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**FERROTRAMVIARIA SPA**  
FERROVIE DEL NORD BARESE  
AUTOLINEE

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

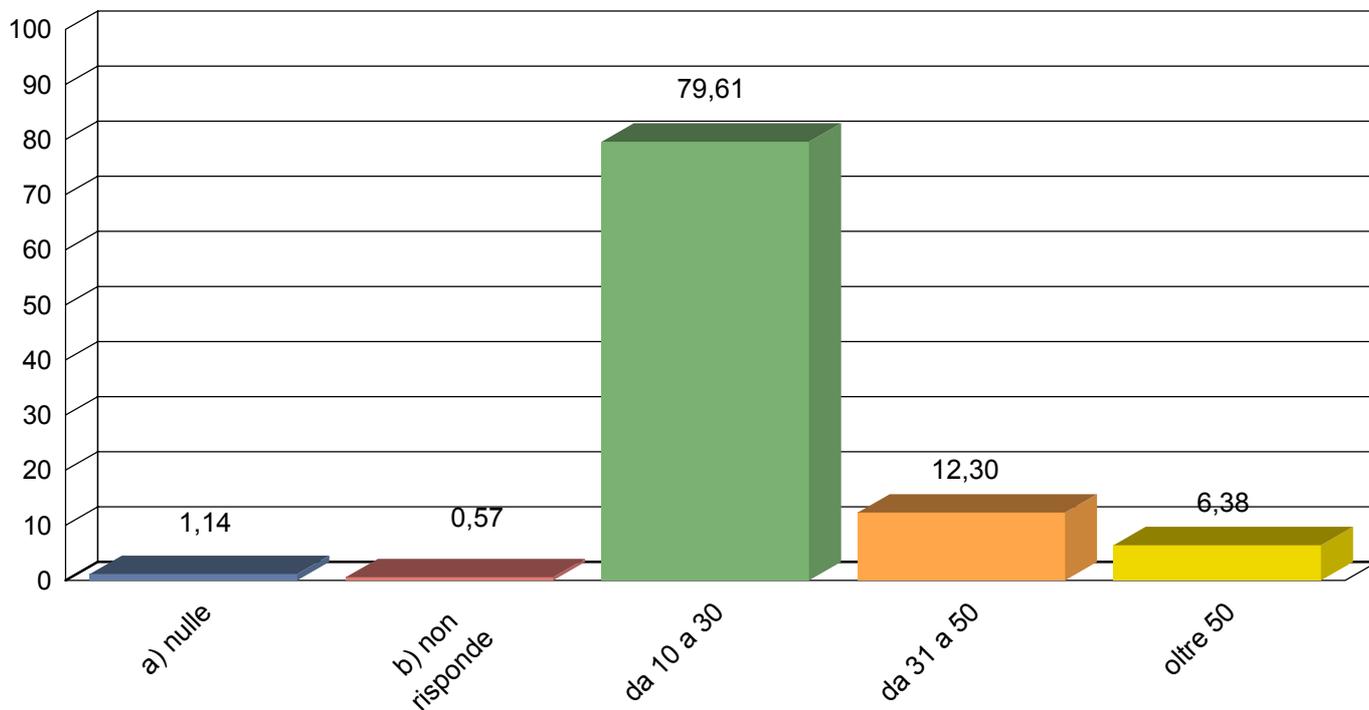
**GIUGNO 2011**

**(campione esaminato: 878 viaggiatori)**

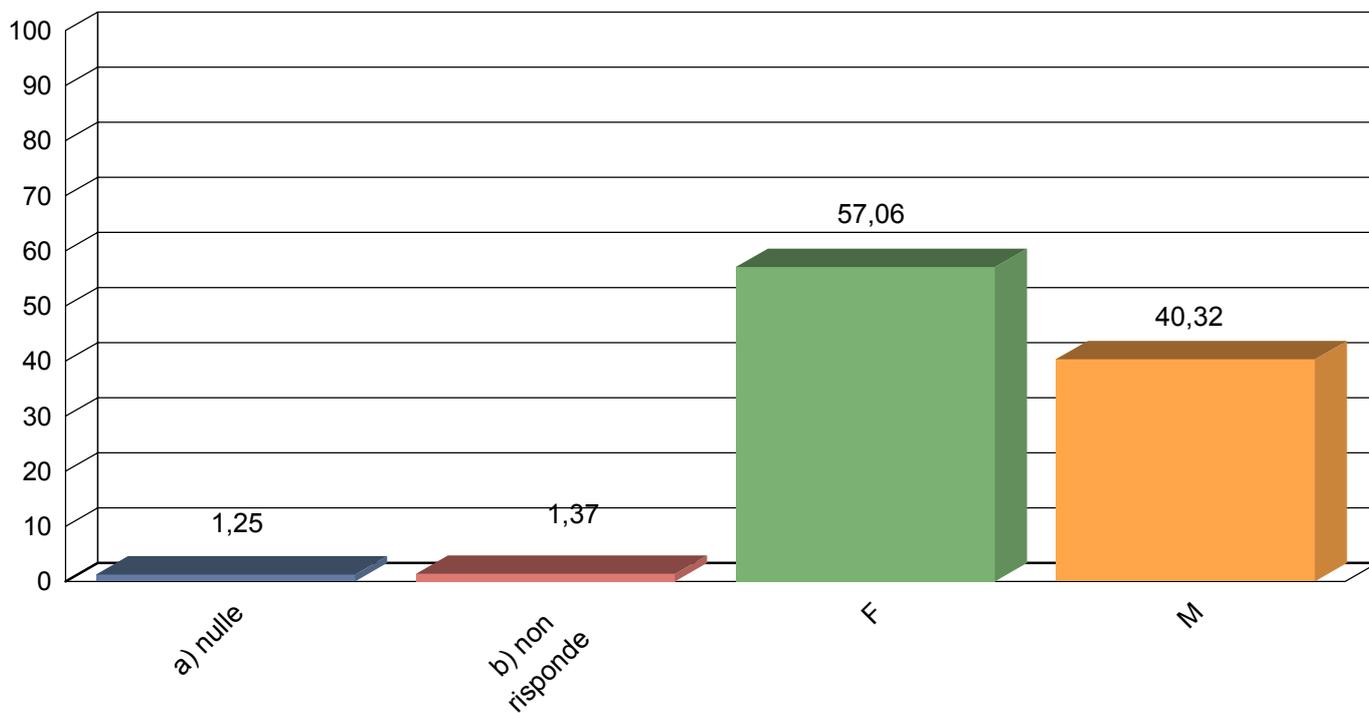




## 3 Età

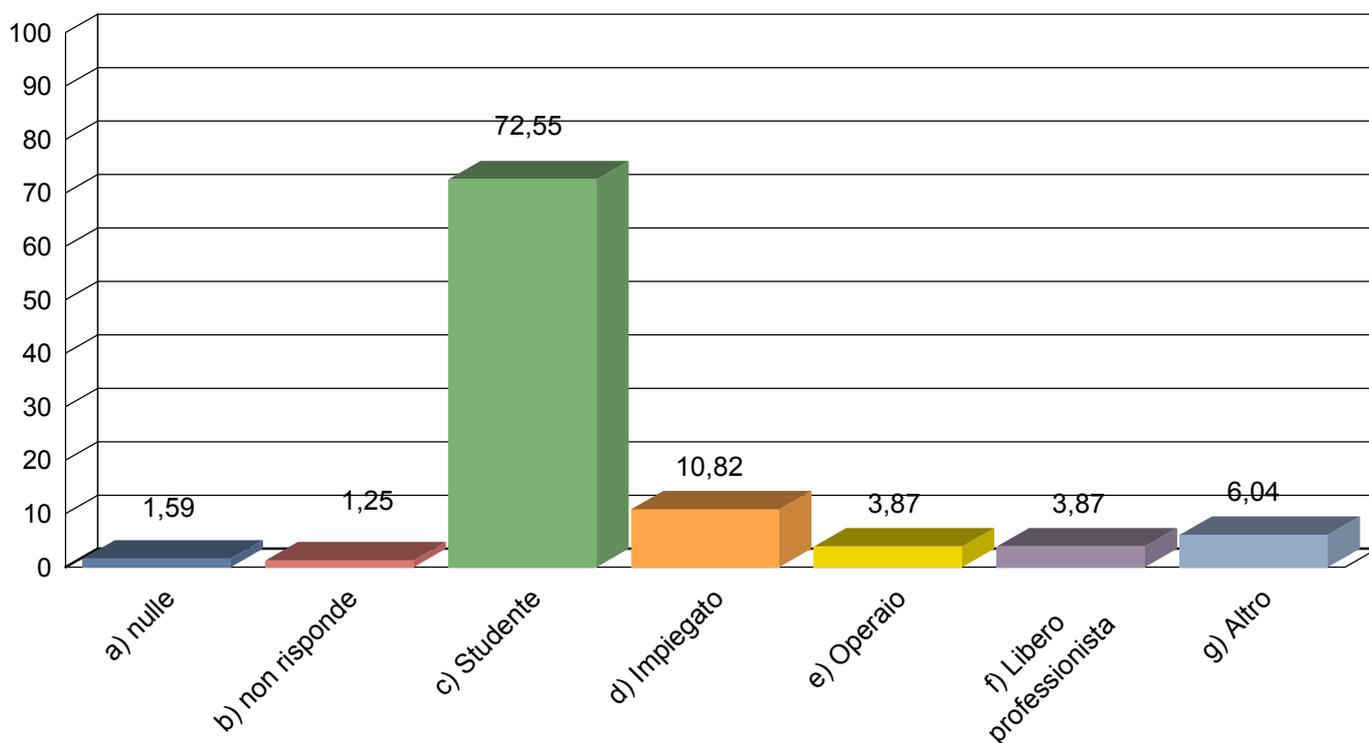


## 4 Sesso

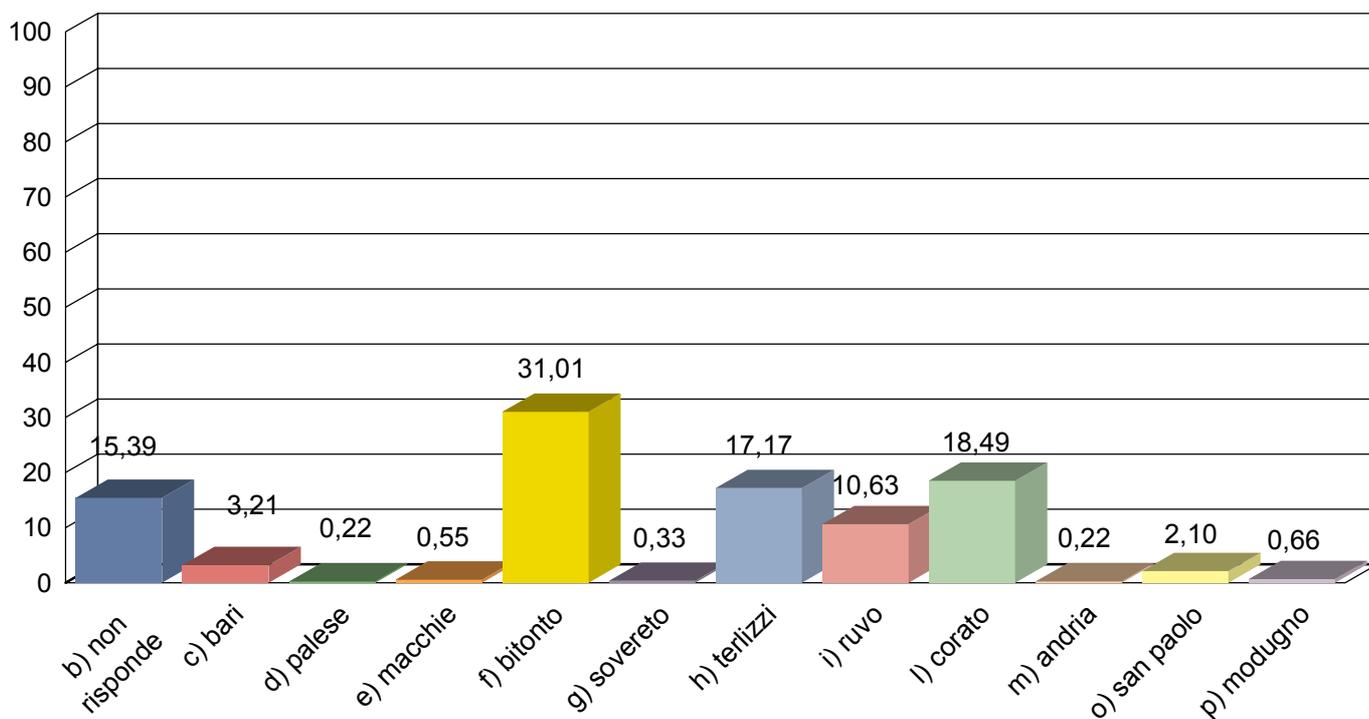




## 5 Occupazione

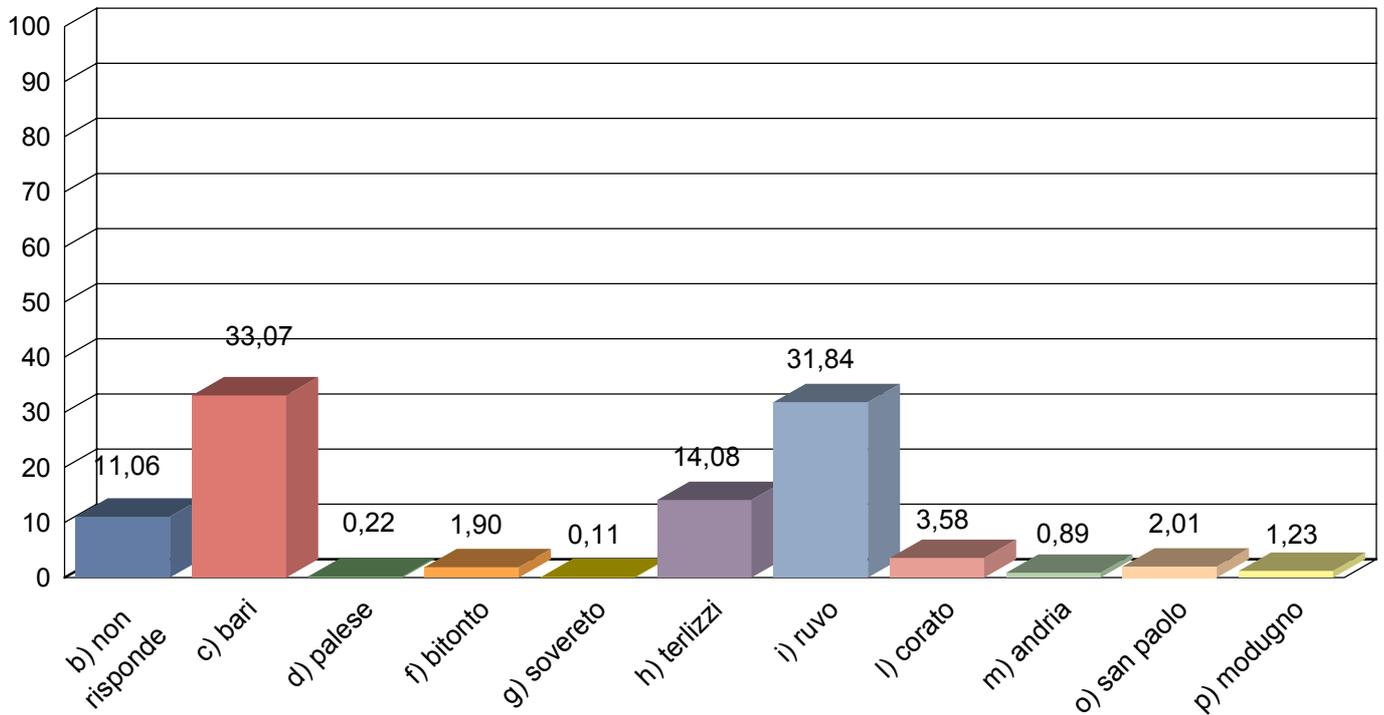


## 6 Partenza

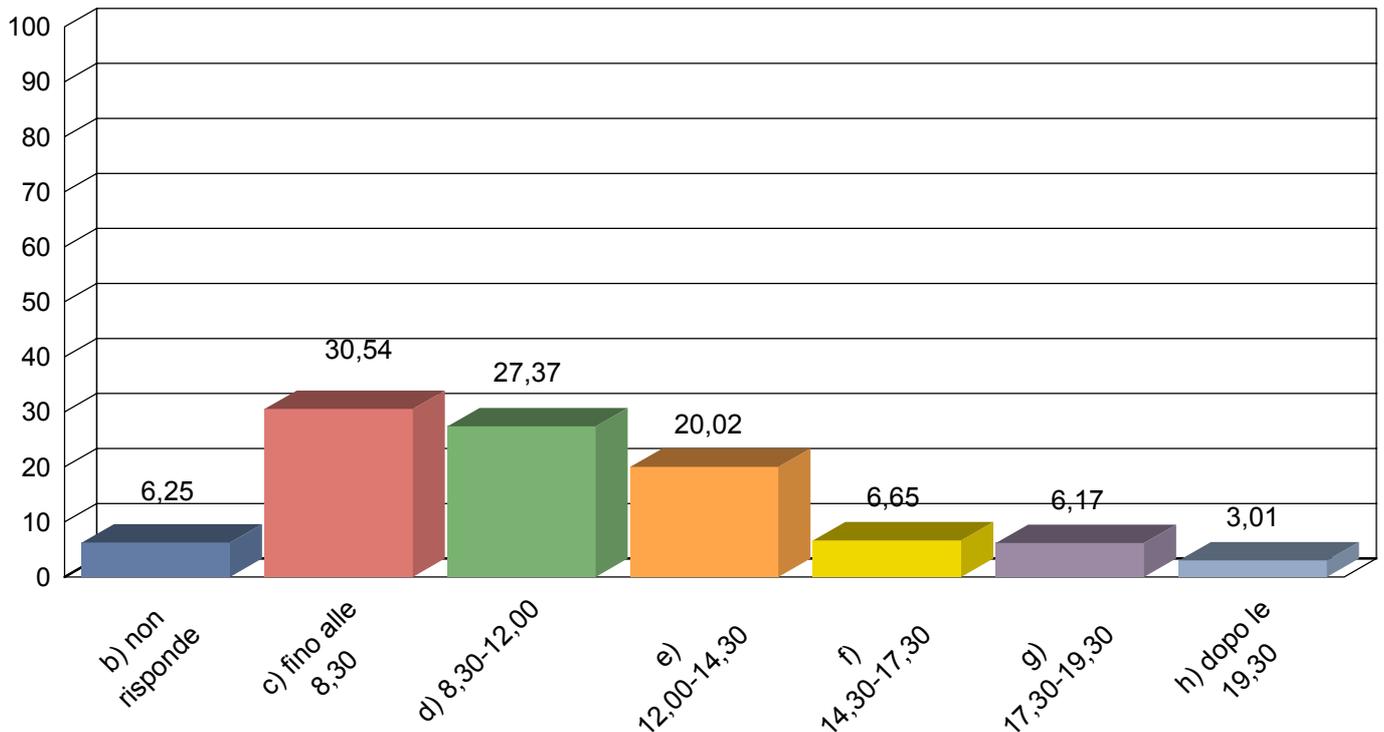




## 7 Arrivo

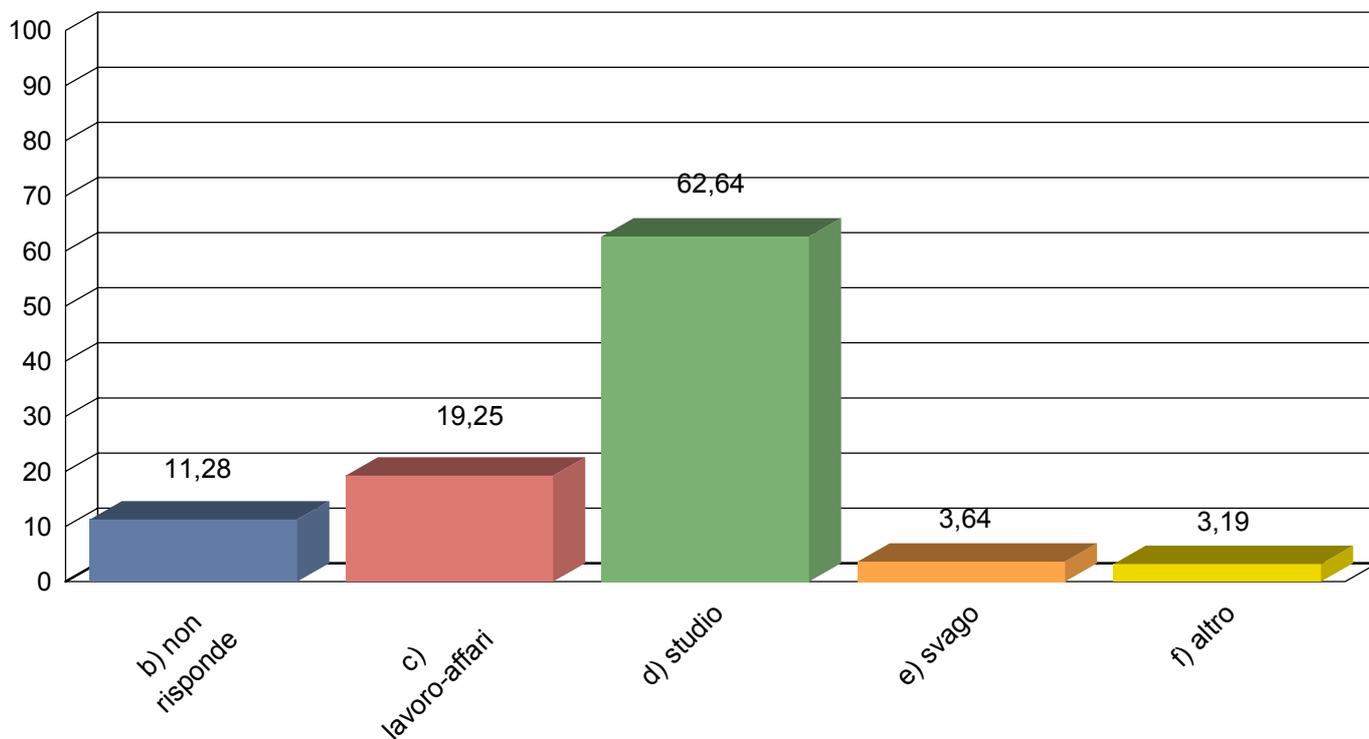


## 8 In quale fascia oraria utilizza di solito i ns. mezzi

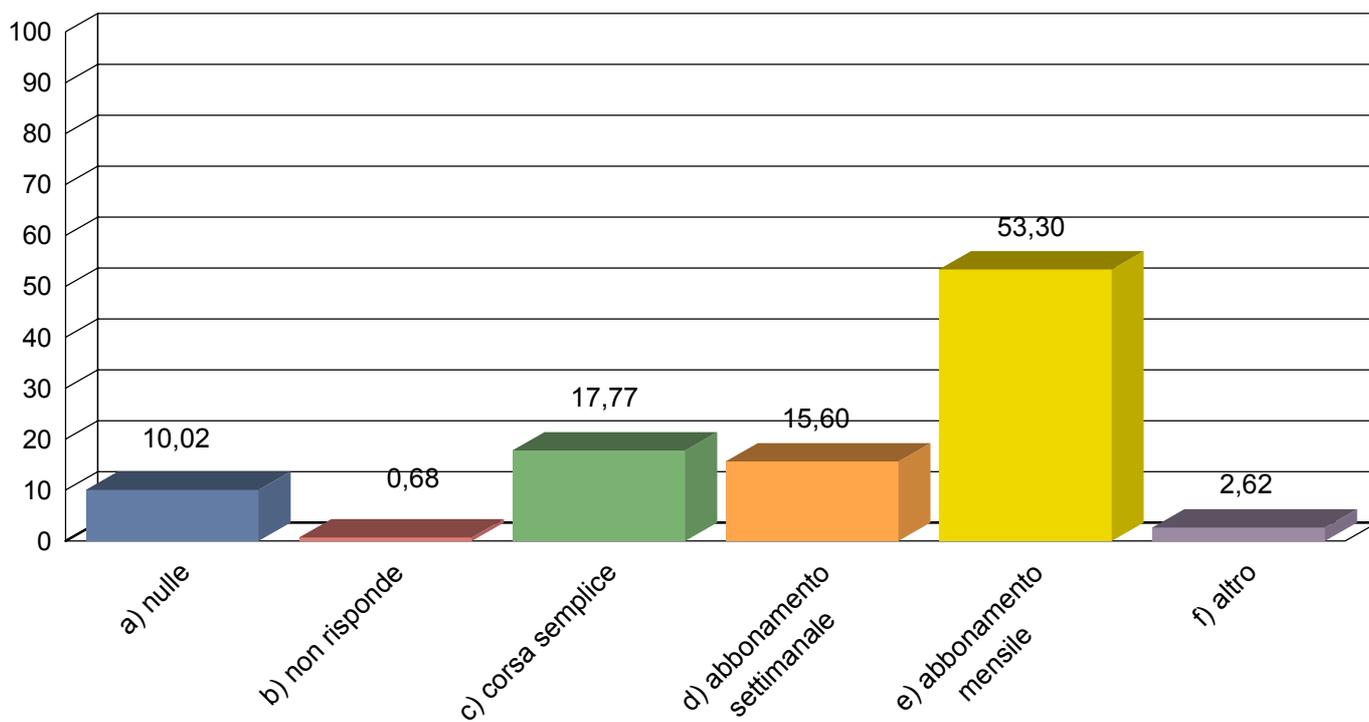




## 9 Scopo del viaggio

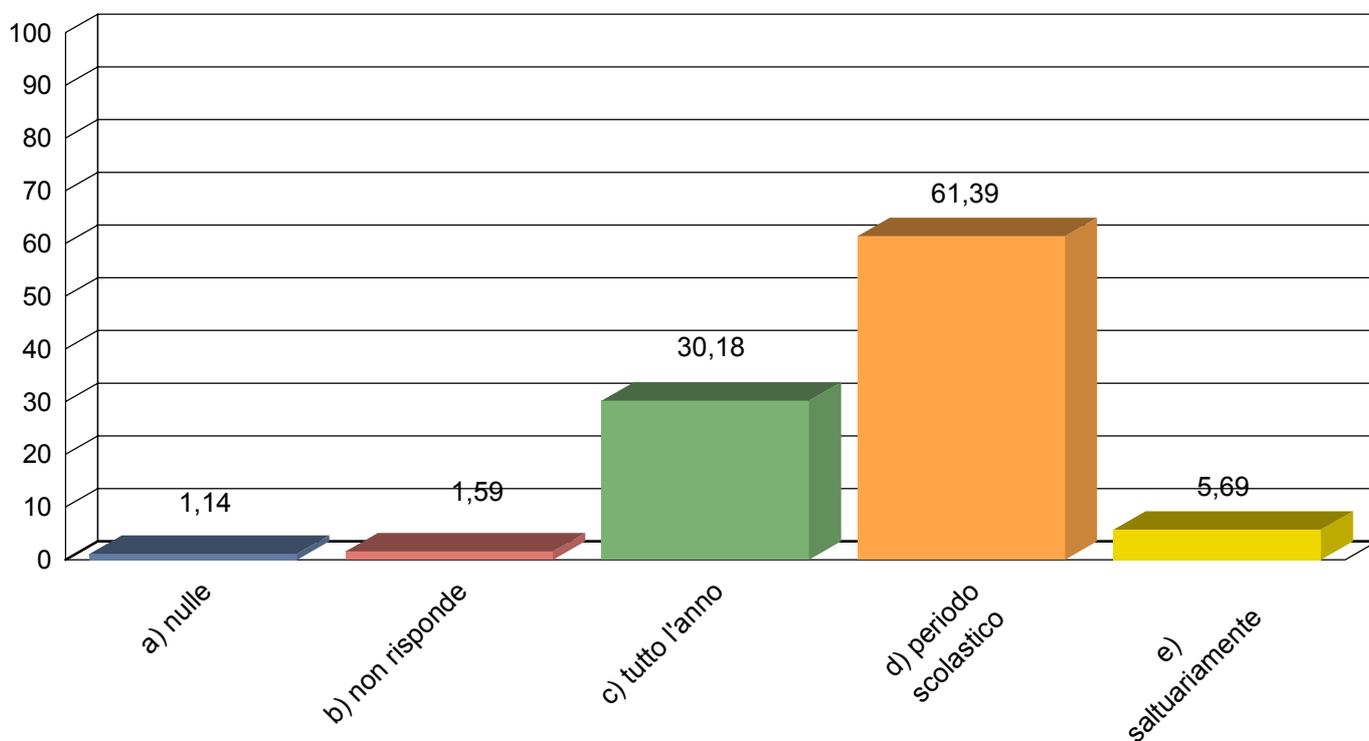


## 10 Tipo di biglietto utilizzato

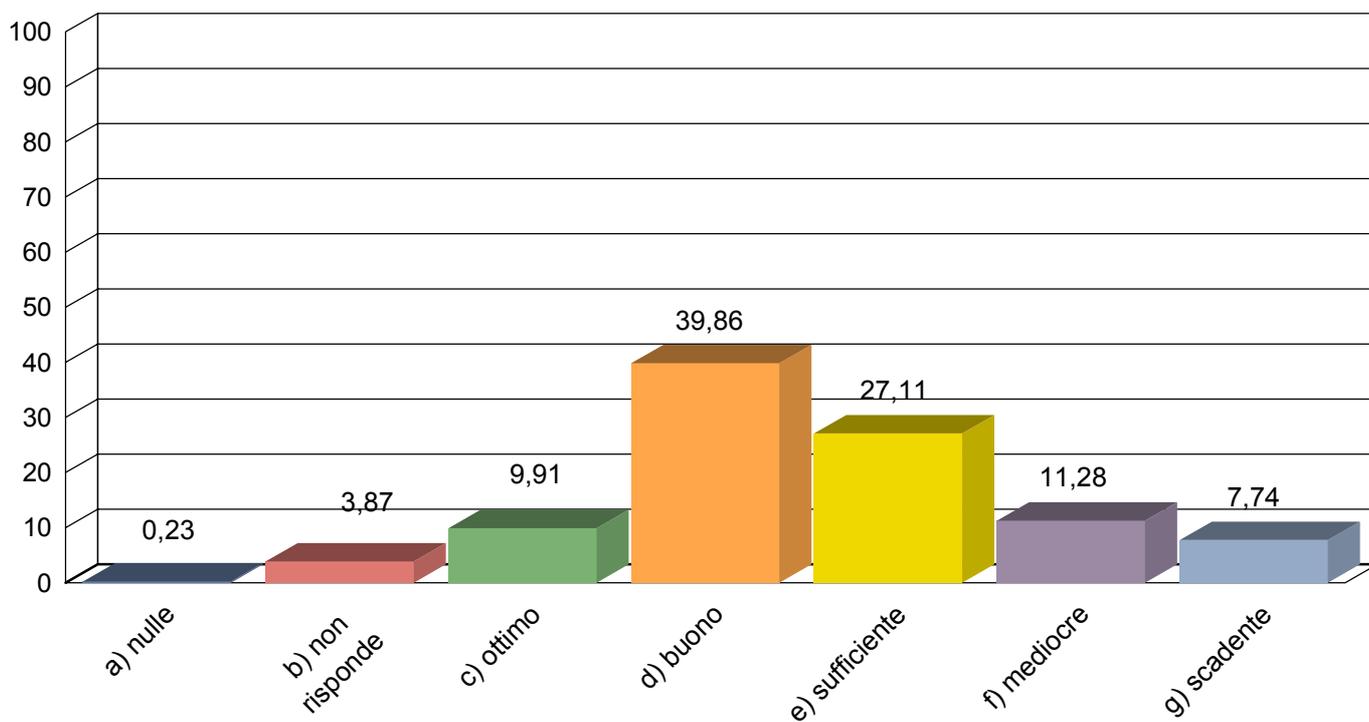




## 11 In quale periodo utilizza i ns. mezzi

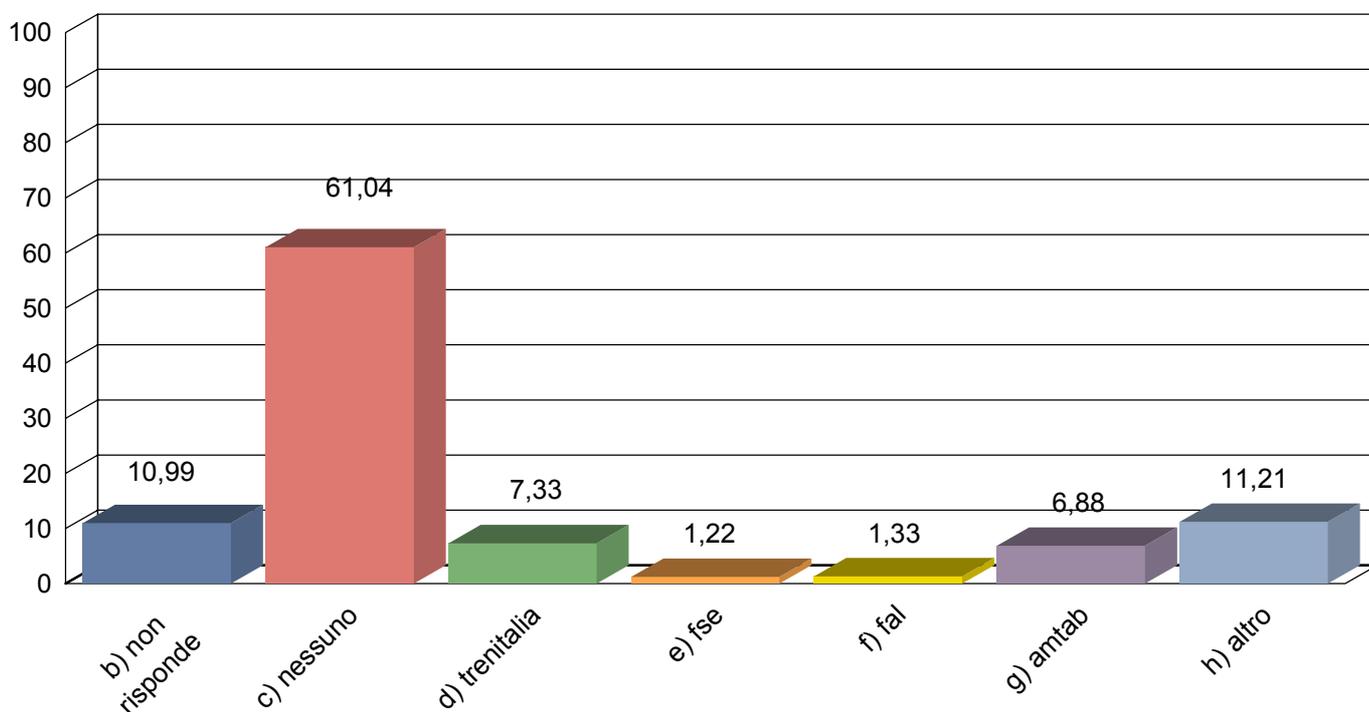


## 12 Reperibilità titoli di viaggio

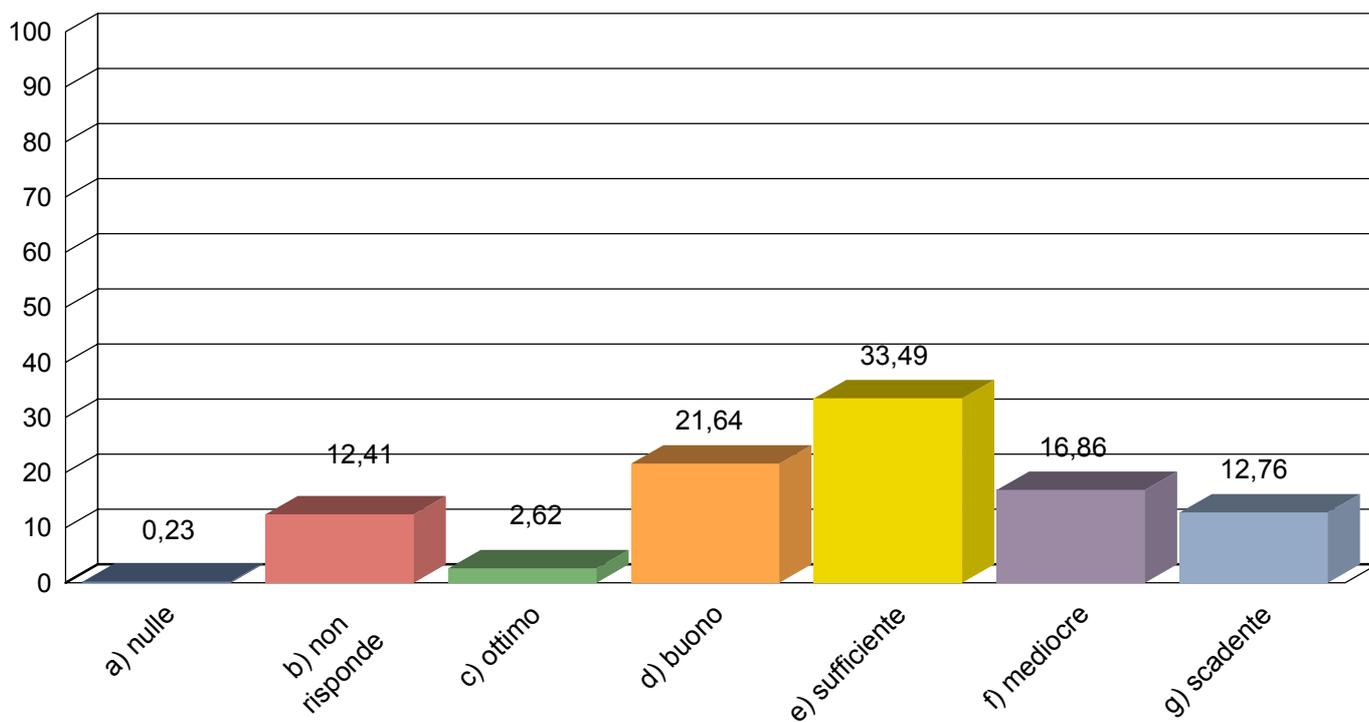




## 13 Con che mezzi prosegue il viaggio

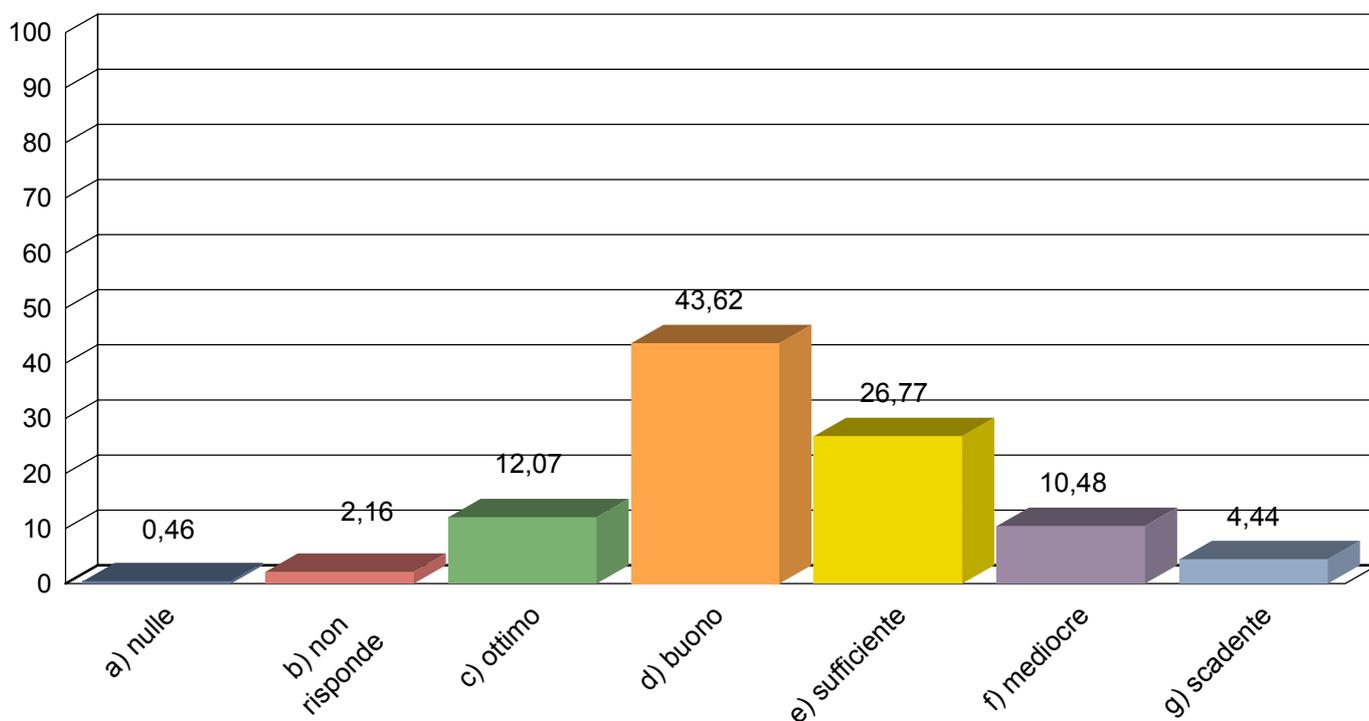


## 14 Come giudica i tempi di risposta ai reclami

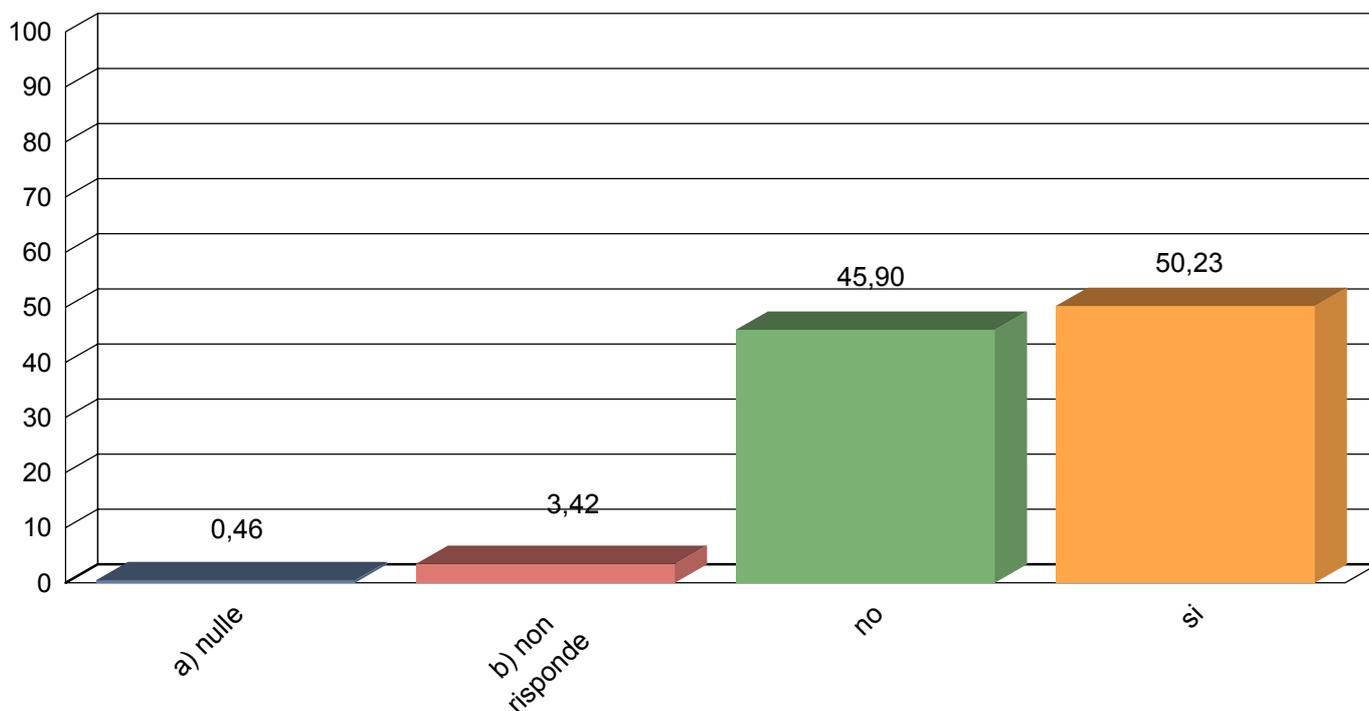




## 15 Facilità di informazioni sugli orari

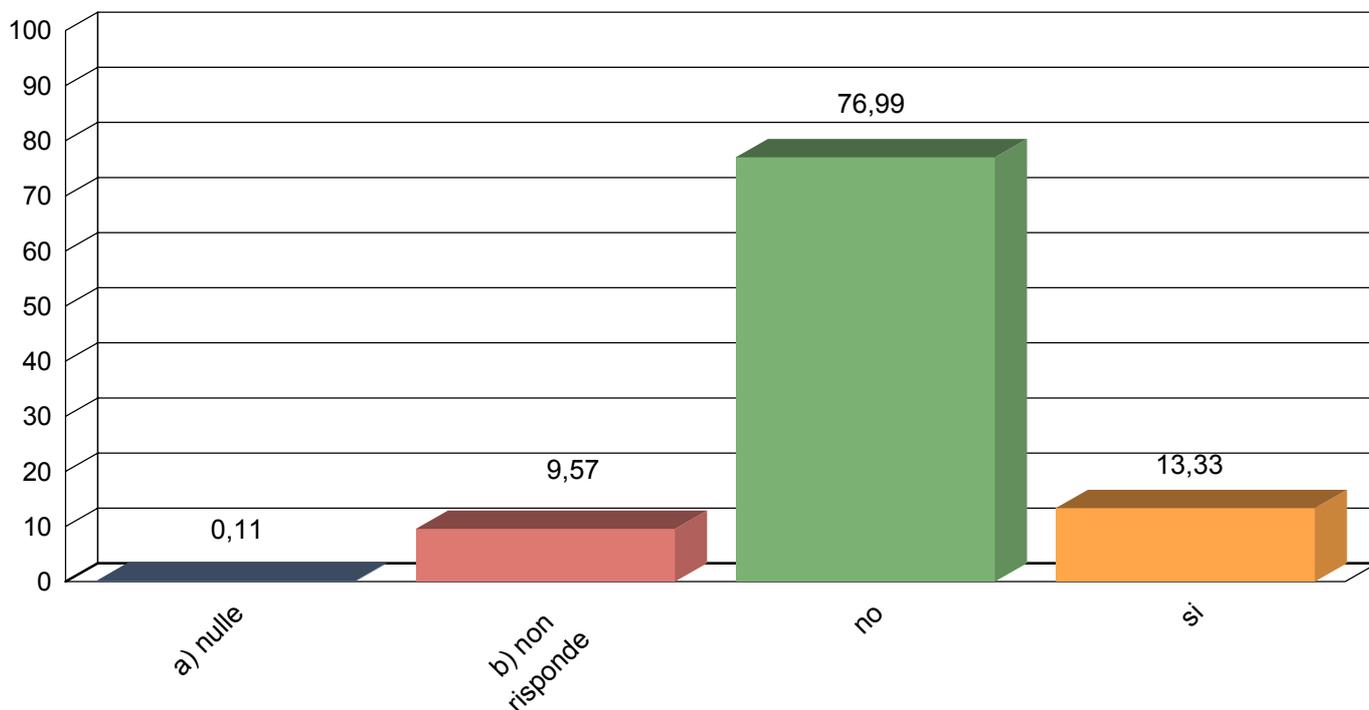


## 16 Conosce il sito della ns. azienda?

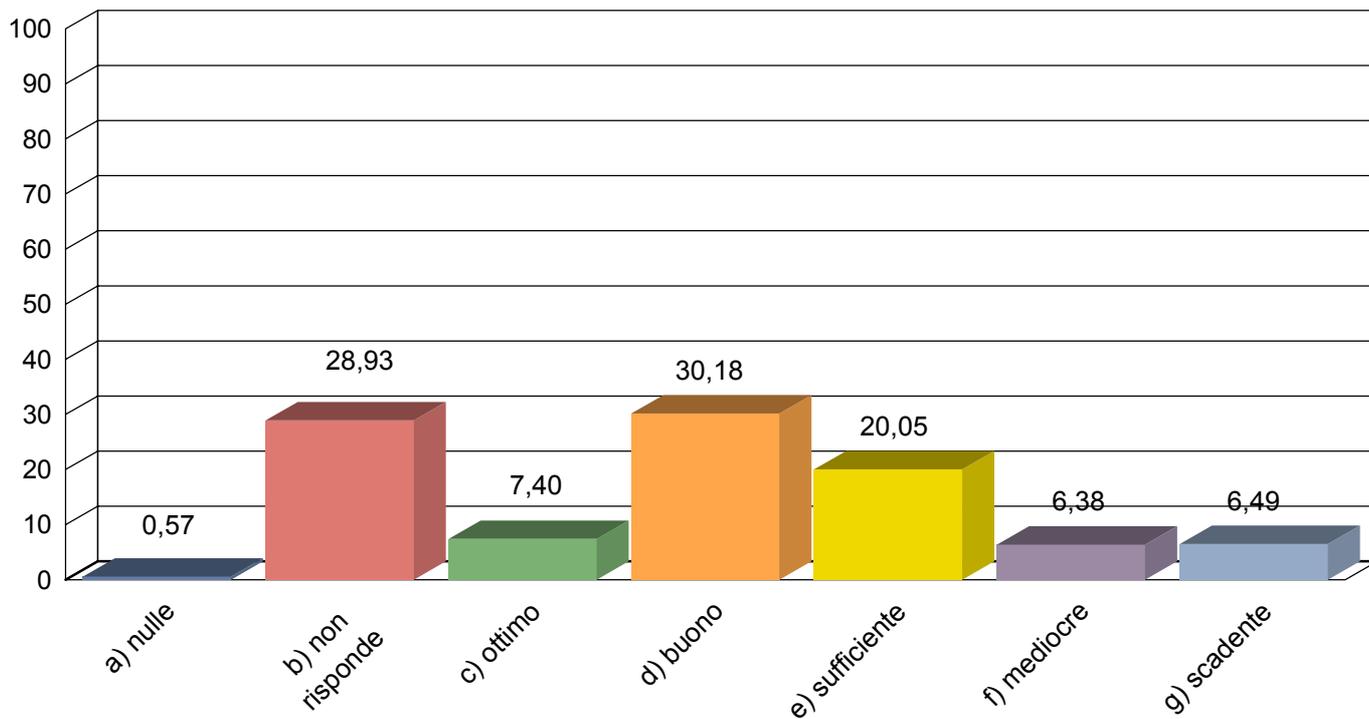




## 17 Conosce la carta dei servi della ns. azienda?

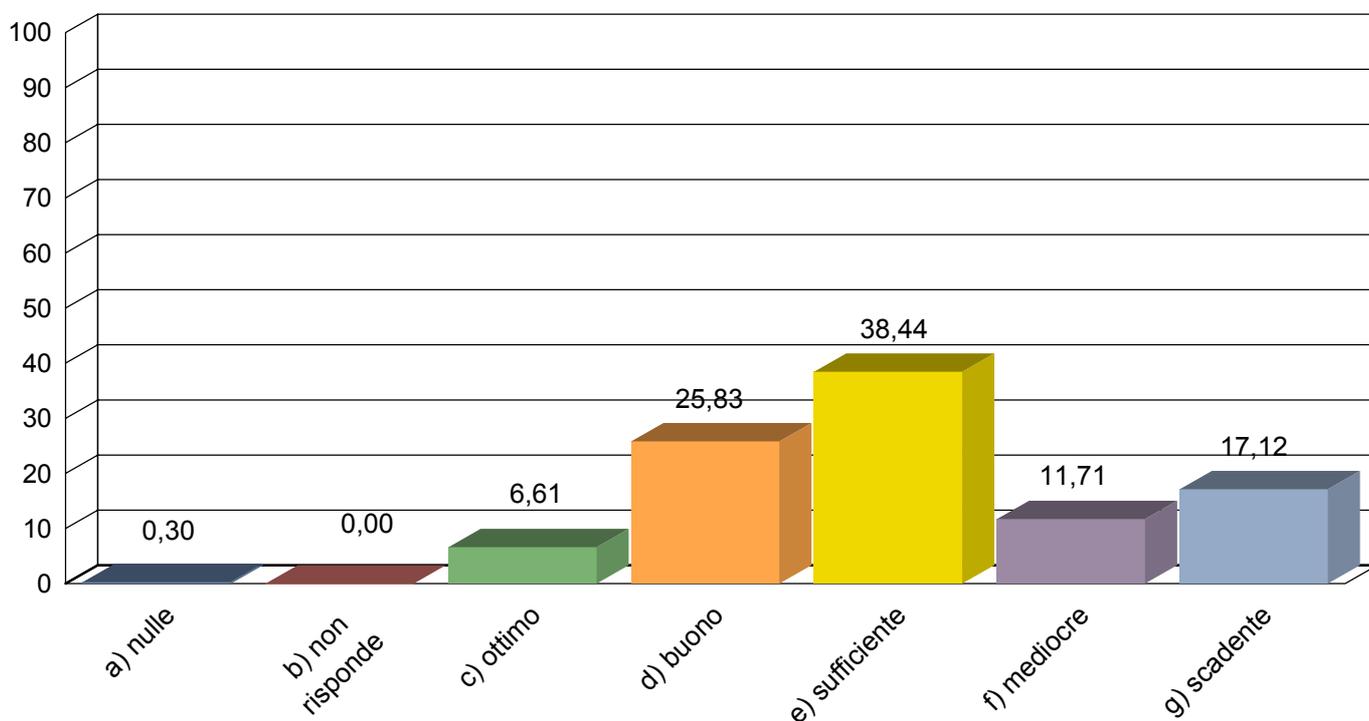


## 18 Come giudica il sito

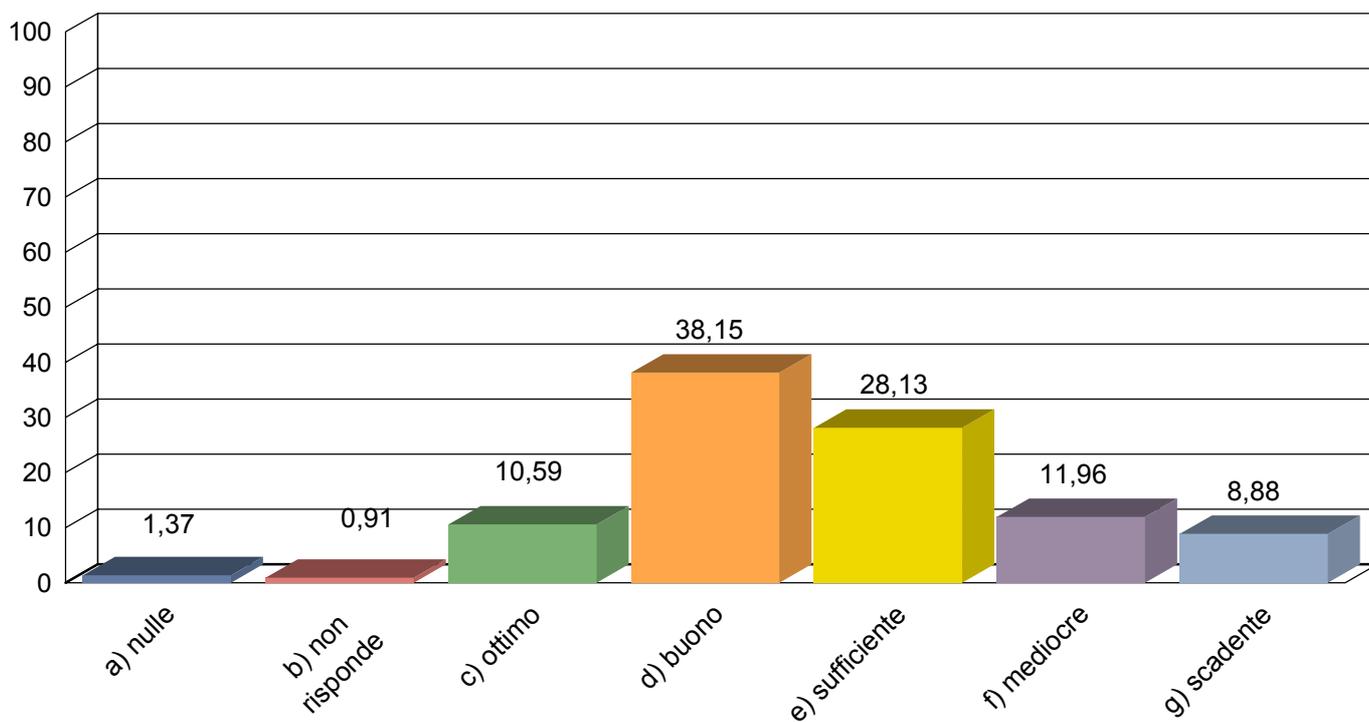




## 19 Come giudica la carta dei servizi

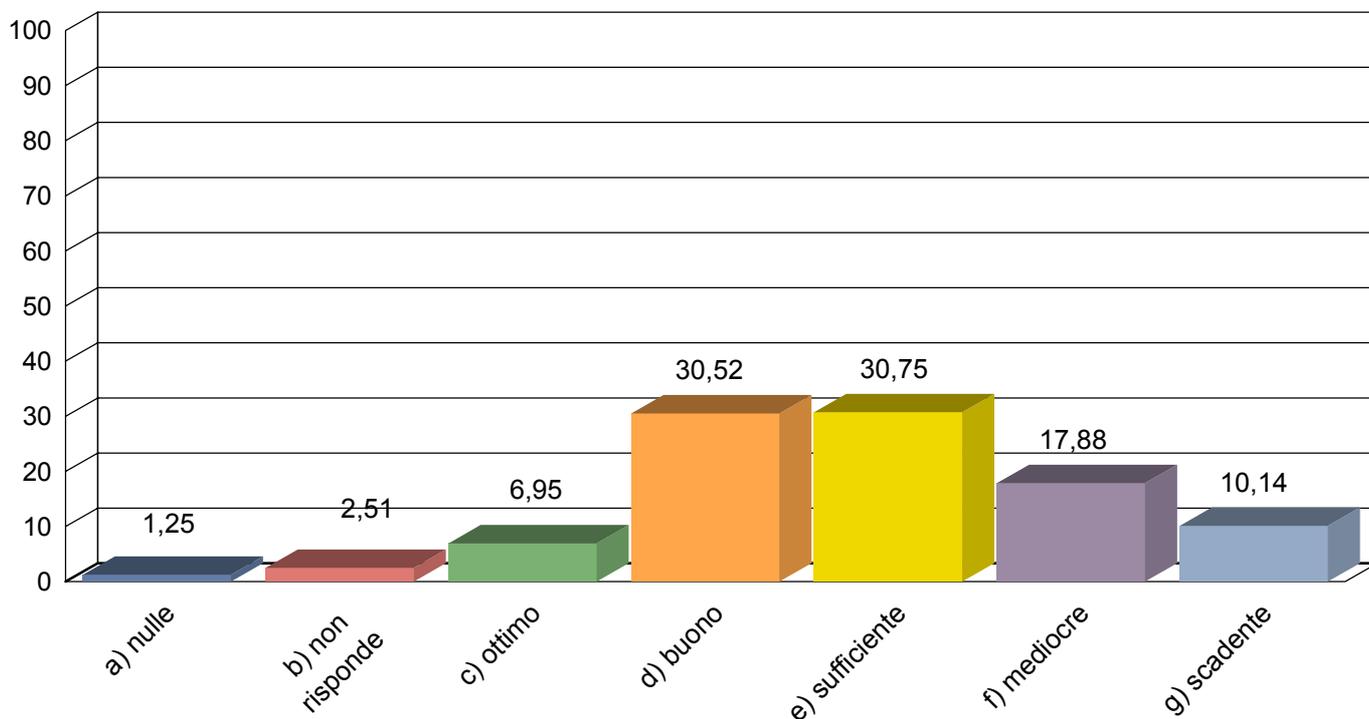


## 22 Puntualità/regolarità delle corse

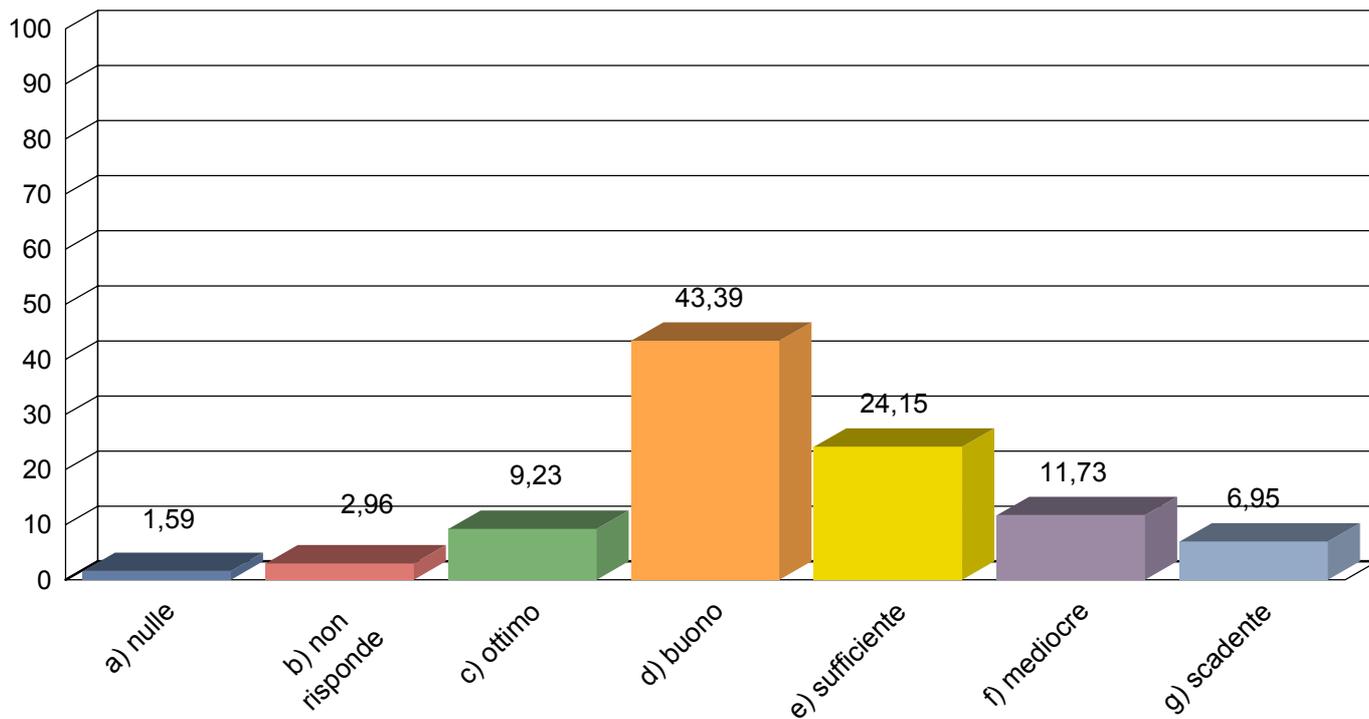




## 23 Frequenza delle corse

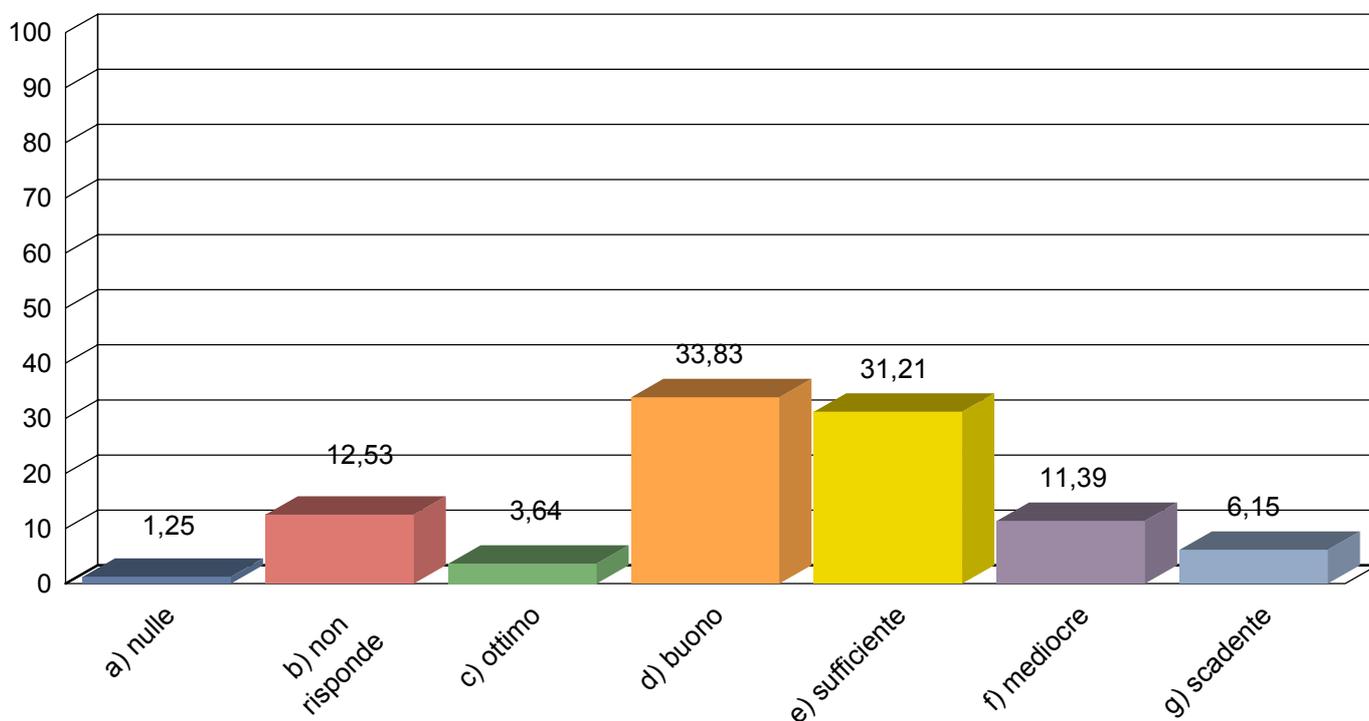


## 24 Tempi di percorrenza tragitto

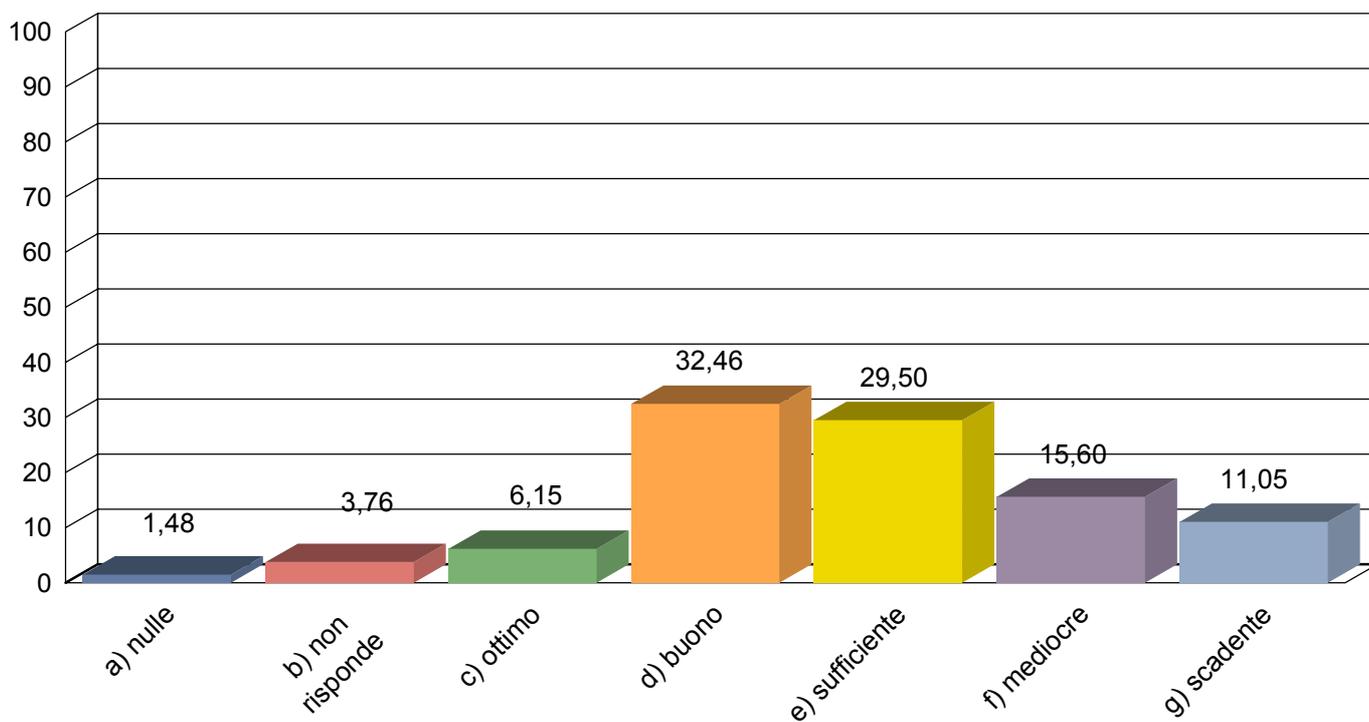




## 25 Coincidenze con altri mezzi di trasporto

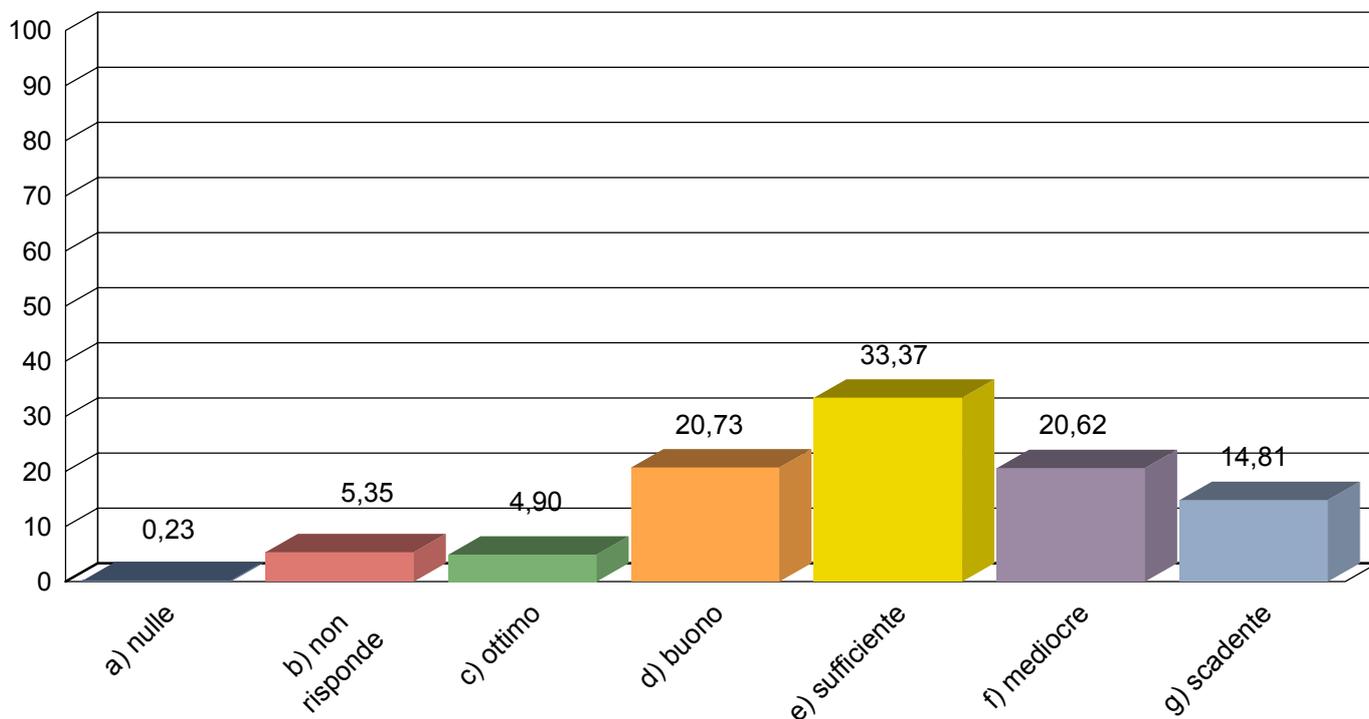


## 26 Informazioni alle fermate

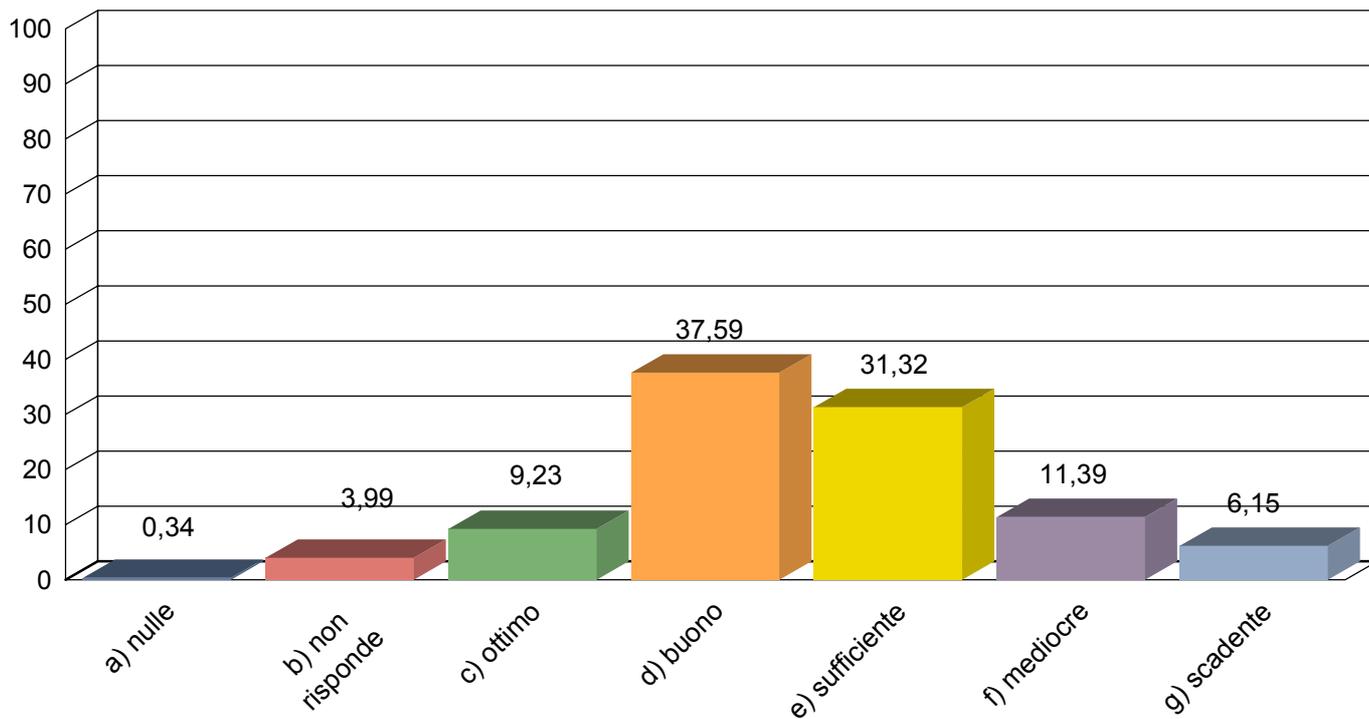




## 27 Rapidità nel fornire informazioni in caso di disservizio

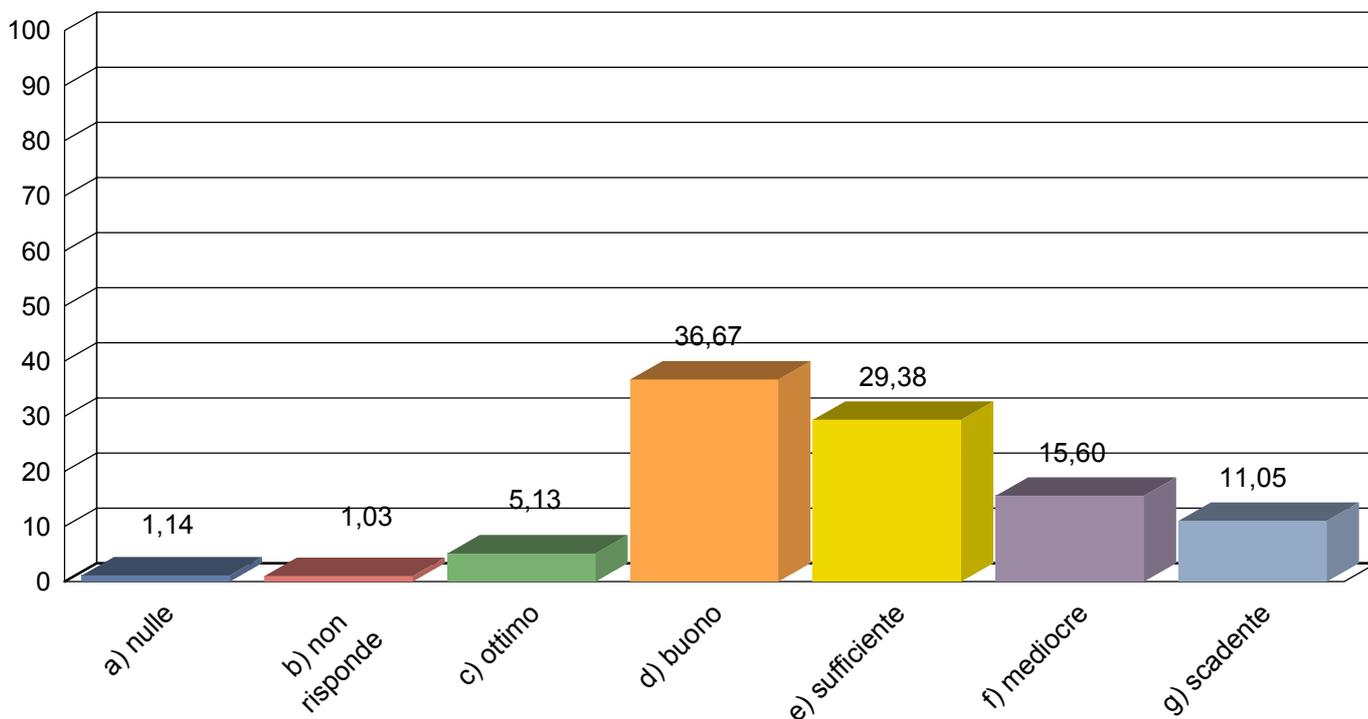


## 28 Segnalazione delle fermate

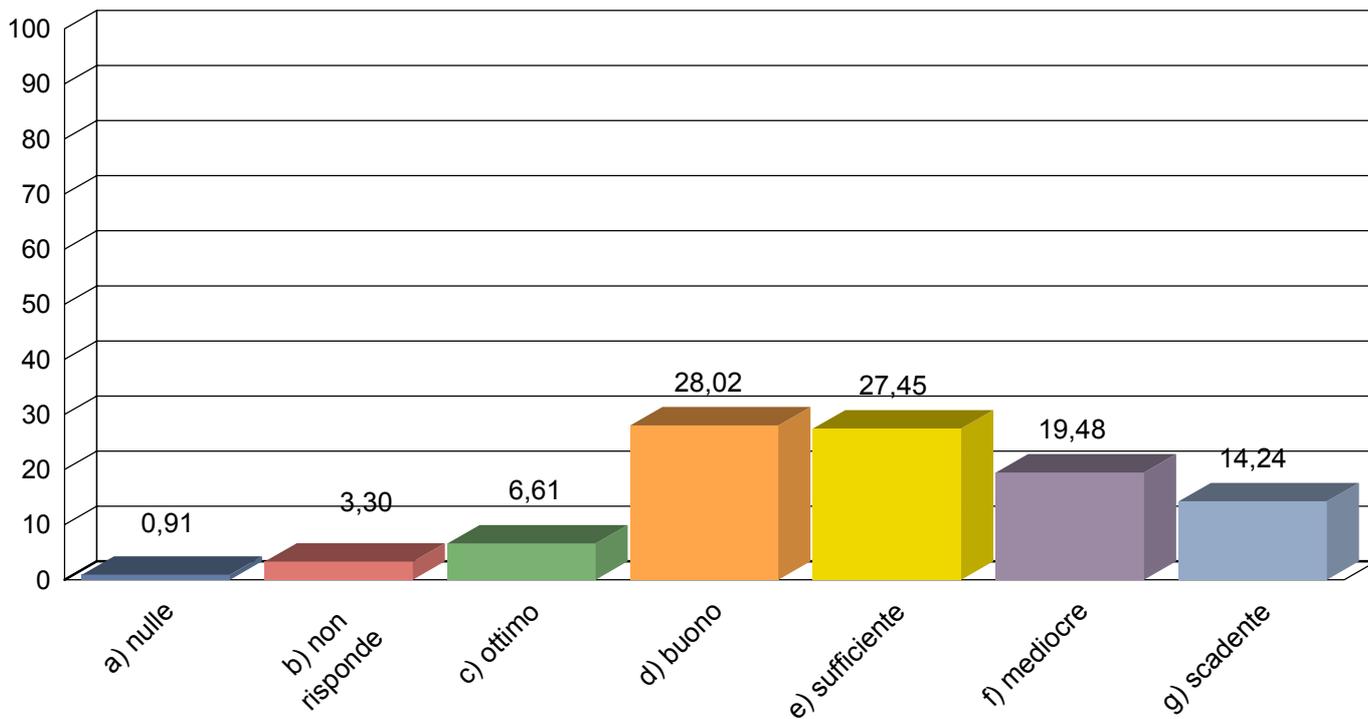




## 29 Comfort del viaggio

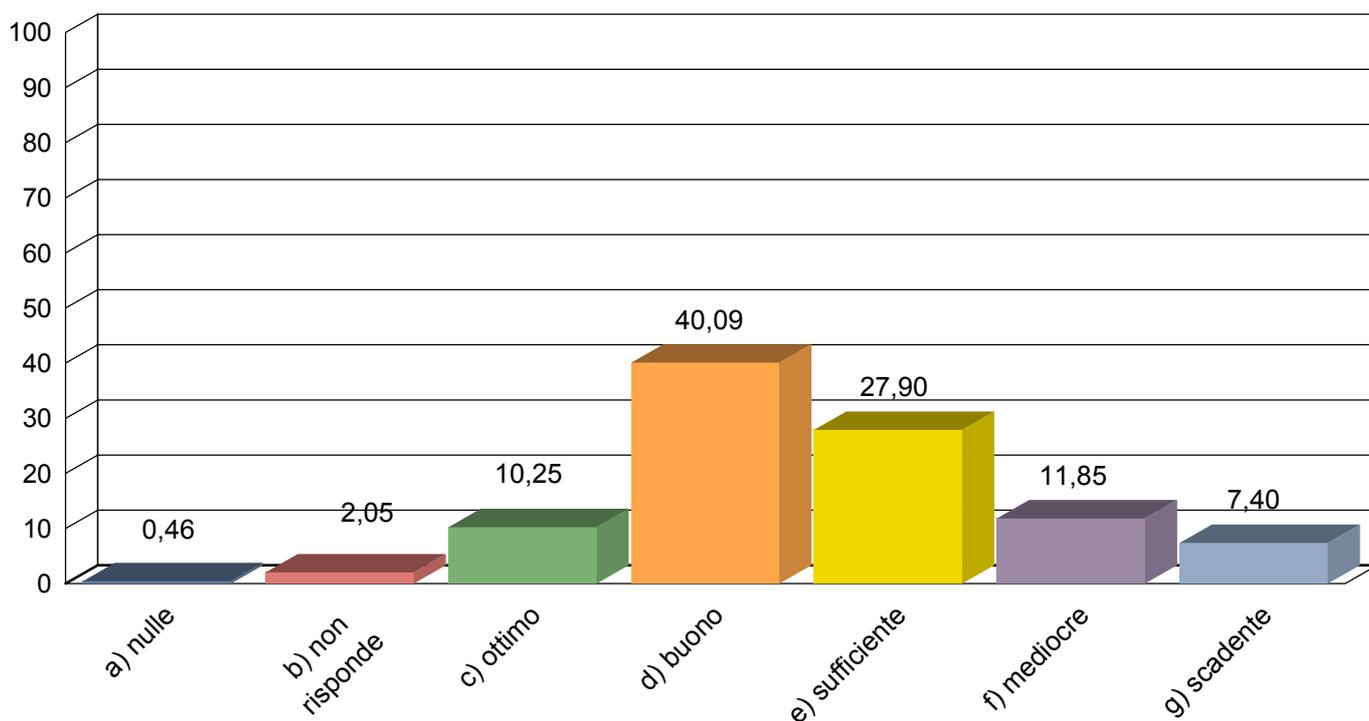


## 30 Pulizia del mezzo di trasporto

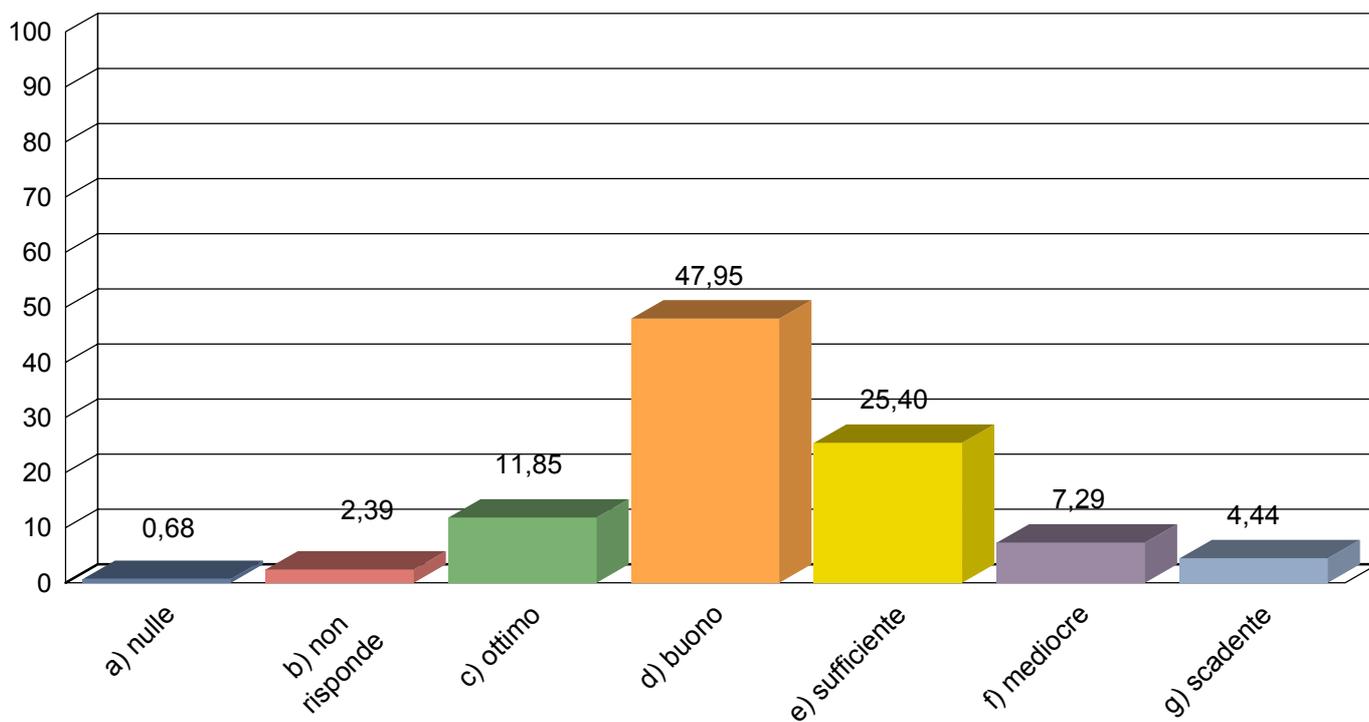




## 31 Cortesia/disponibilità del personale

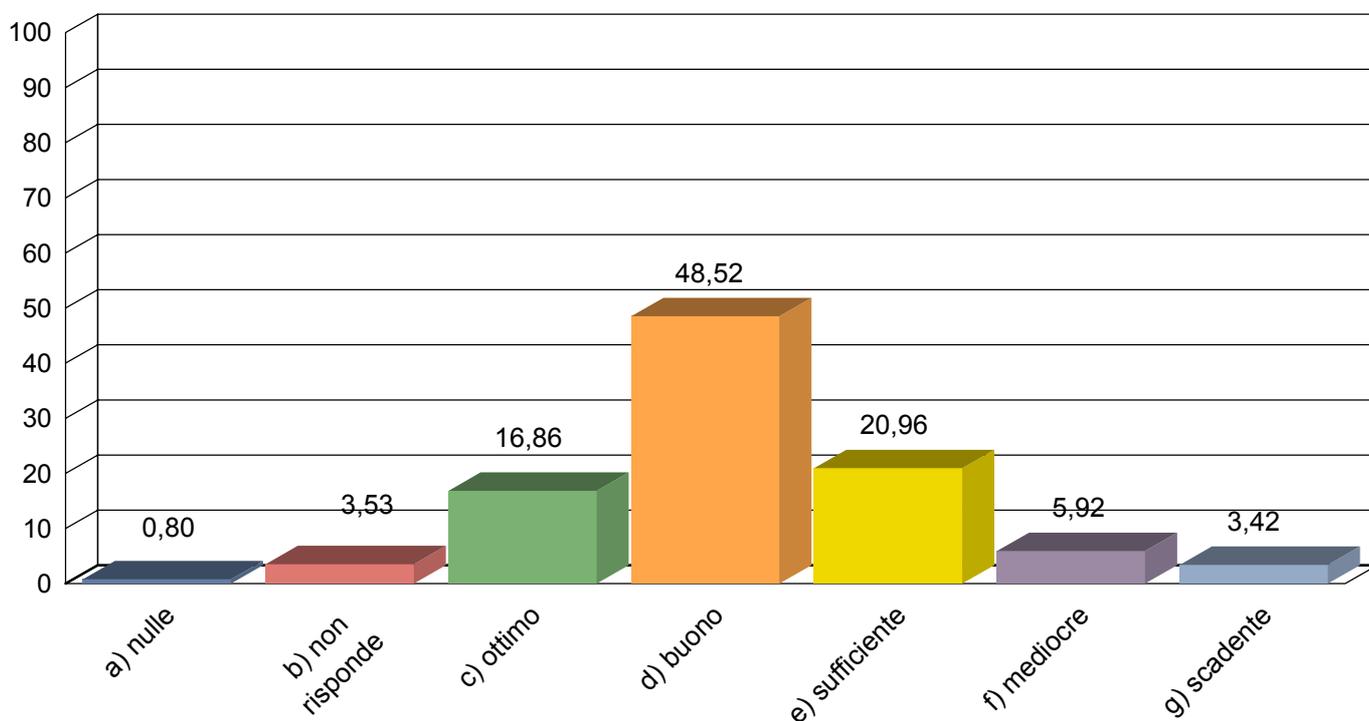


## 32 Competenza del personale

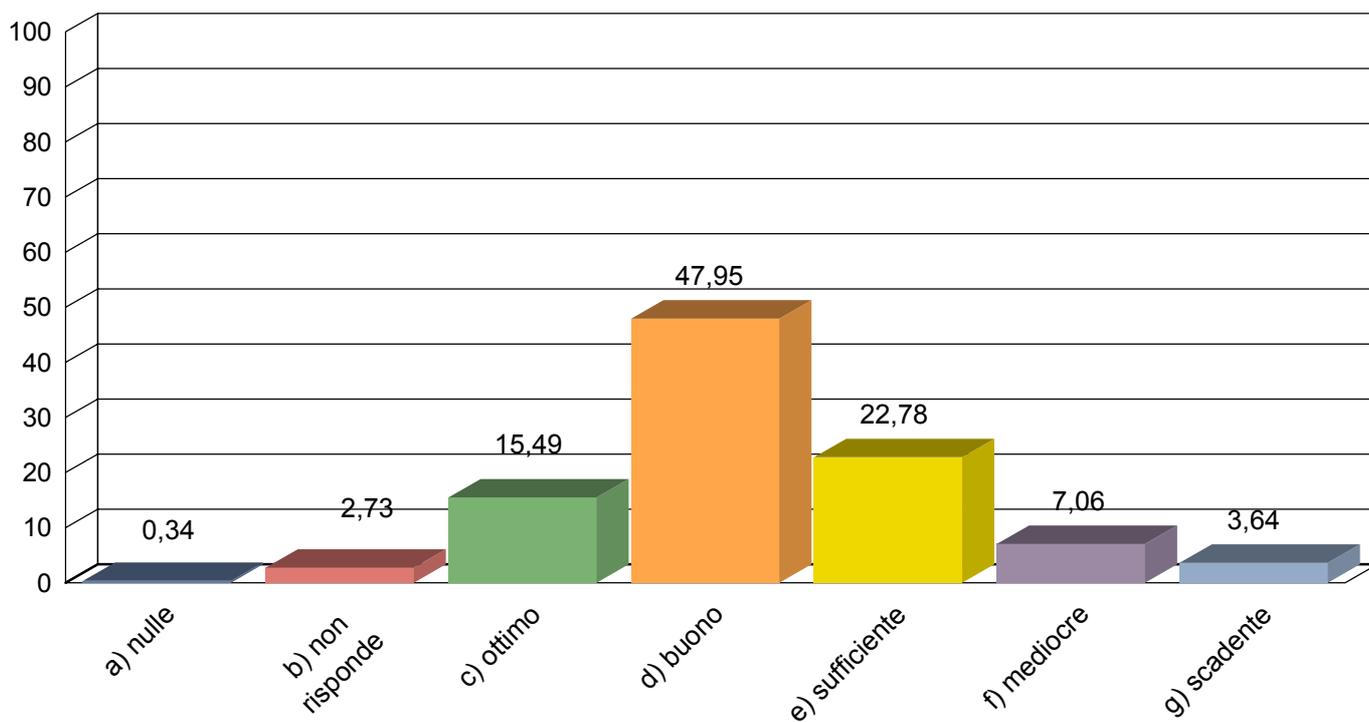




## 33 Riconoscibilità del personale



## 34 Sicurezza del viaggio





# Indagine conoscitiva sulla soddisfazione dei viaggiatori

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Linea: **AUTOLINEE** **Giugno 2011**

