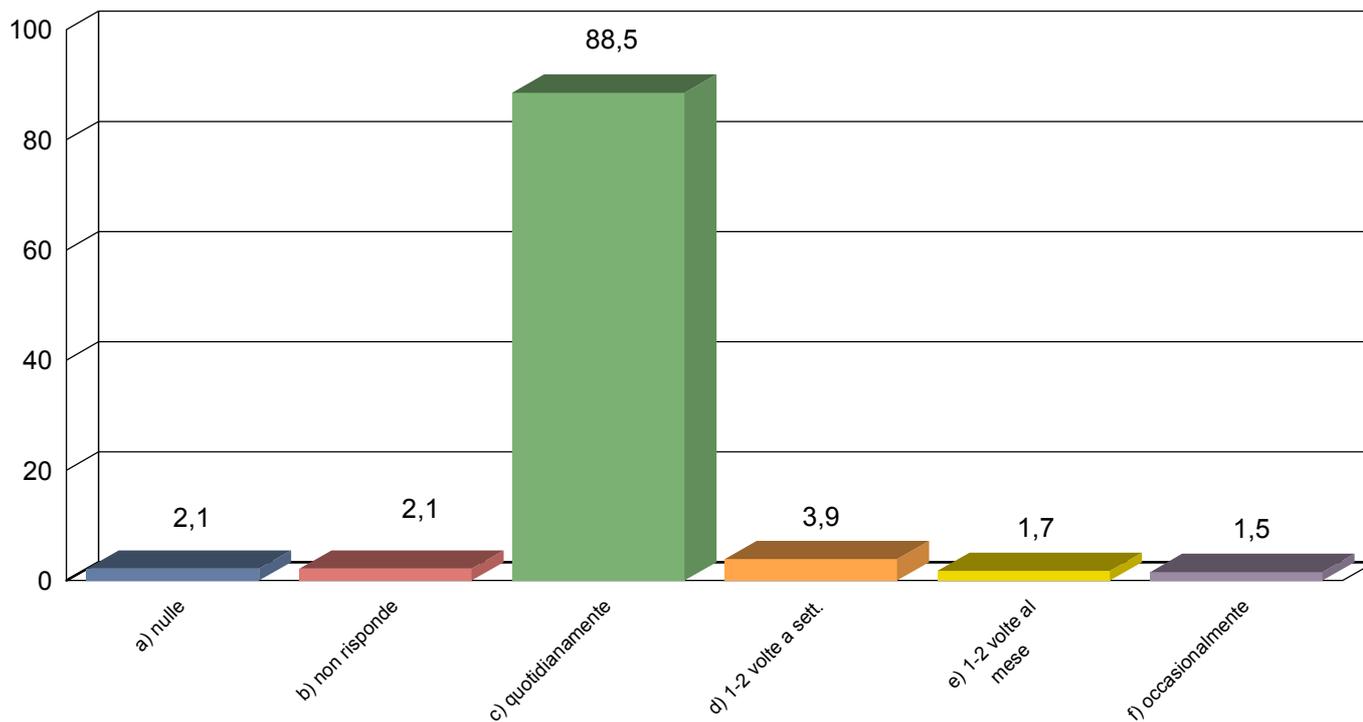


Scopo del viaggio

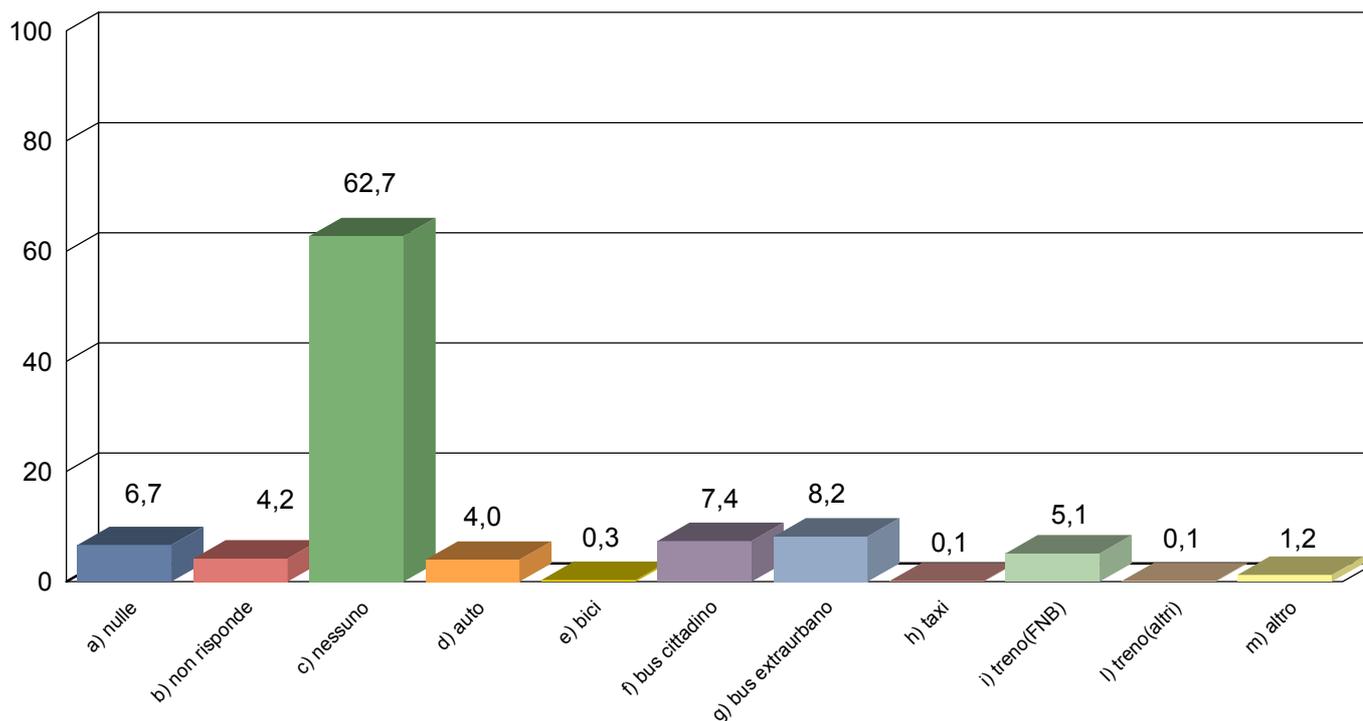




Frequenza di utilizzo

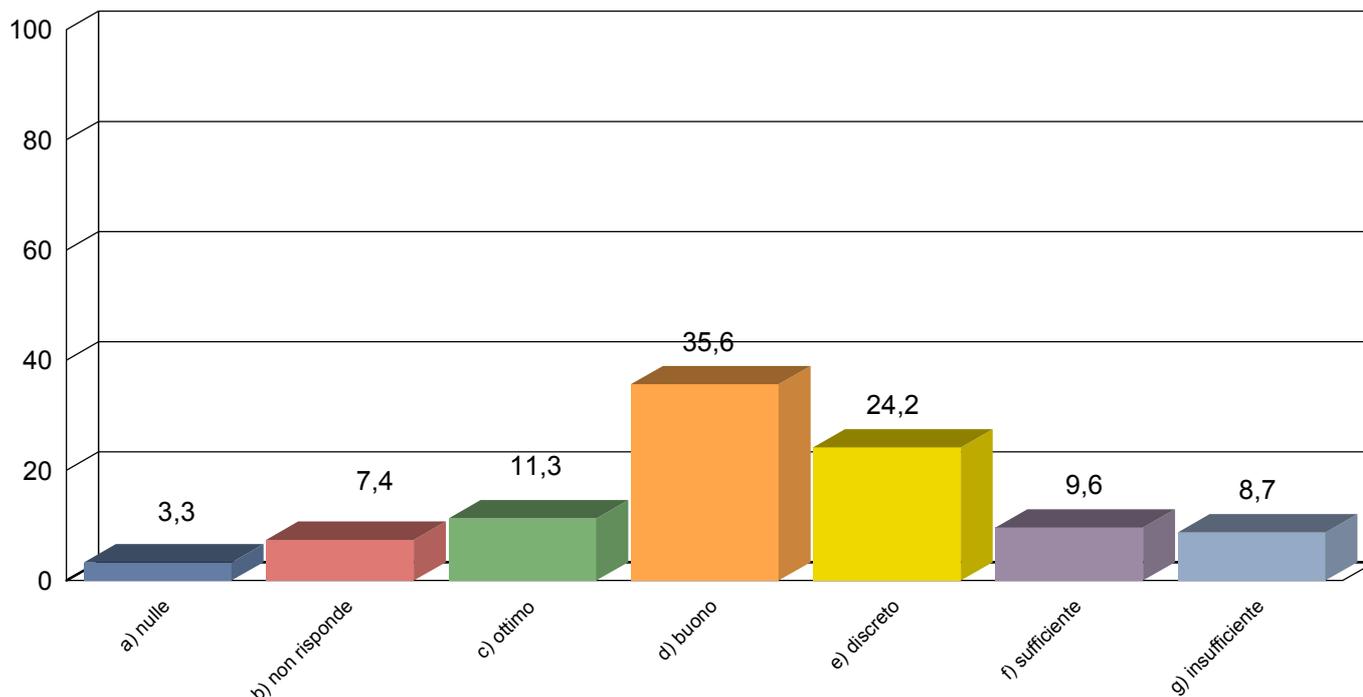


Con che mezzi prosegue questo viaggio

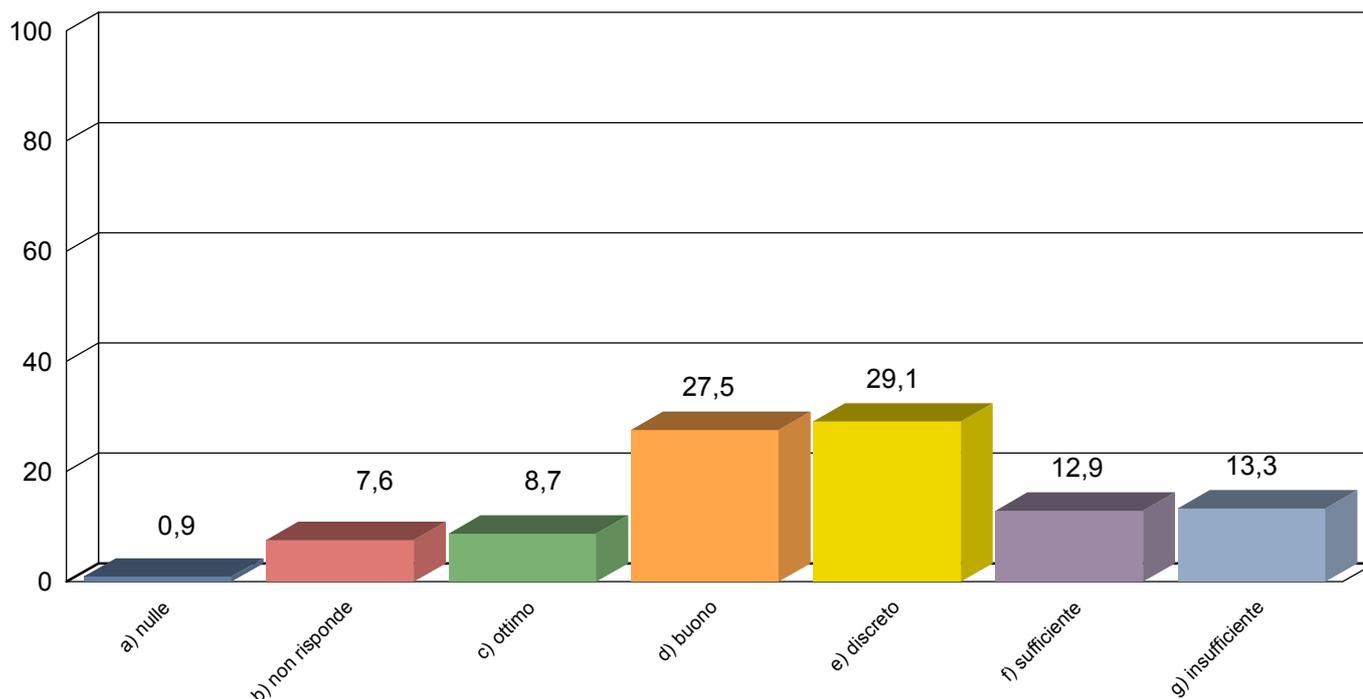




Puntualità delle corse

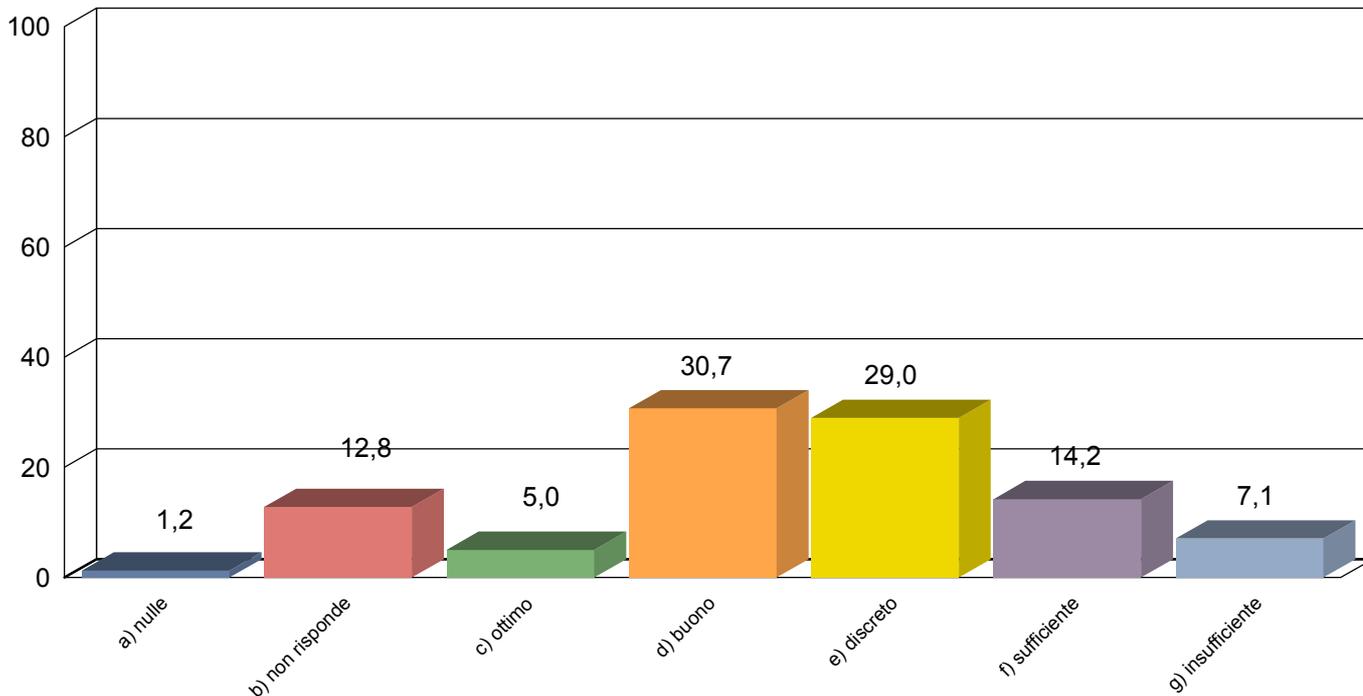


Frequenza delle corse

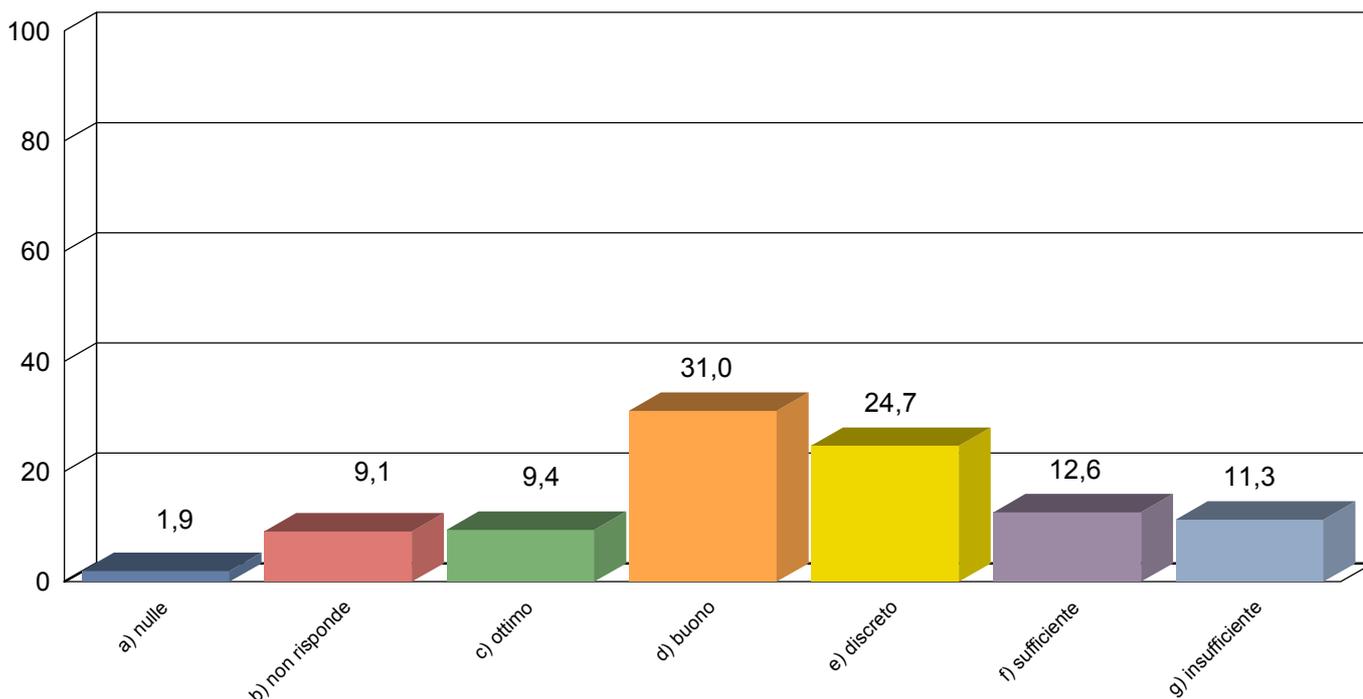




Adeguatezza coincidenze

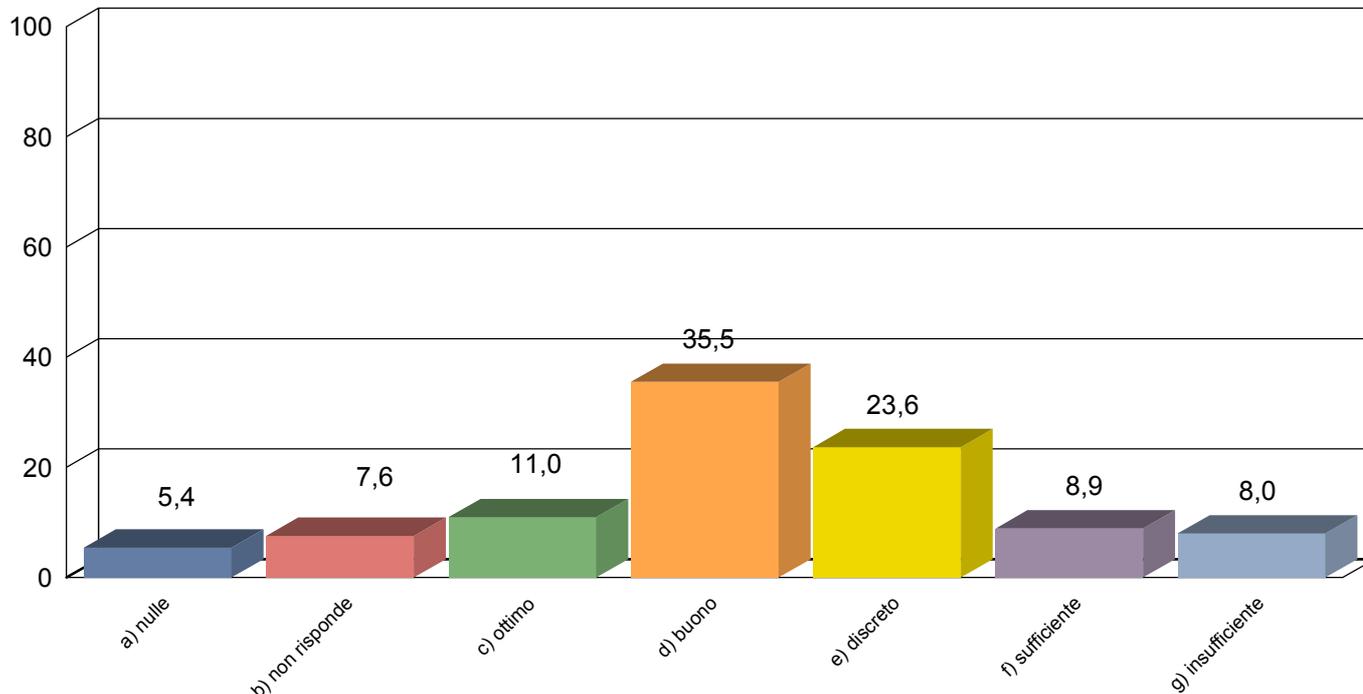


Informazioni a bordo

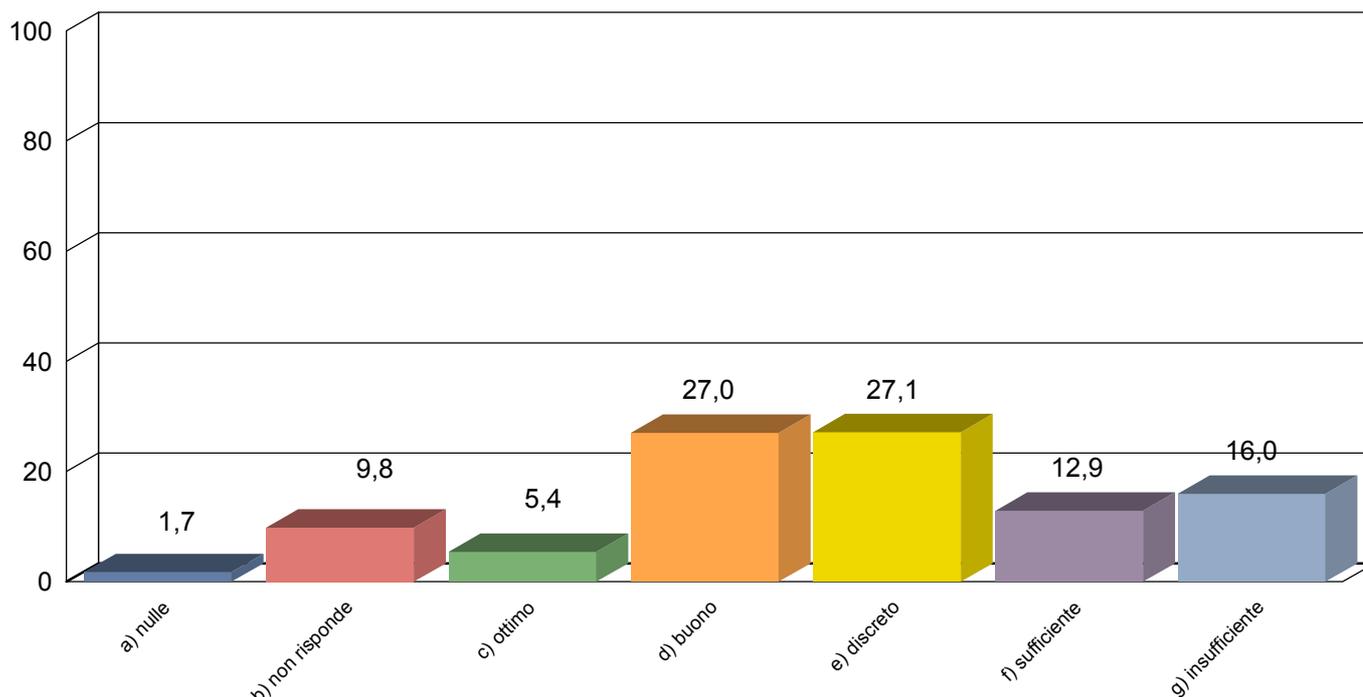




Informazioni via web (sito, carta ecc)

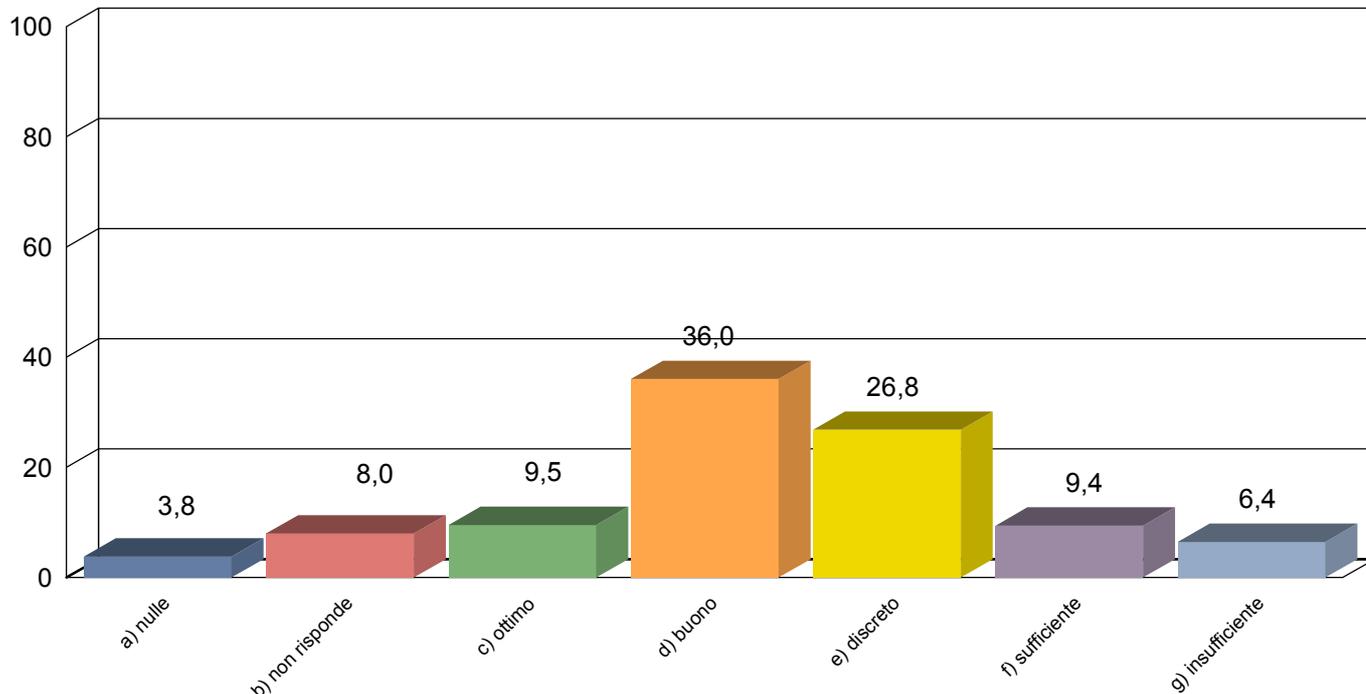


Rapidita' nel fornire informazioni in caso di disservizio

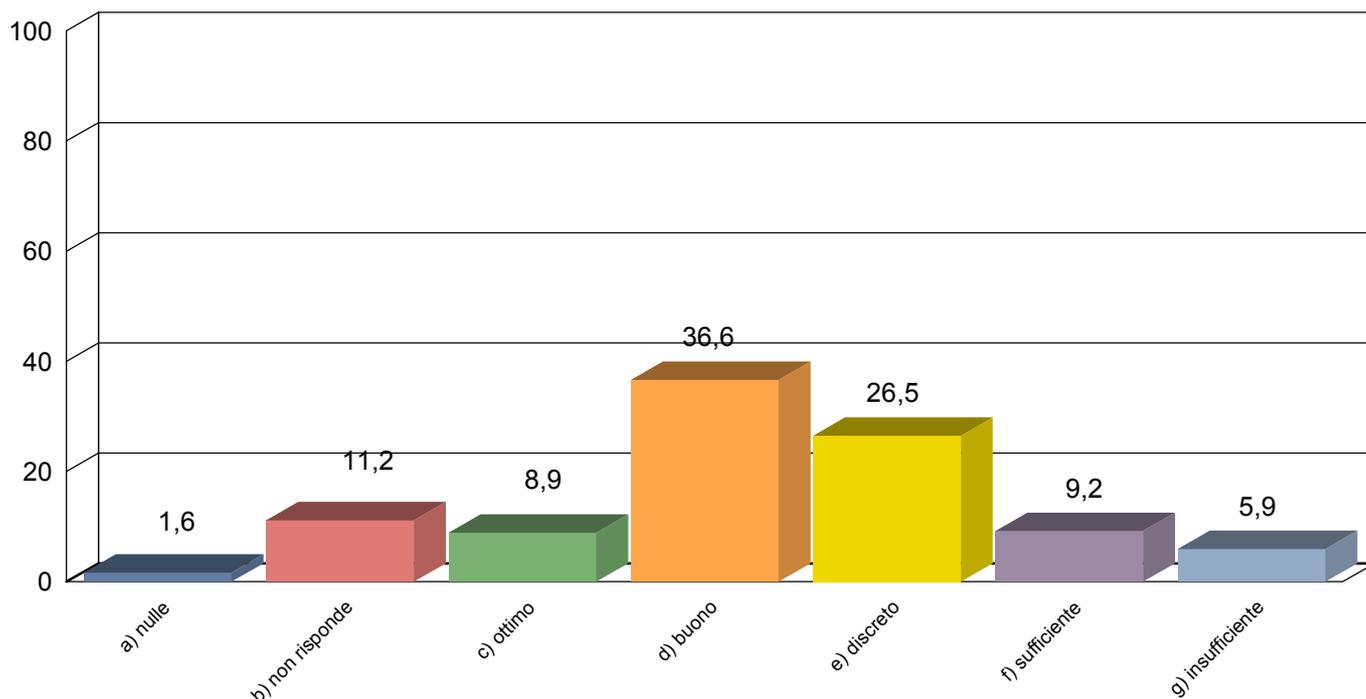




Reperibilità orari e tariffe

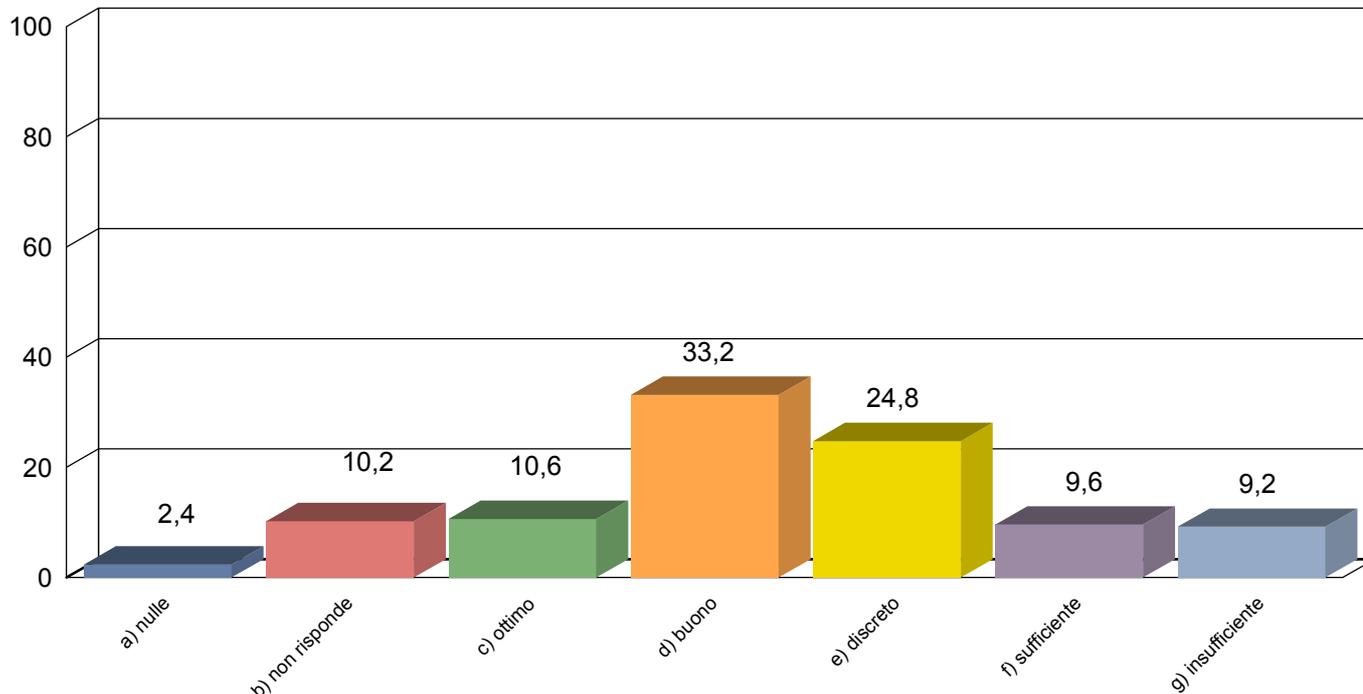


Reperibilità titoli di viaggio

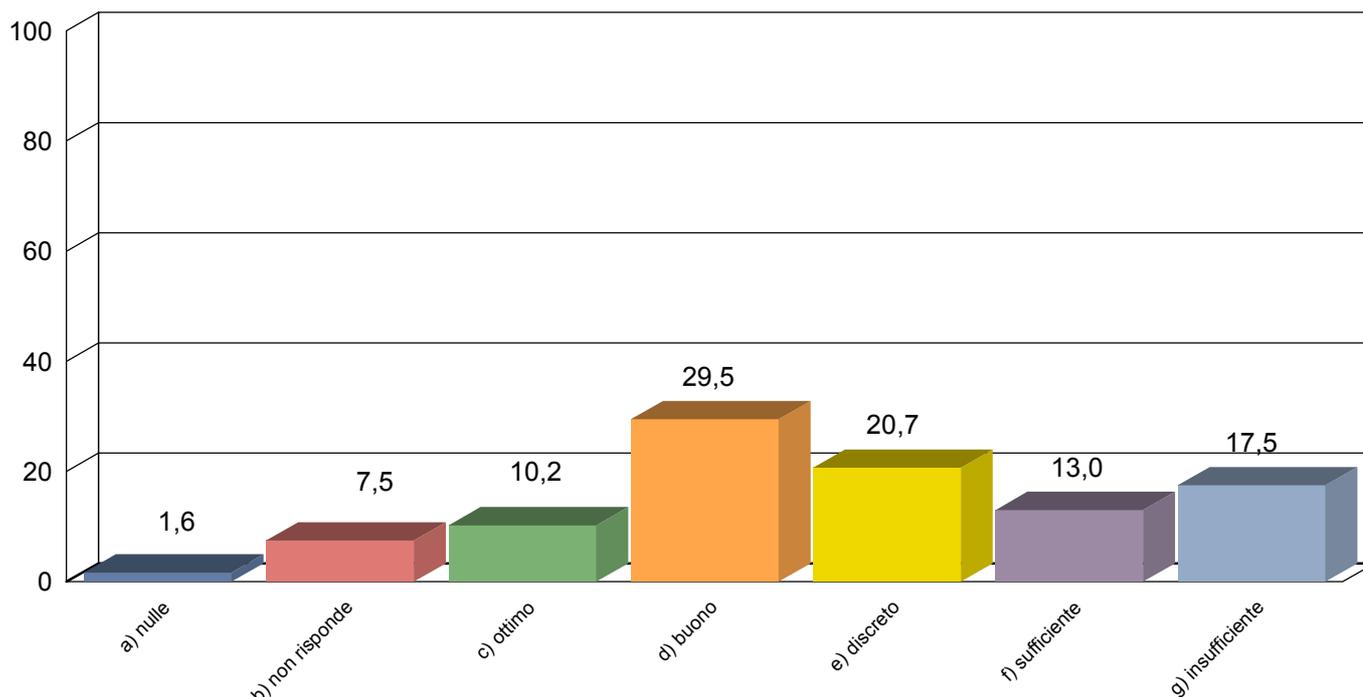




Funzionamento oblitteratrici

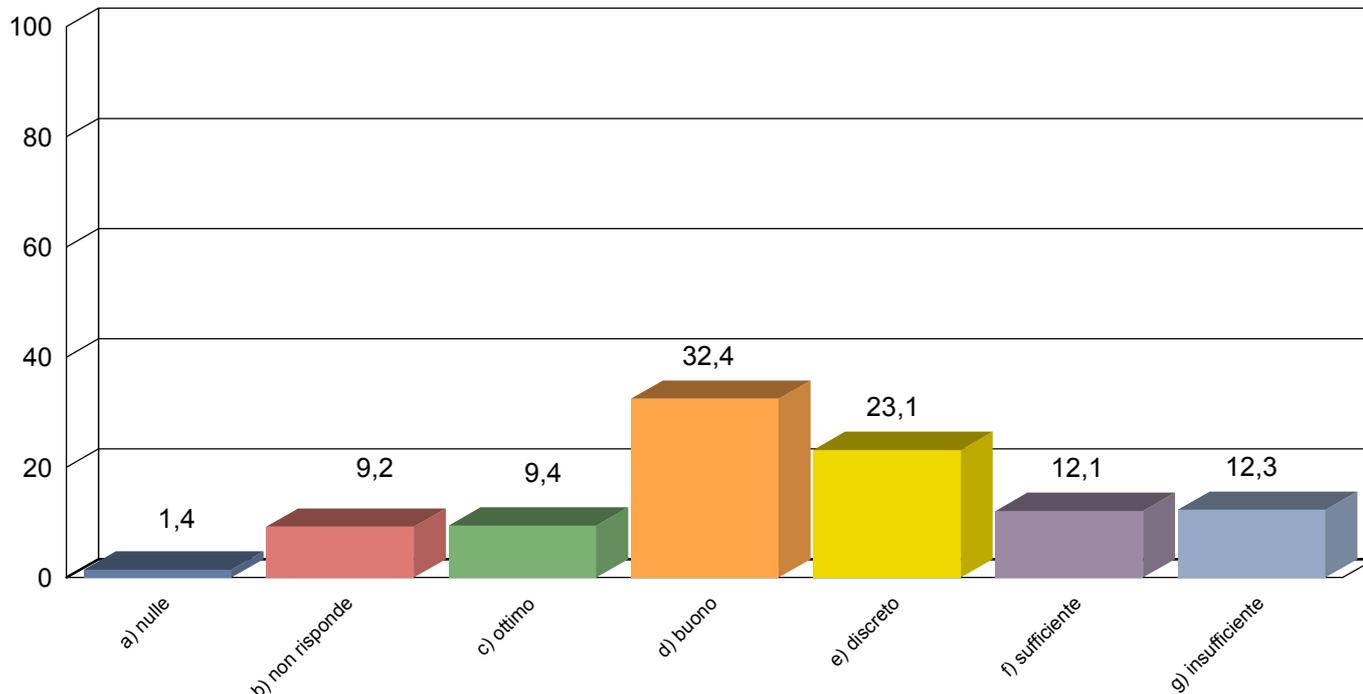


Pulizia interna e dei sedili

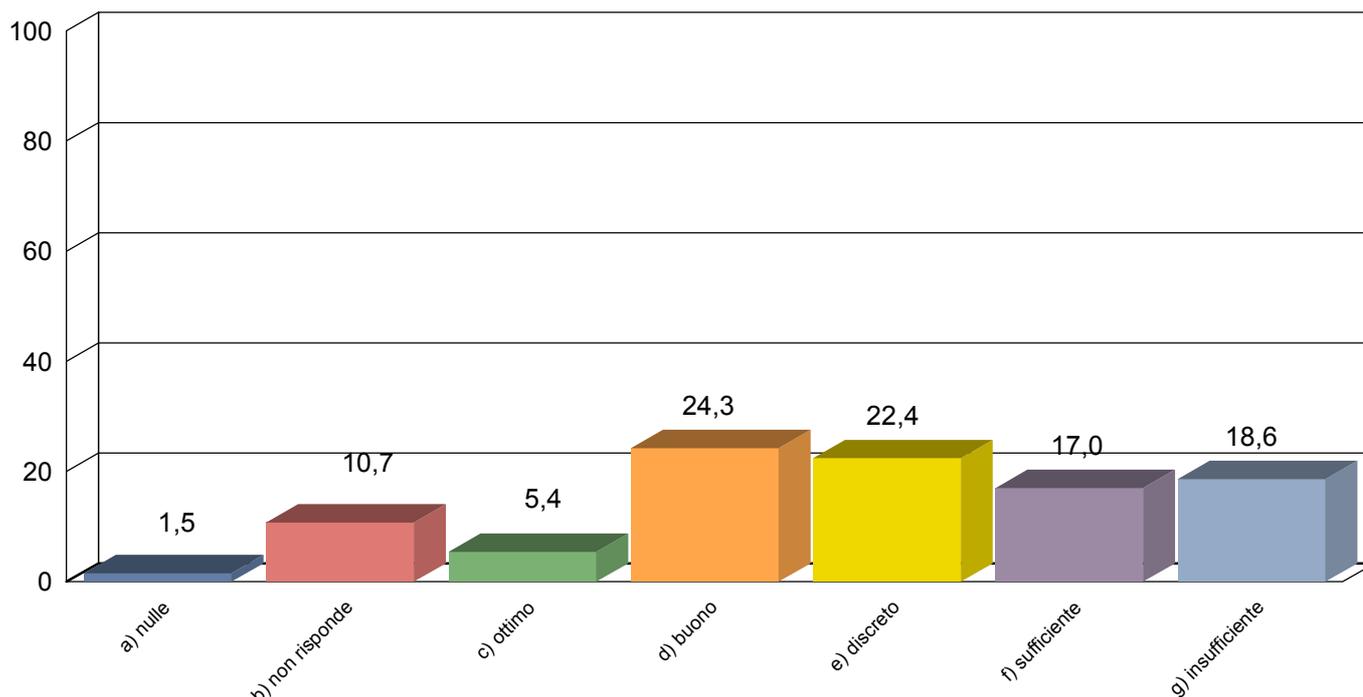




Pulizia esterna del mezzo

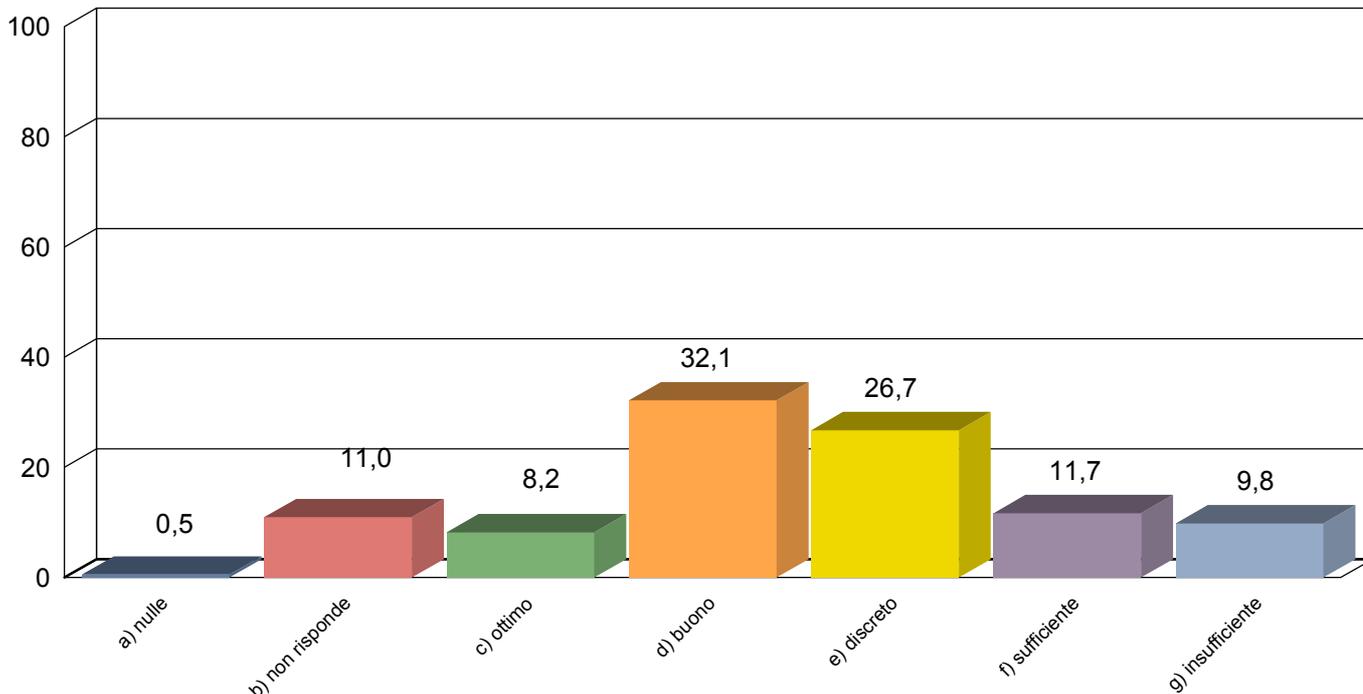


Comfort dei punti di fermata (pensilina e sedute)

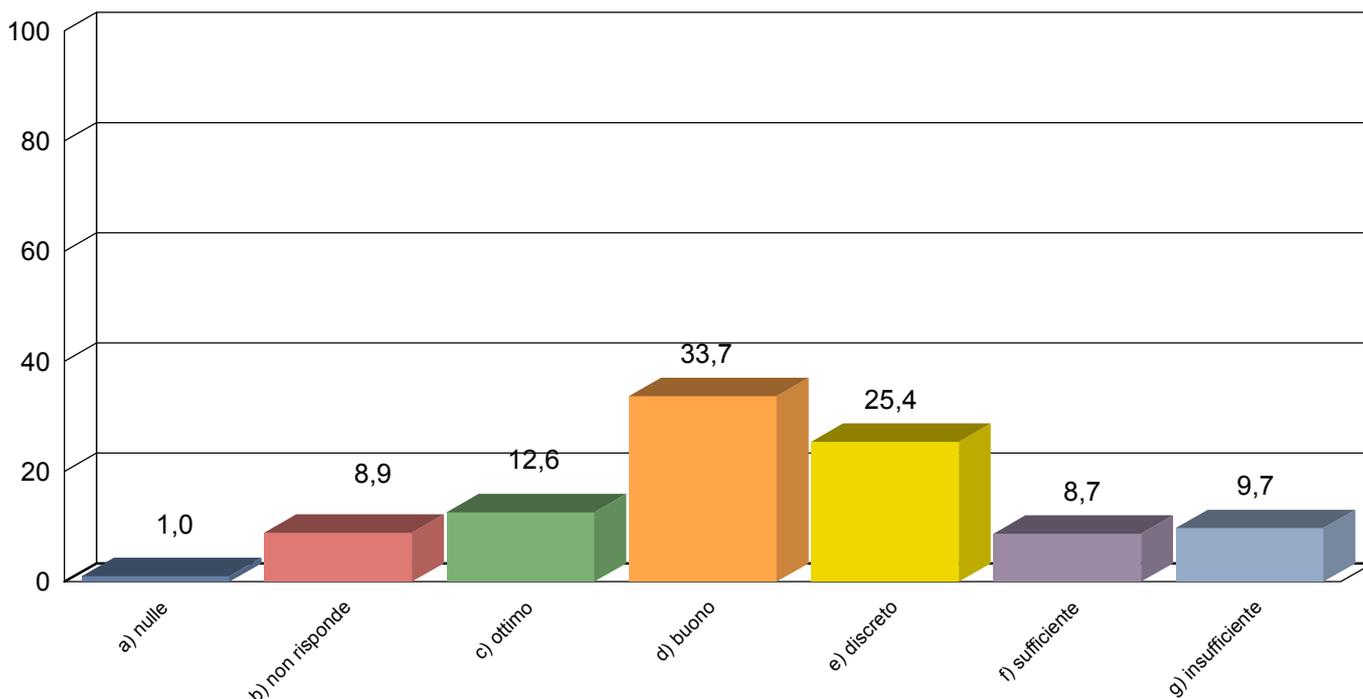




Segnalazione delle fermate

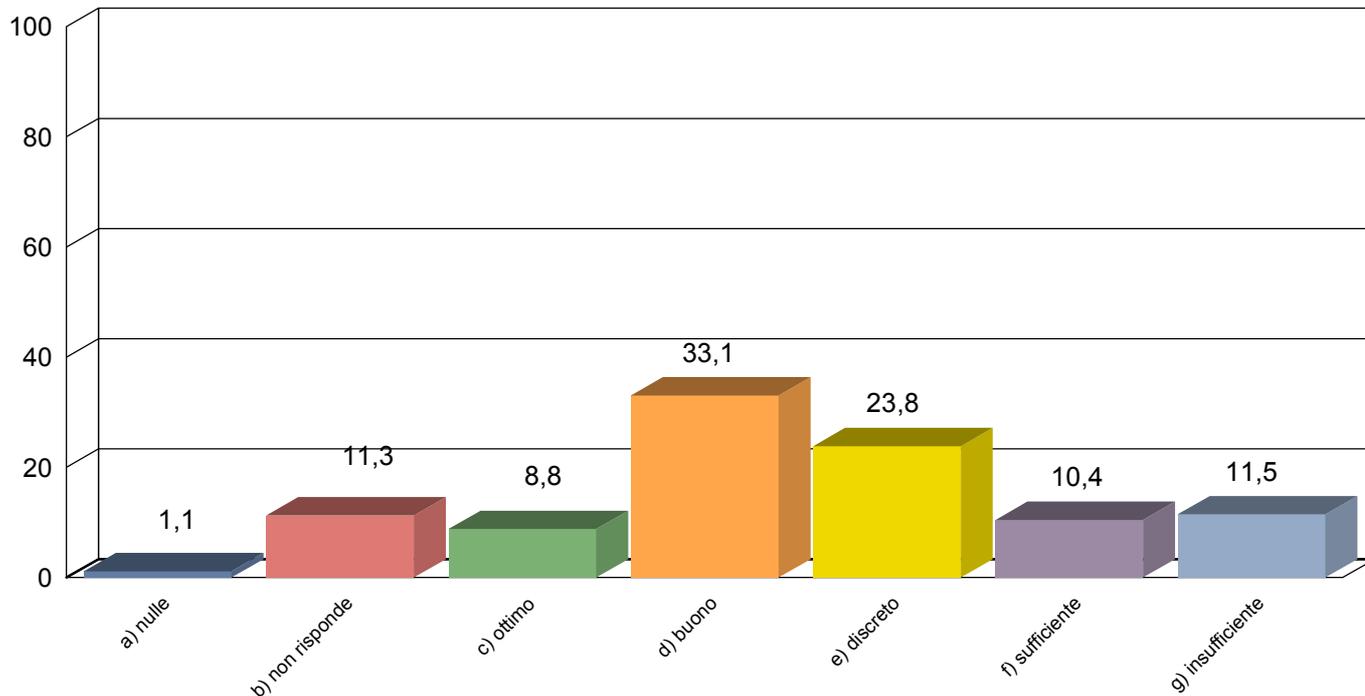


Efficienza climatizzazione estate-inverno

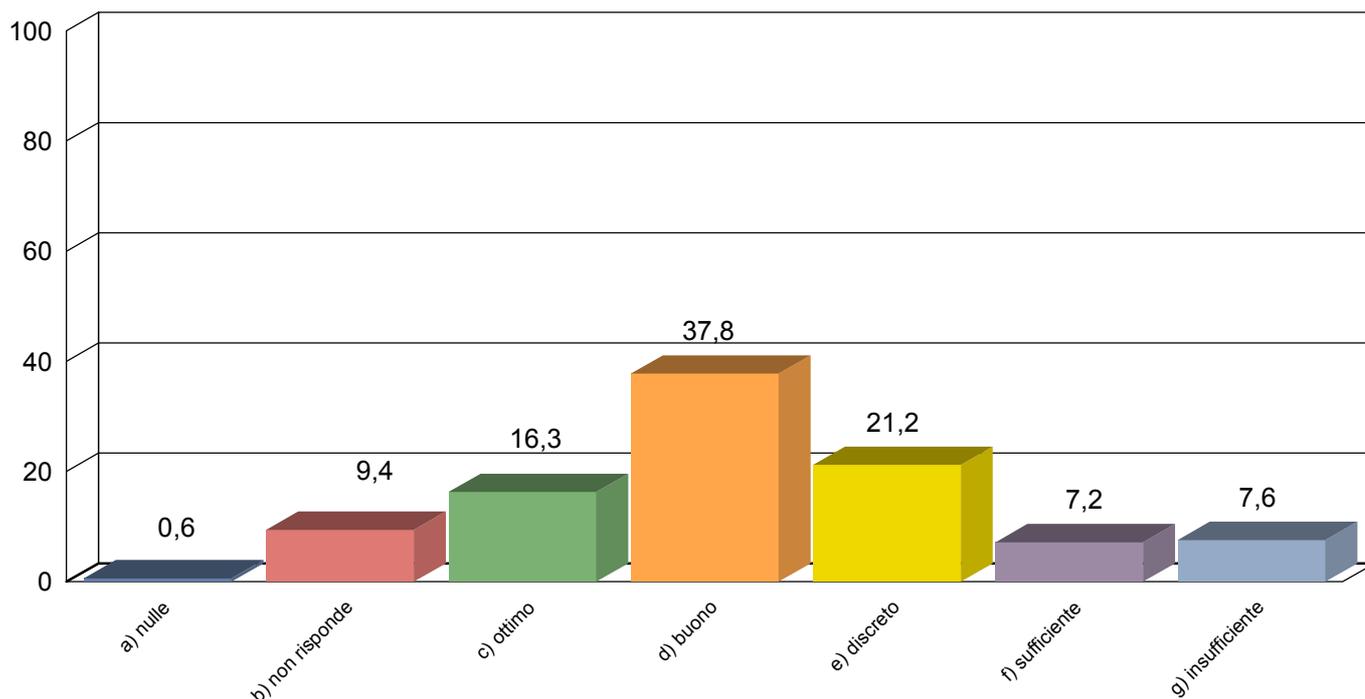




Sicurezza sul mezzo di persone e cose

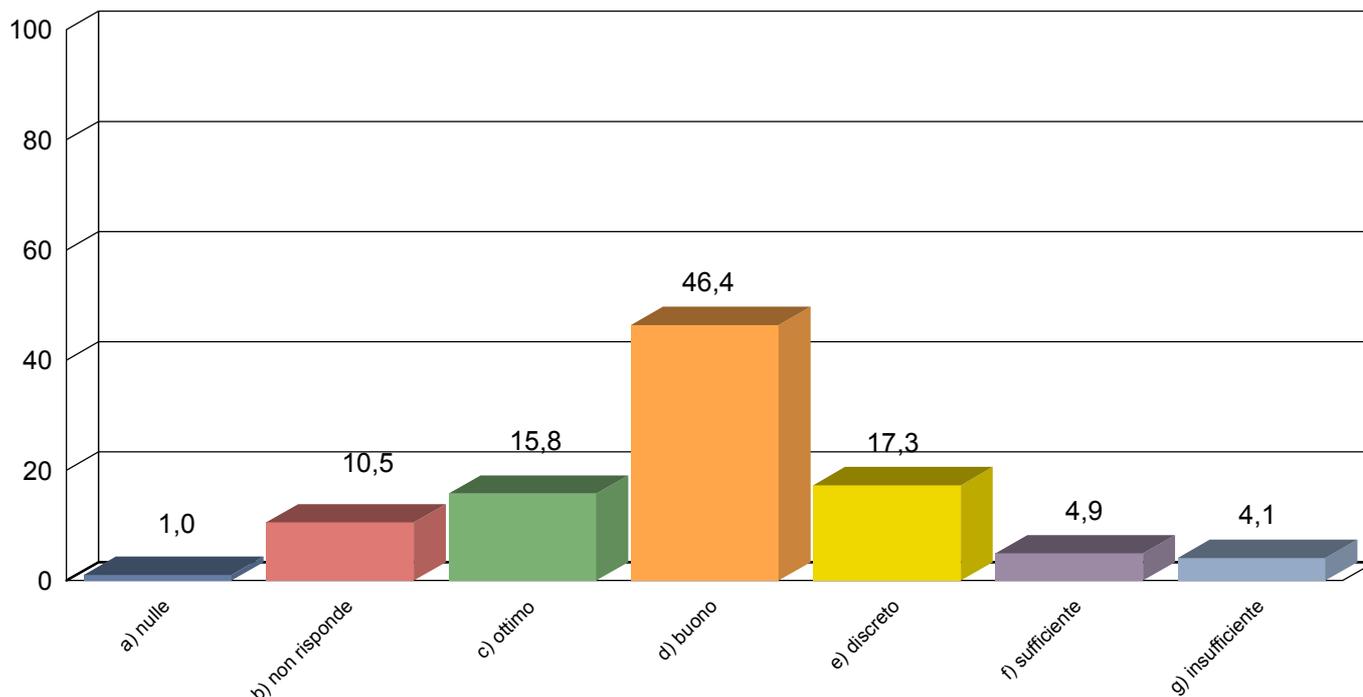


Cortesia/Disponibilità del personale

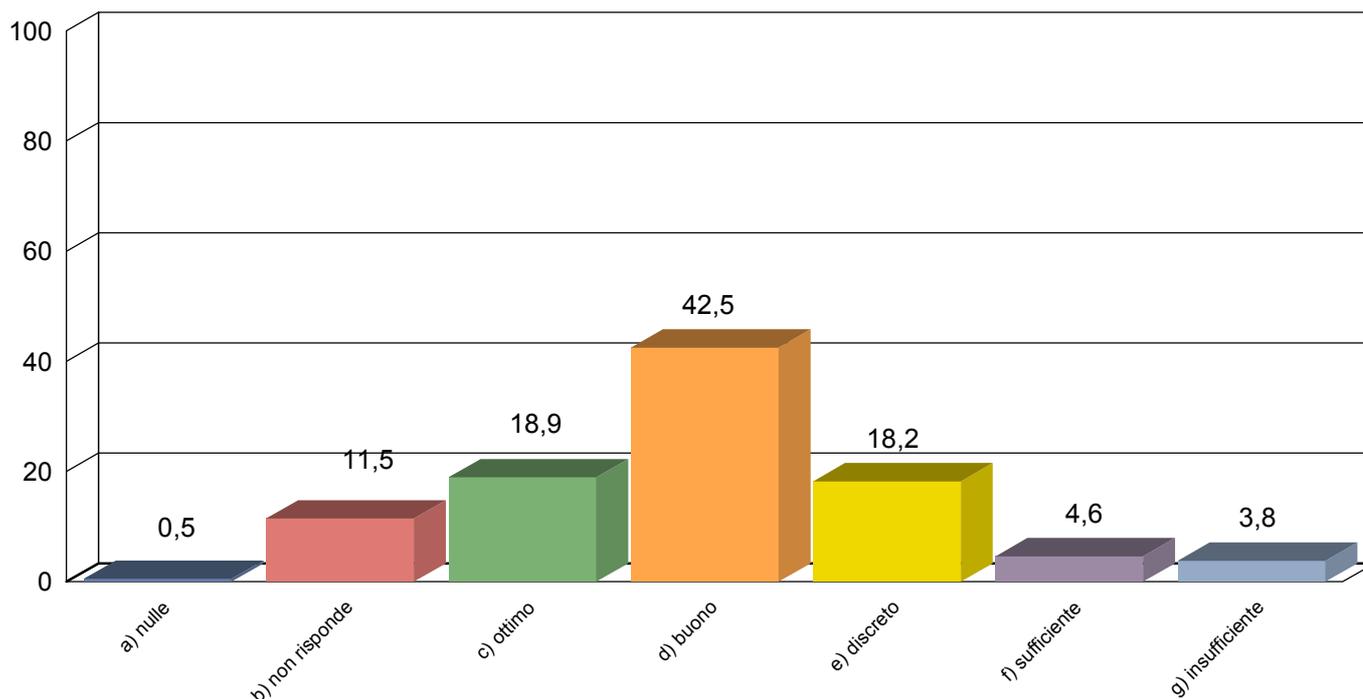




Competenza del personale



Riconoscibilità del personale



Indagine conoscitiva sulla soddisfazione dei viaggiatori

Linea: **AUTOLINEE** **DICEMBRE 2018**

