



FERROTRAMVIARIA SPA
FERROVIE DEL NORD BARESE
AUTOLINEE

Indagine conoscitiva sulla soddisfazione dei viaggiatori delle autolinee

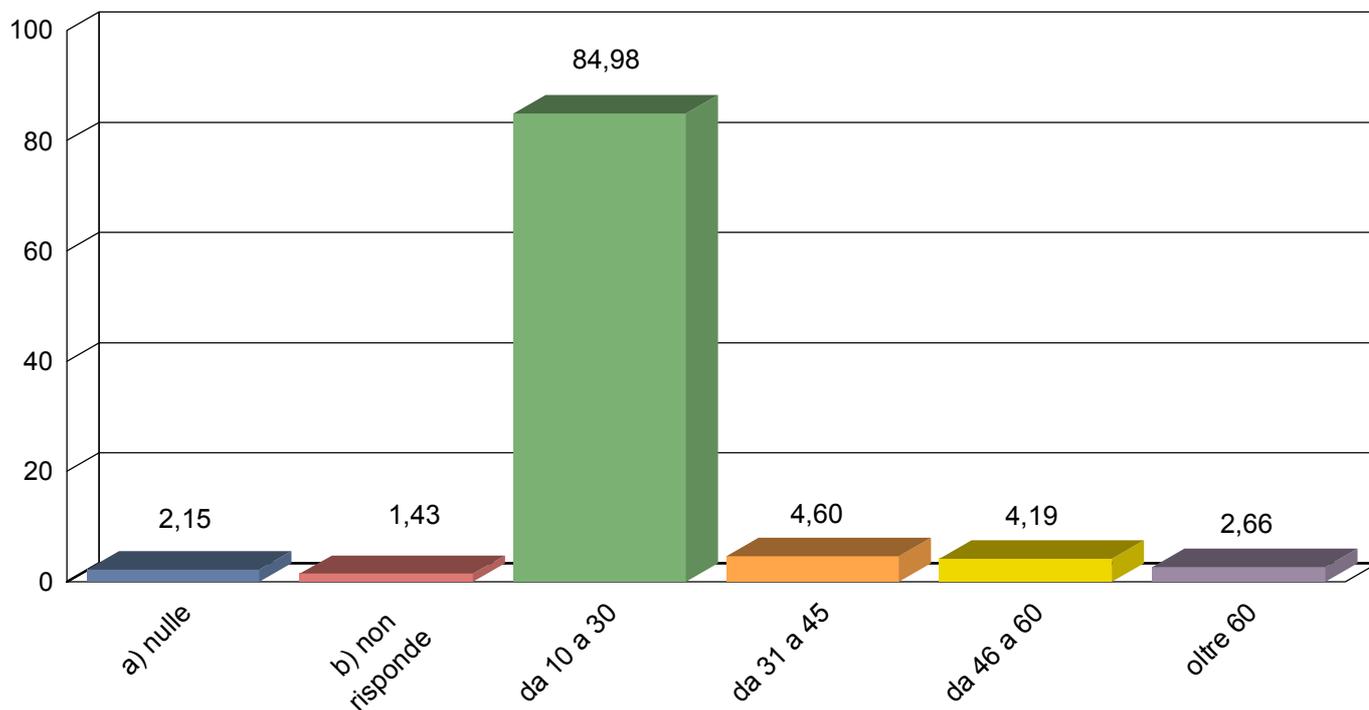
DICEMBRE 2013

(campione esaminato: 980 viaggiatori)

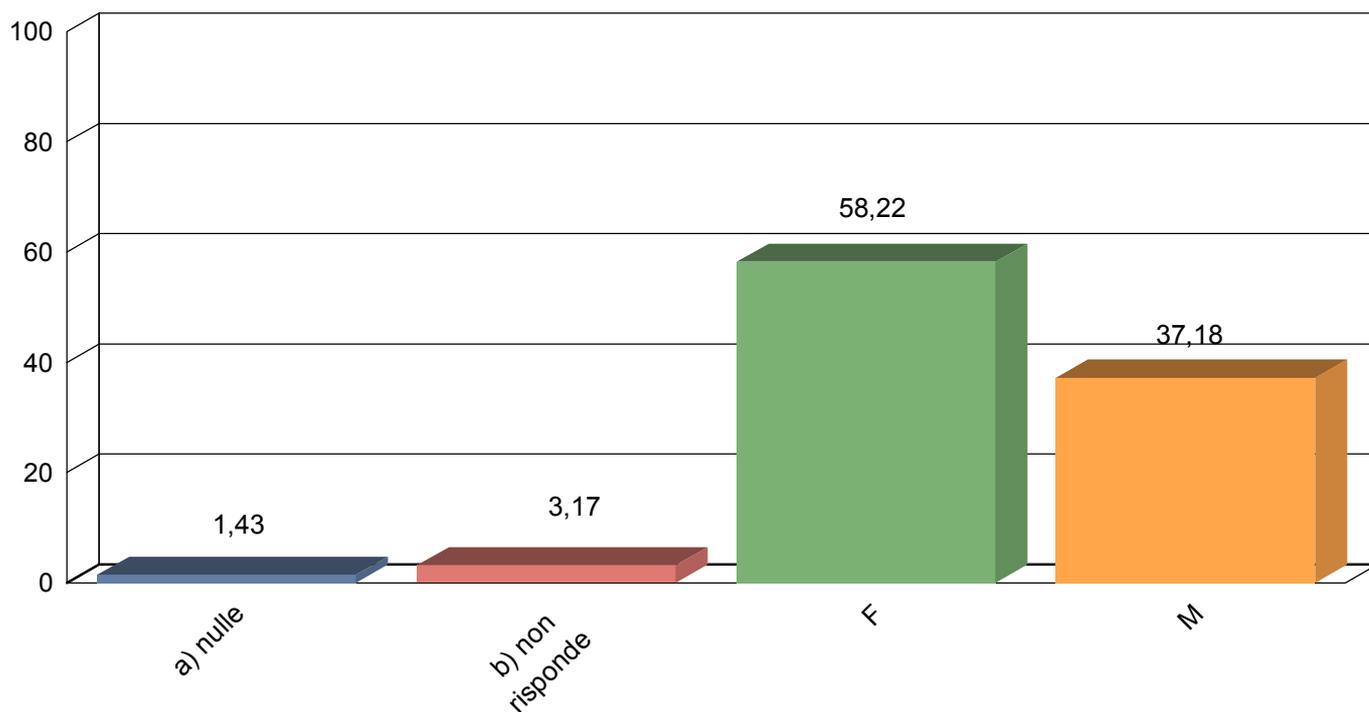




Età

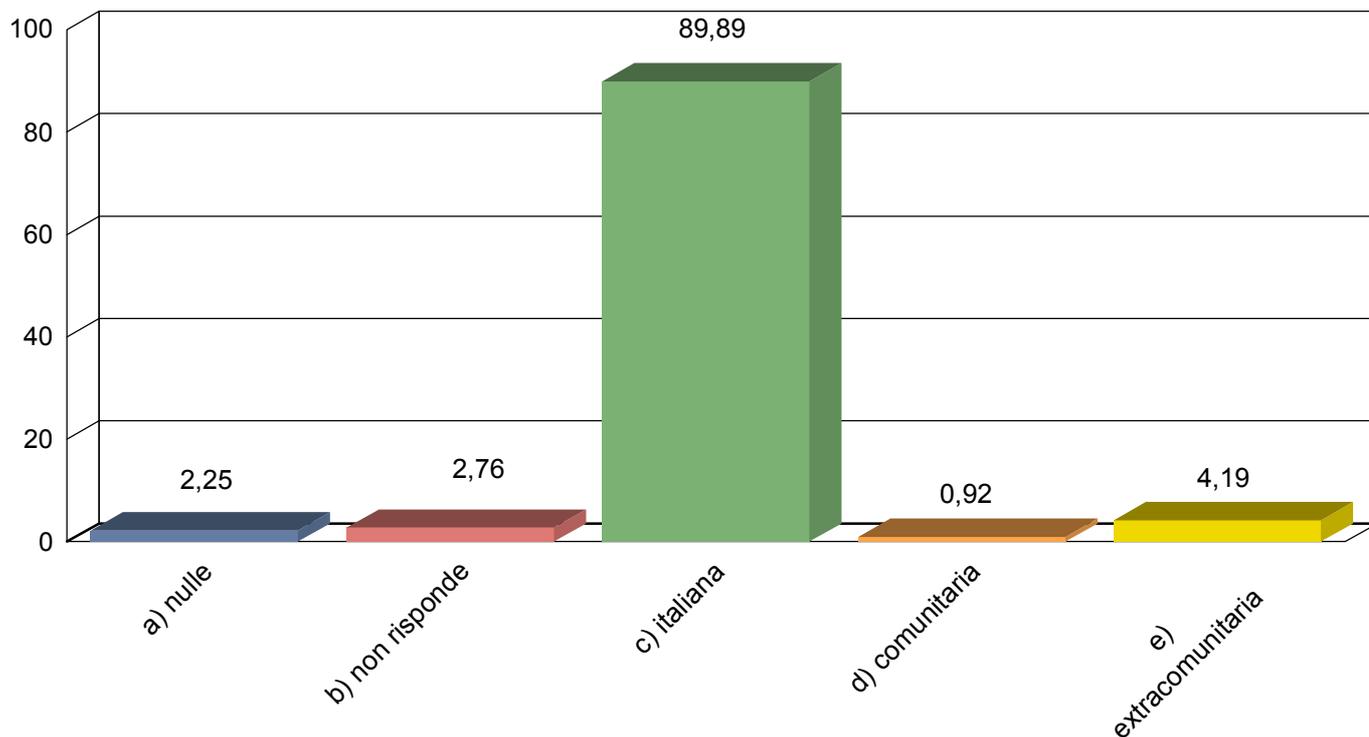


Sesso

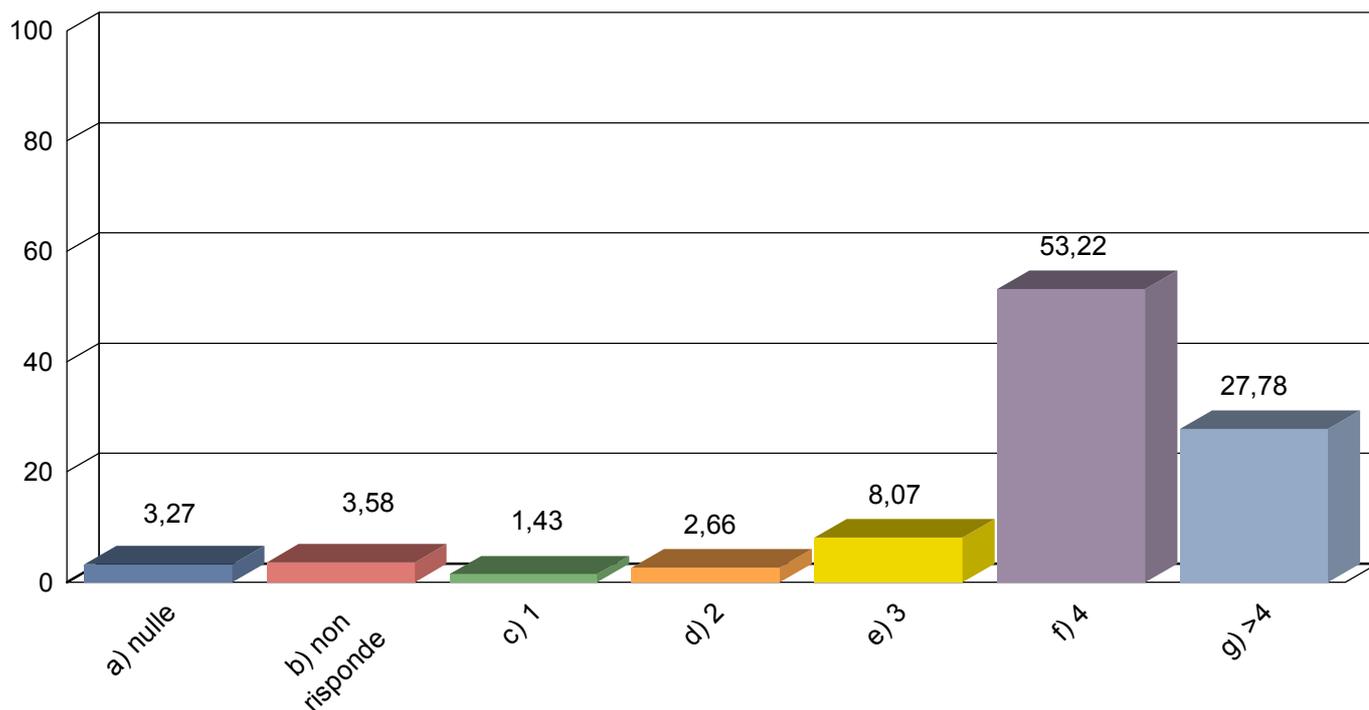




Nazionalità

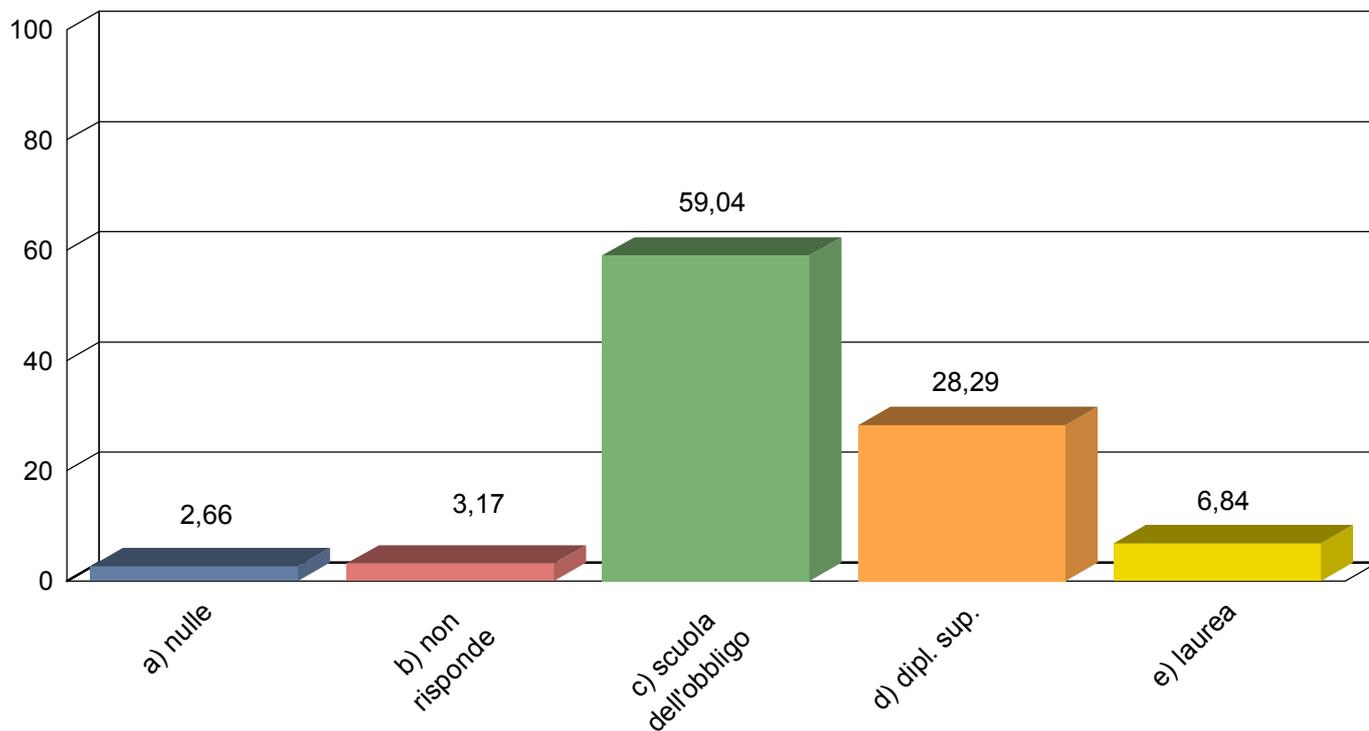


Nucleo familiare

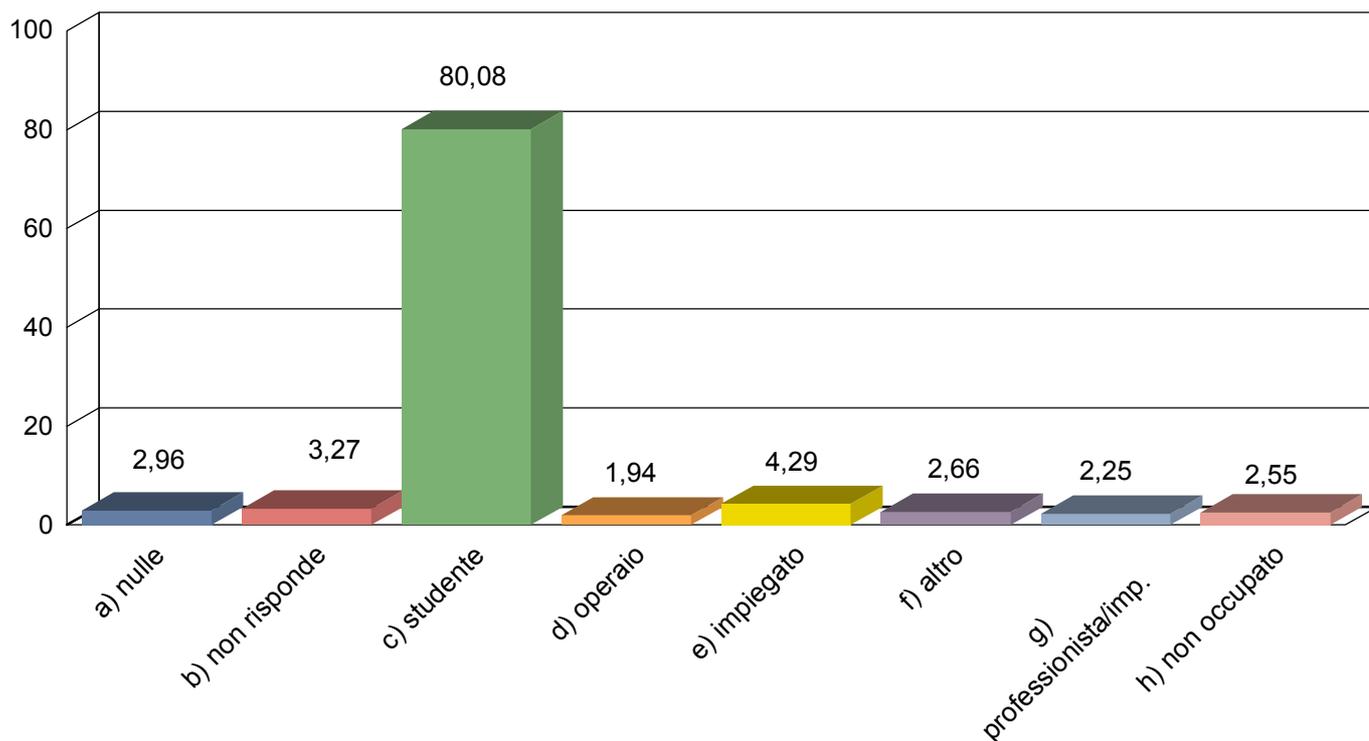




Titolo di studio

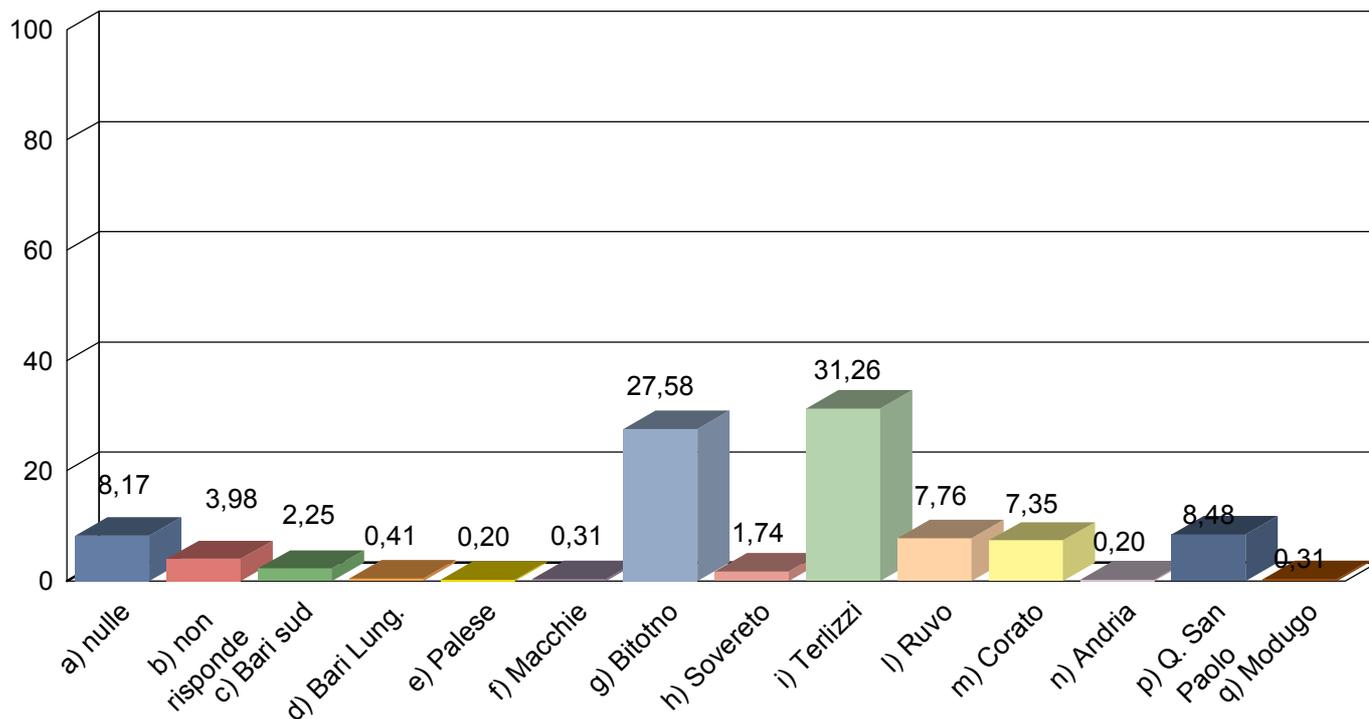


Occupazione

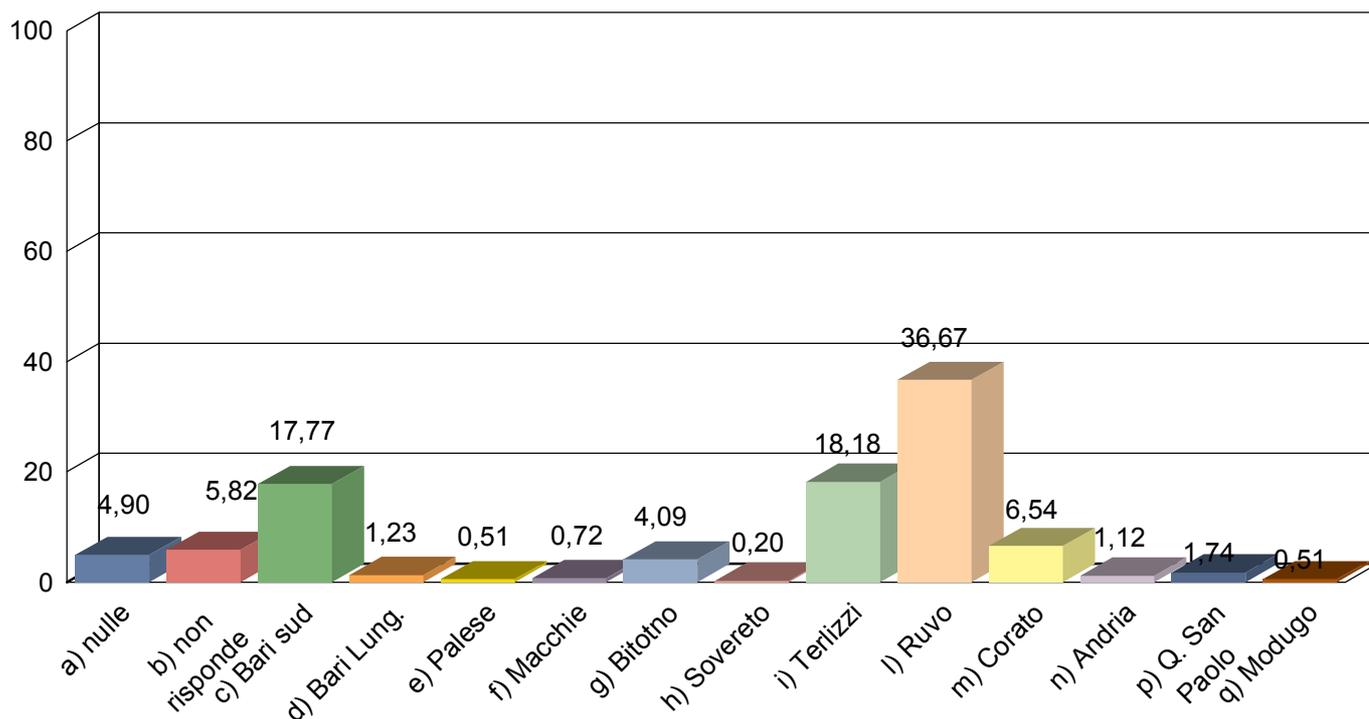




Città di partenza di questo viaggio

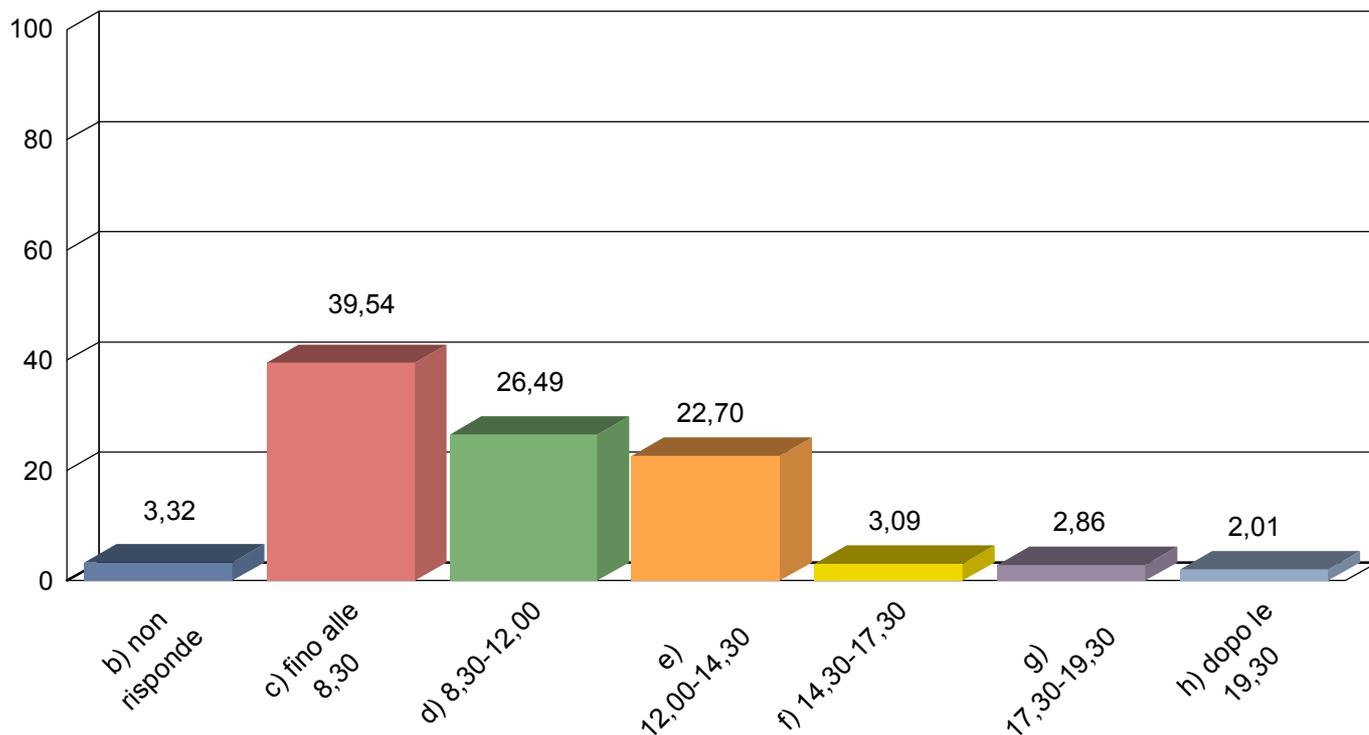


Città di arrivo di questo viaggio

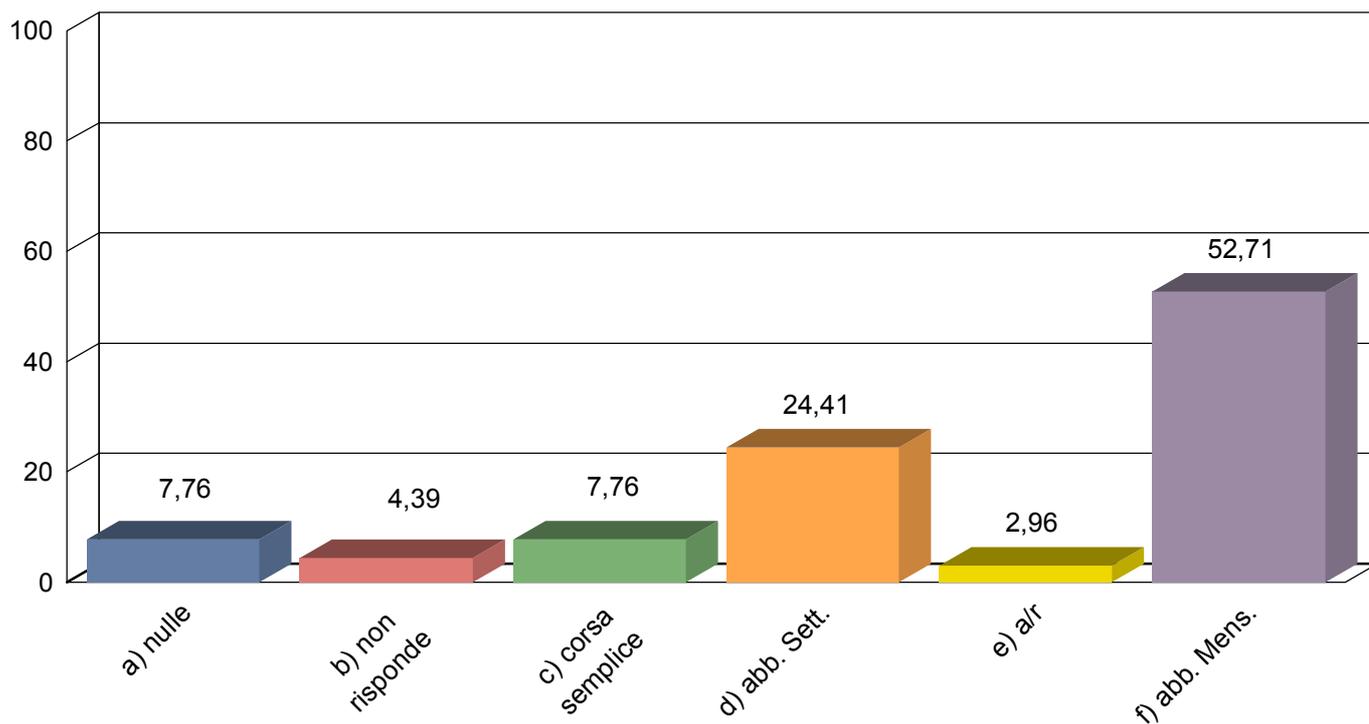




In quale fascia oraria effettua questo viaggio

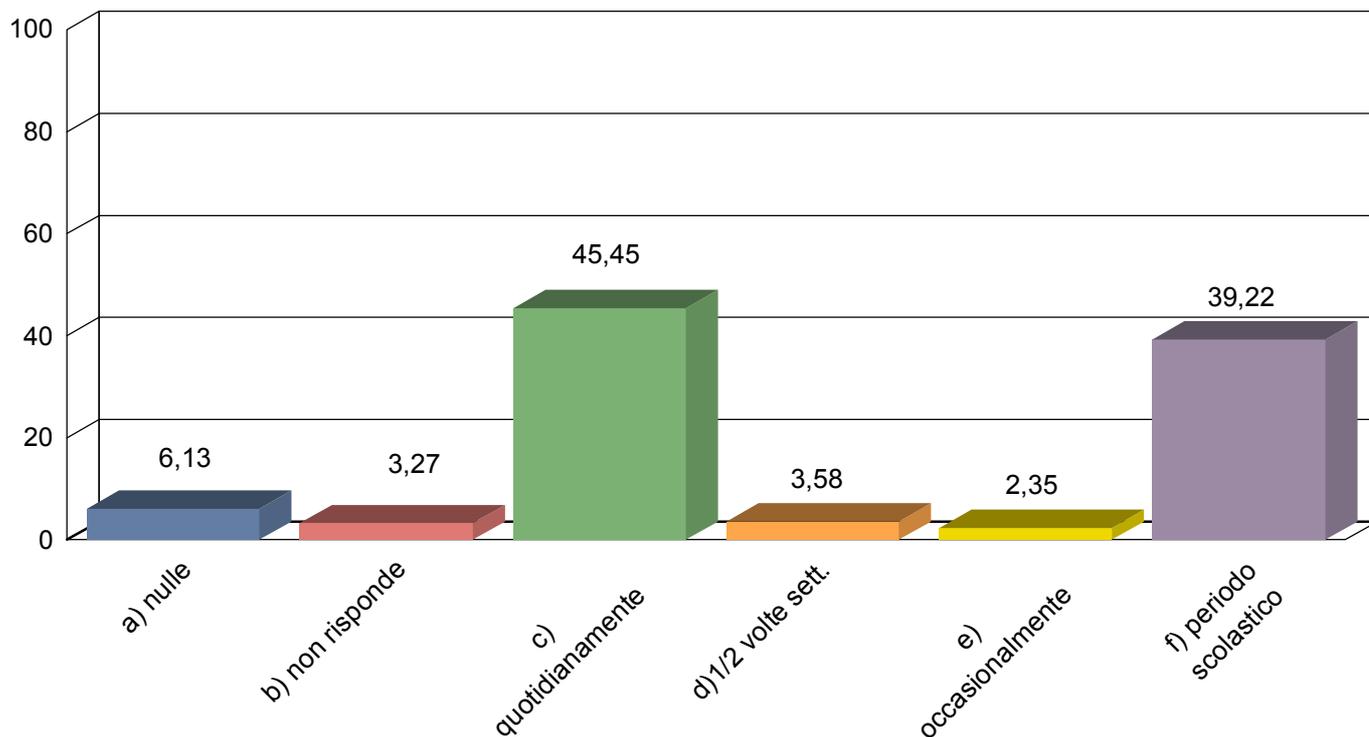


Tipo di biglietto utilizzato

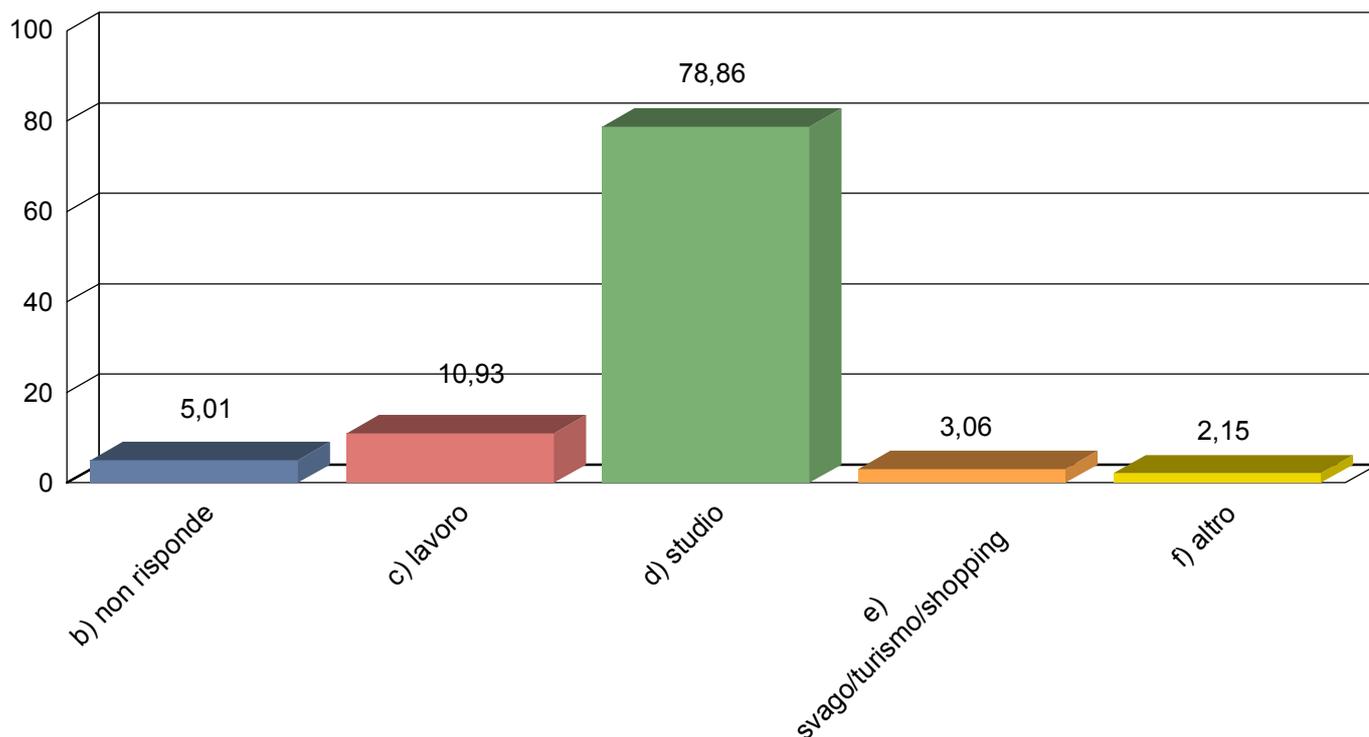




Frequenza d'utilizzo

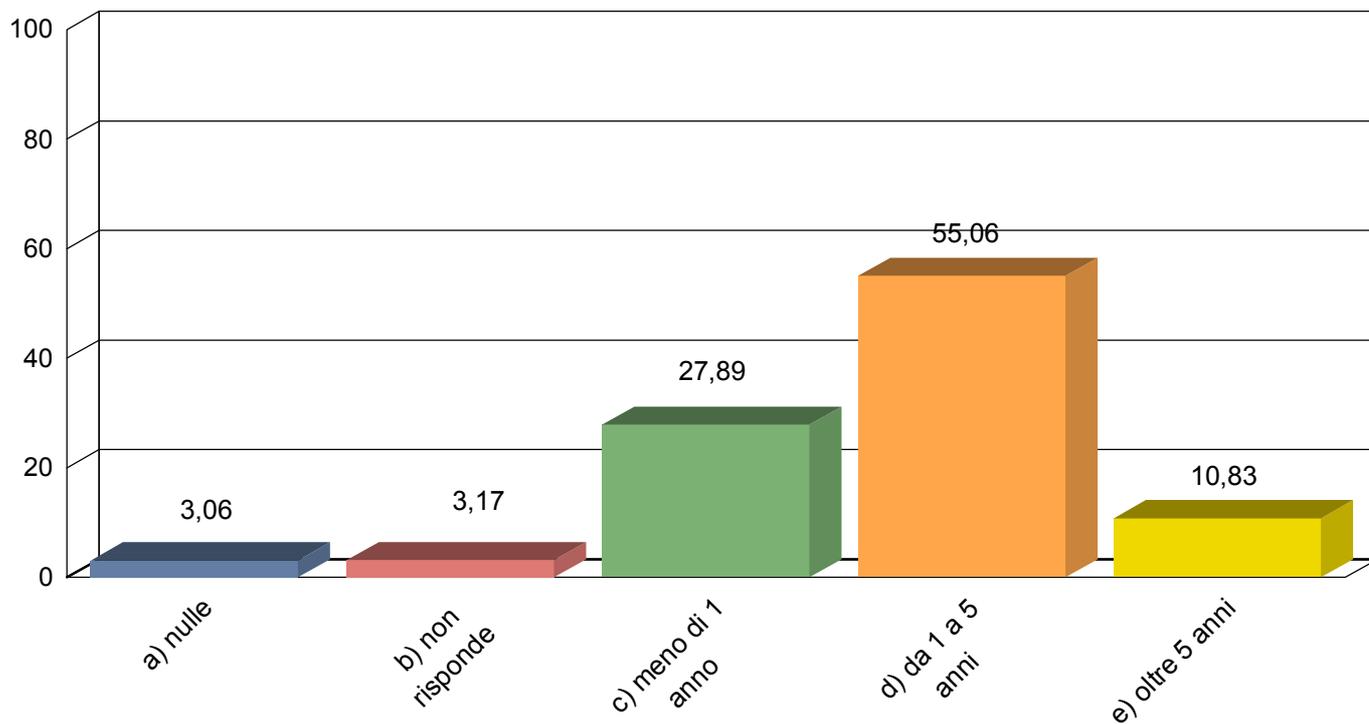


Scopo del viaggio

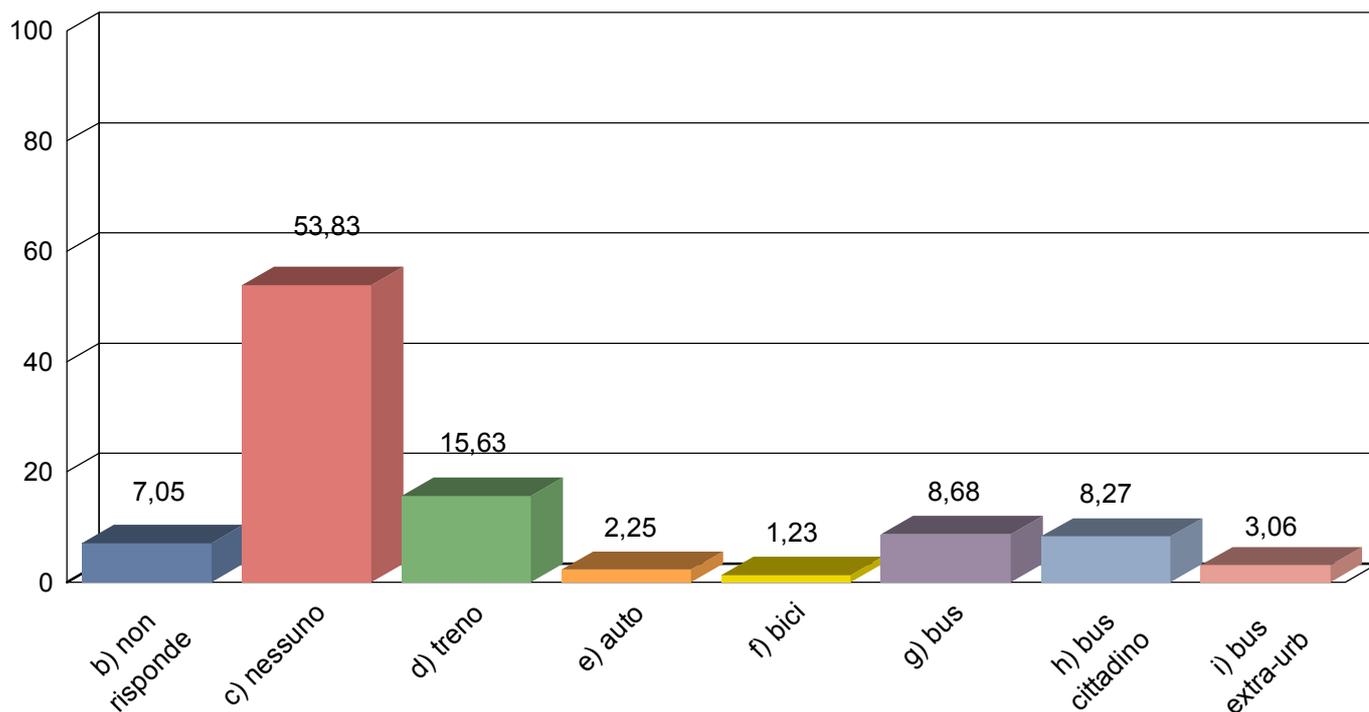




Da quanto tempo utilizza l'autobus

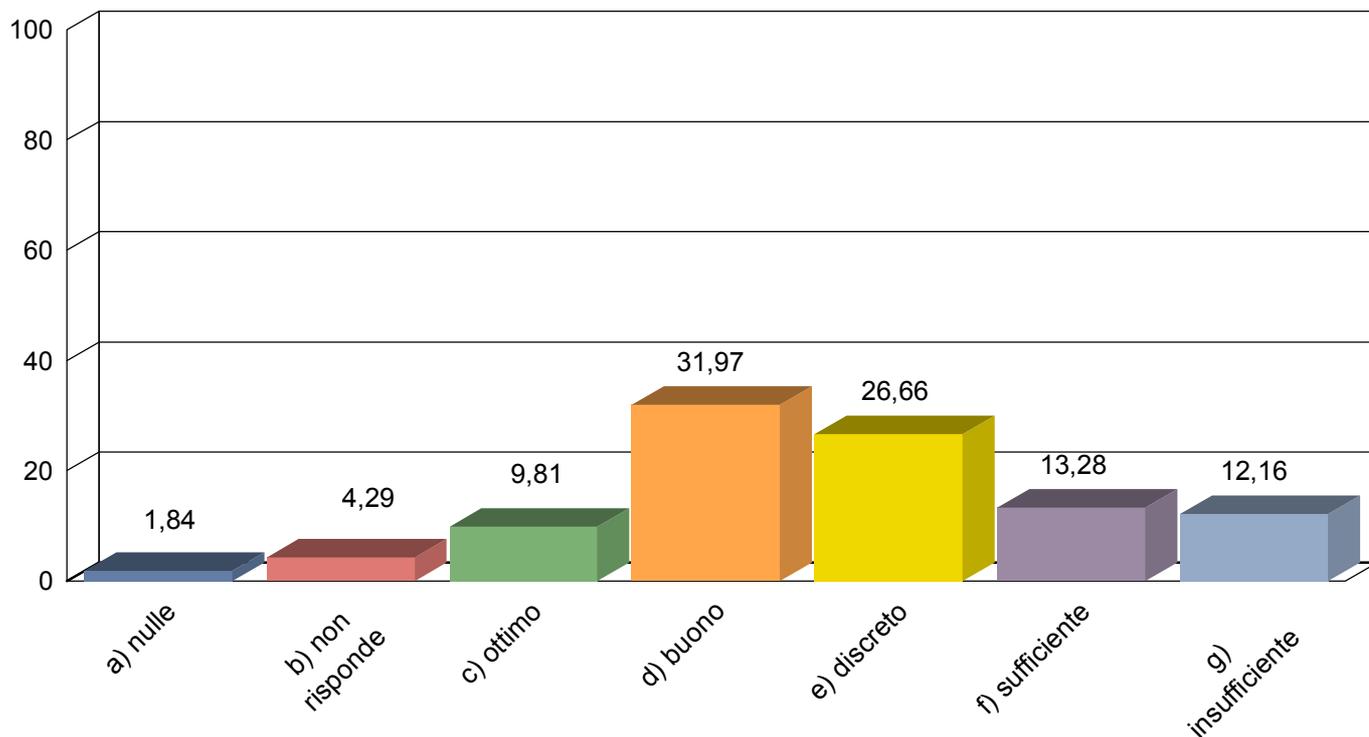


Con che mezzi prosegue questo viaggio

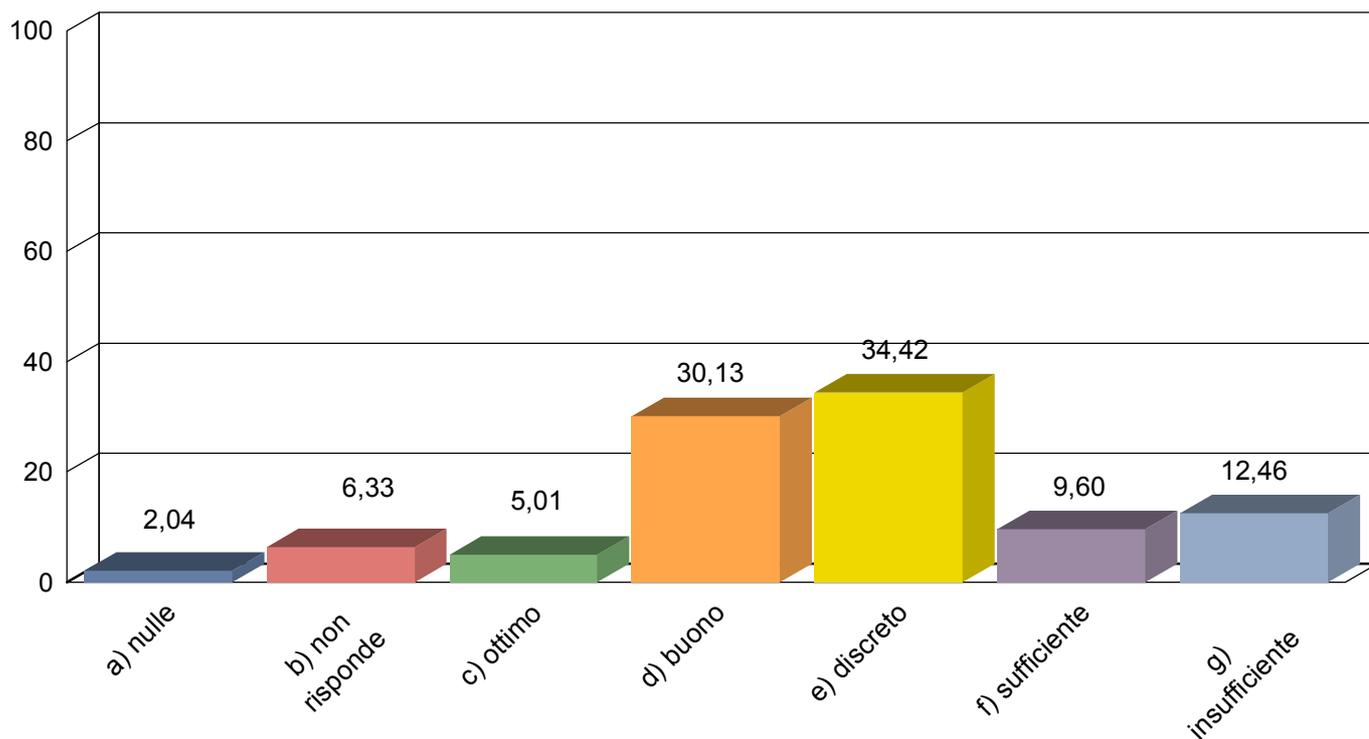




Puntualità e regolarità delle corse

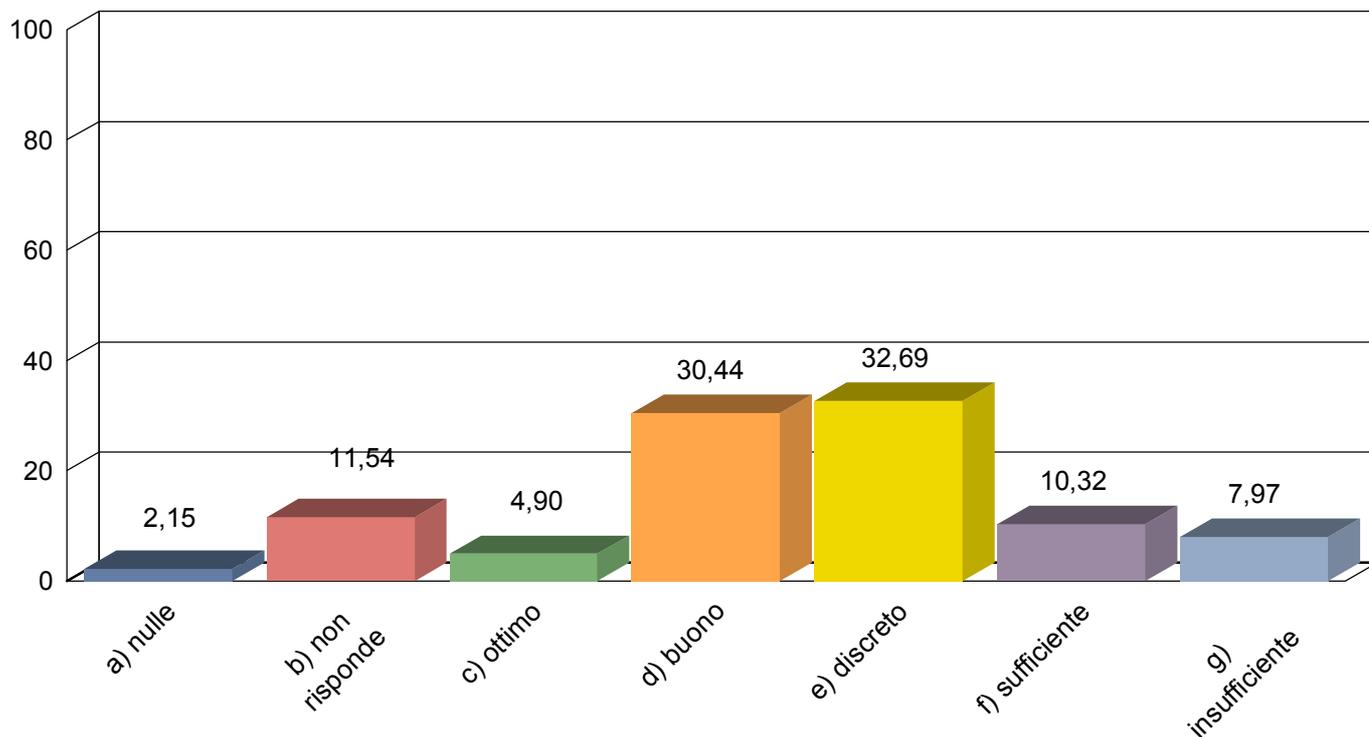


Rispondenza orari - Esigenze dell'utenza

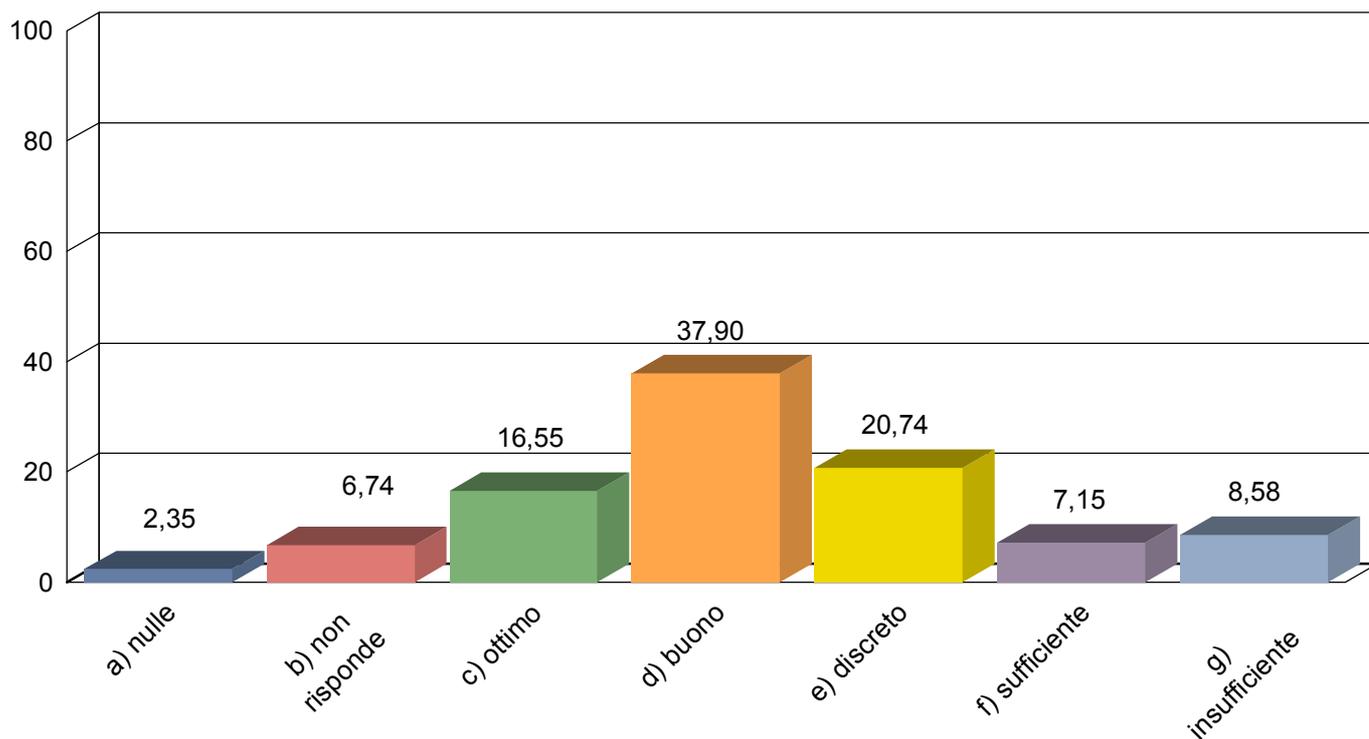




Adeguatezza coincidenze

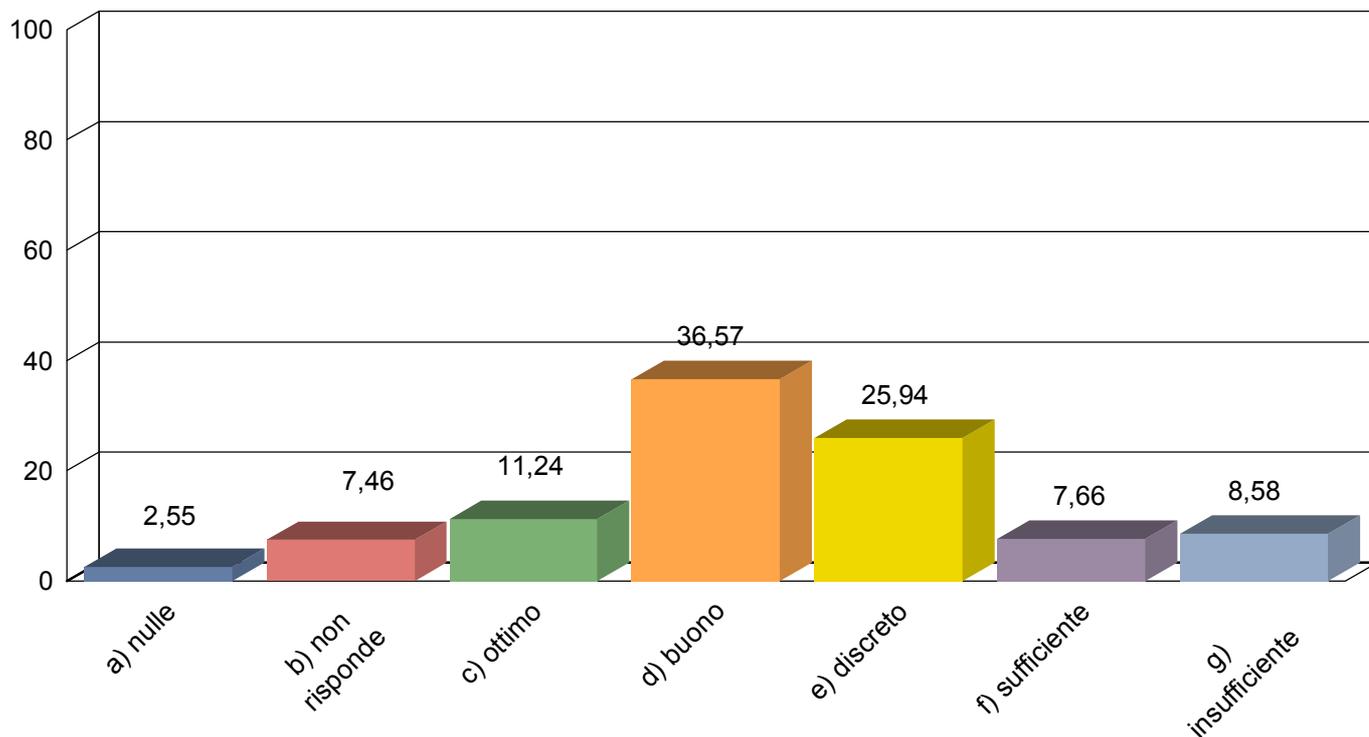


Rispetto delle fermate previste

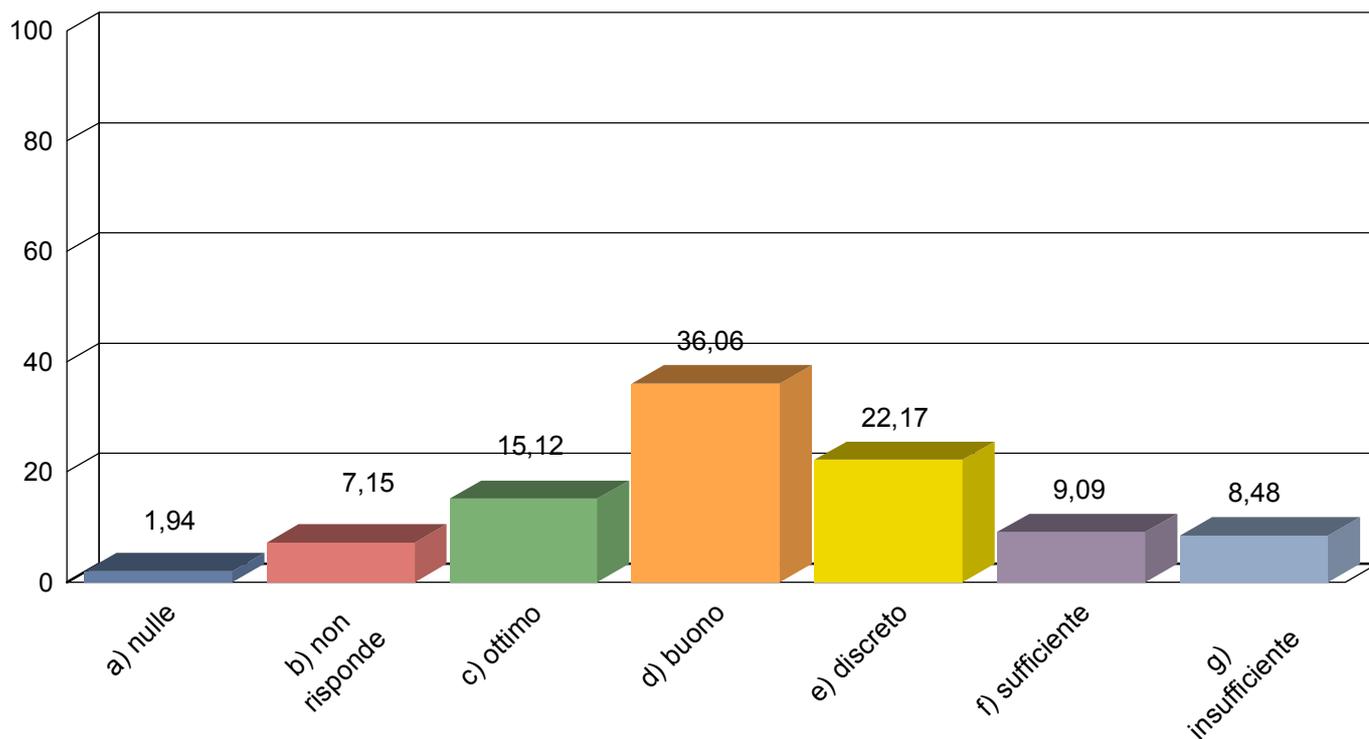




Informazioni su percorsi e fermate

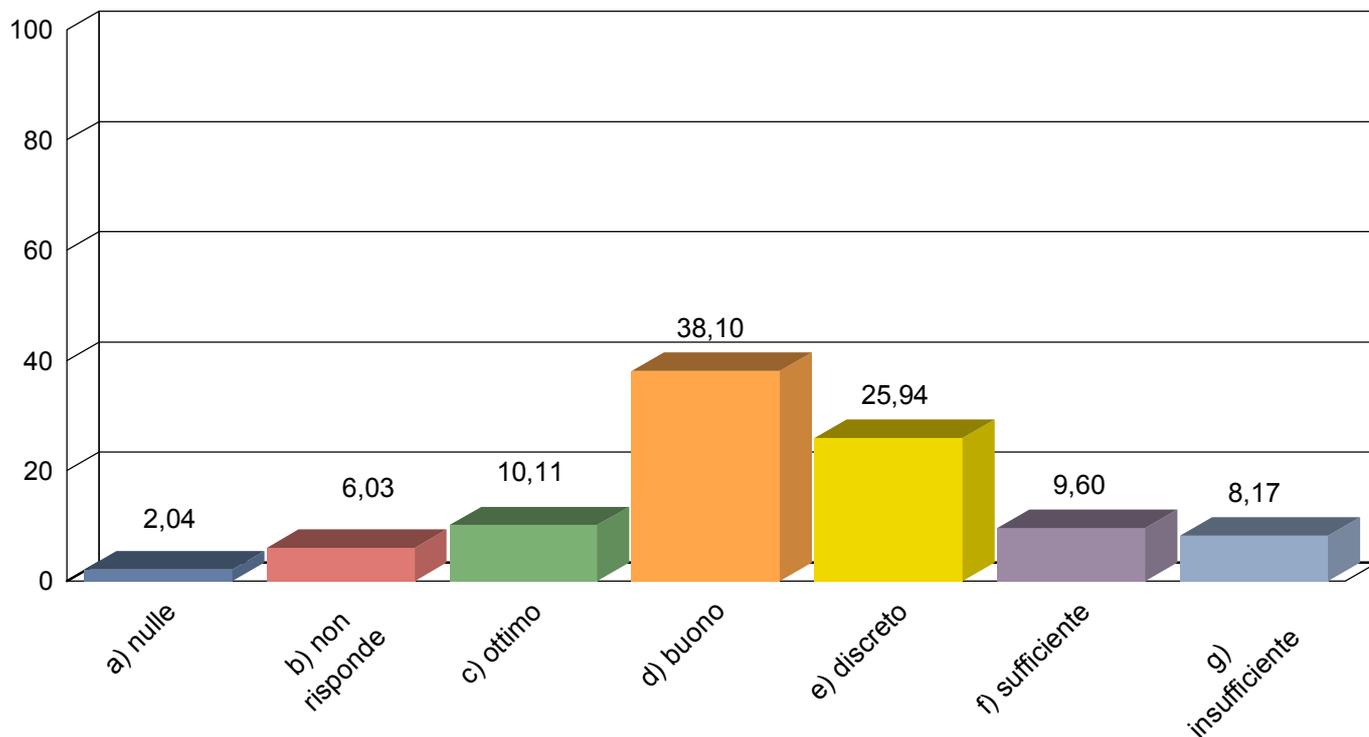


Informazioni via web (sito, carta servizi, etc.)

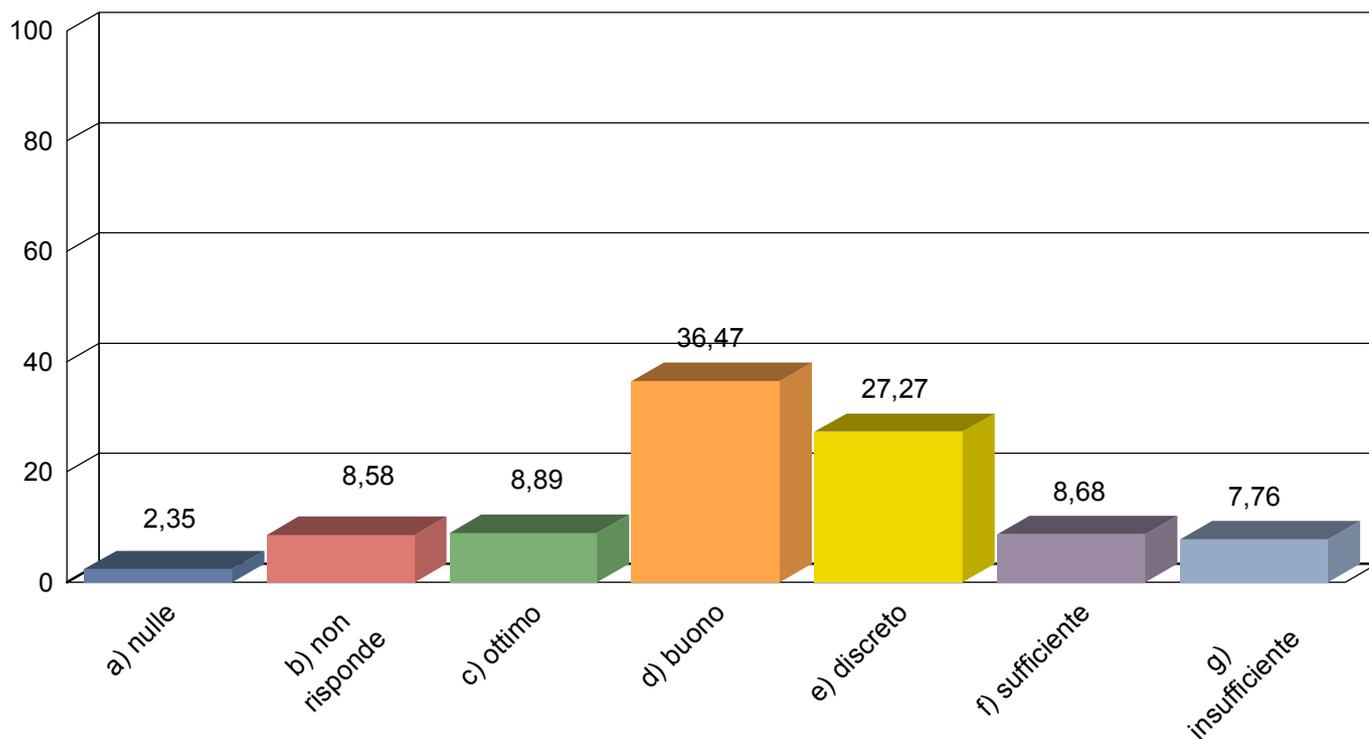




Reperibilità orari e tariffe

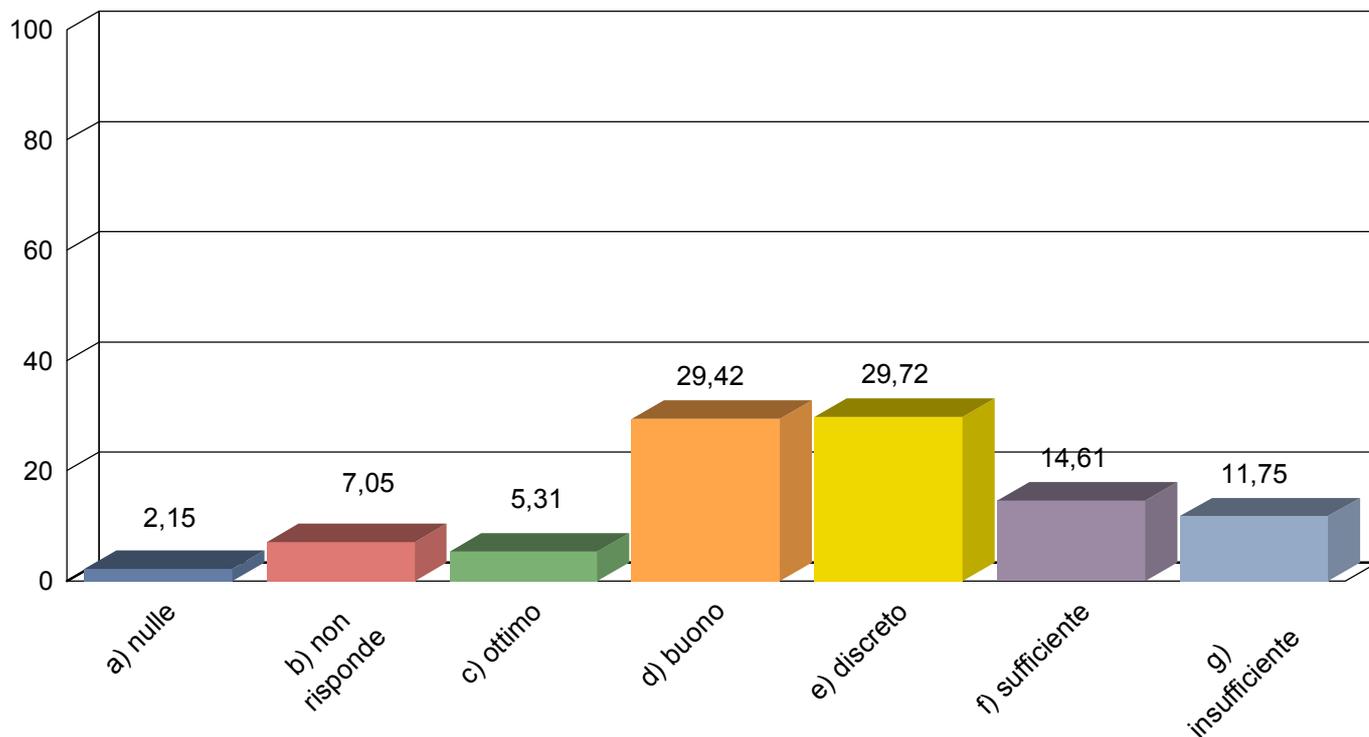


Reperibilità titoli di viaggio

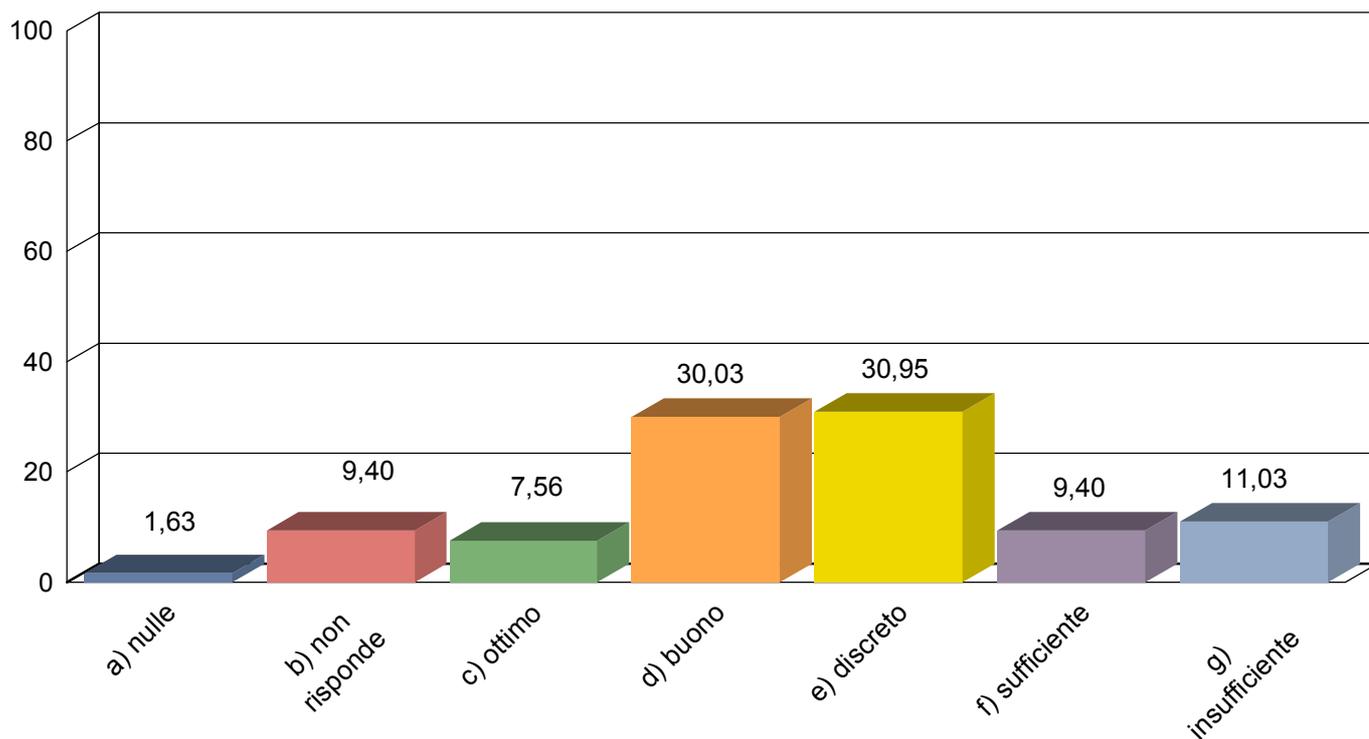




Rapidità nel fornire informazioni in caso di disservizio

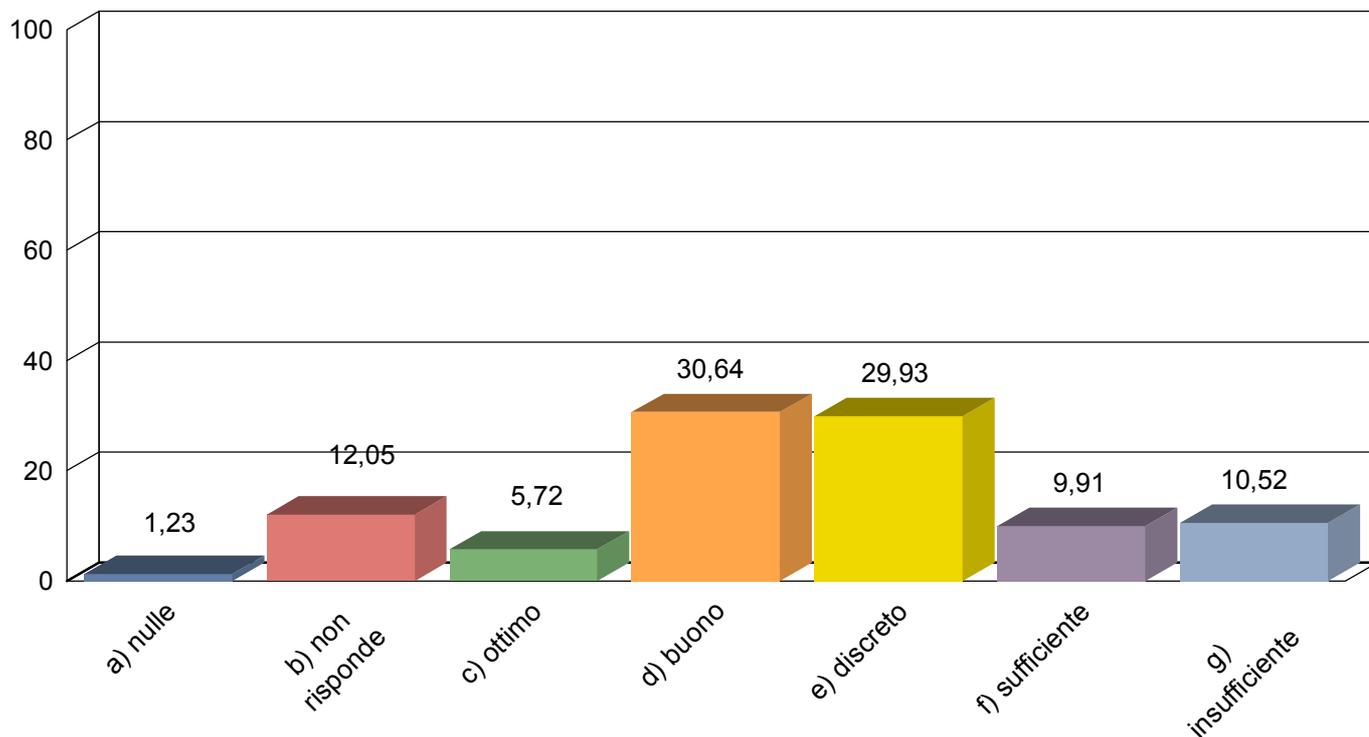


Frequenza servizio nei giorni feriali

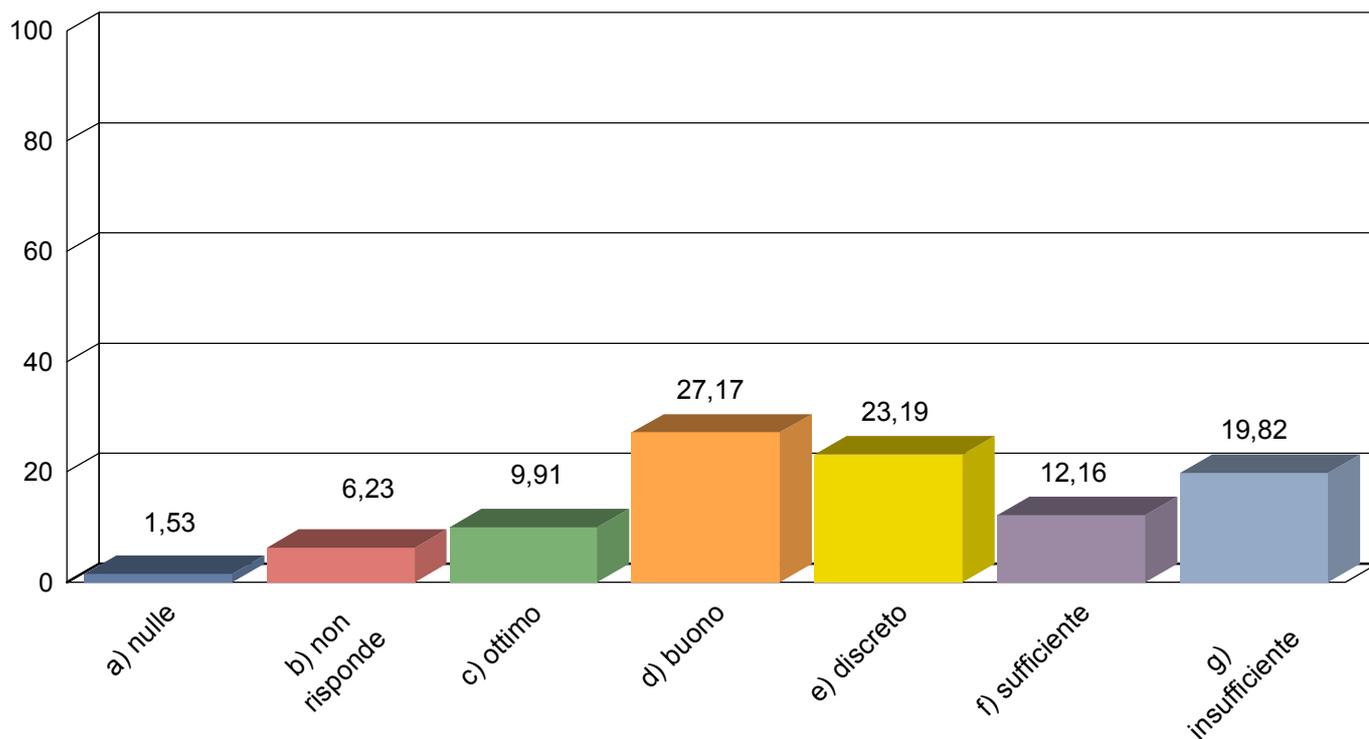




Copertura del servizio in estate e festivi

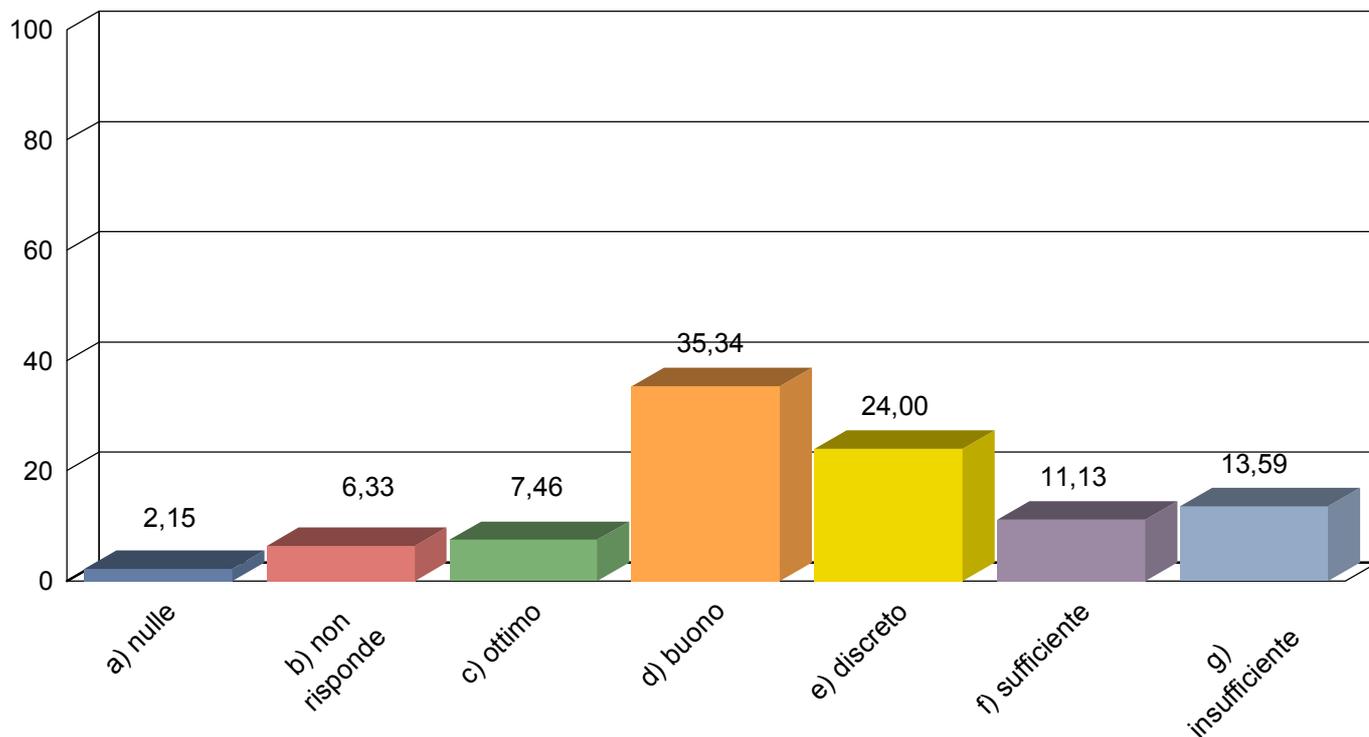


Pulizia interna e dei sedili

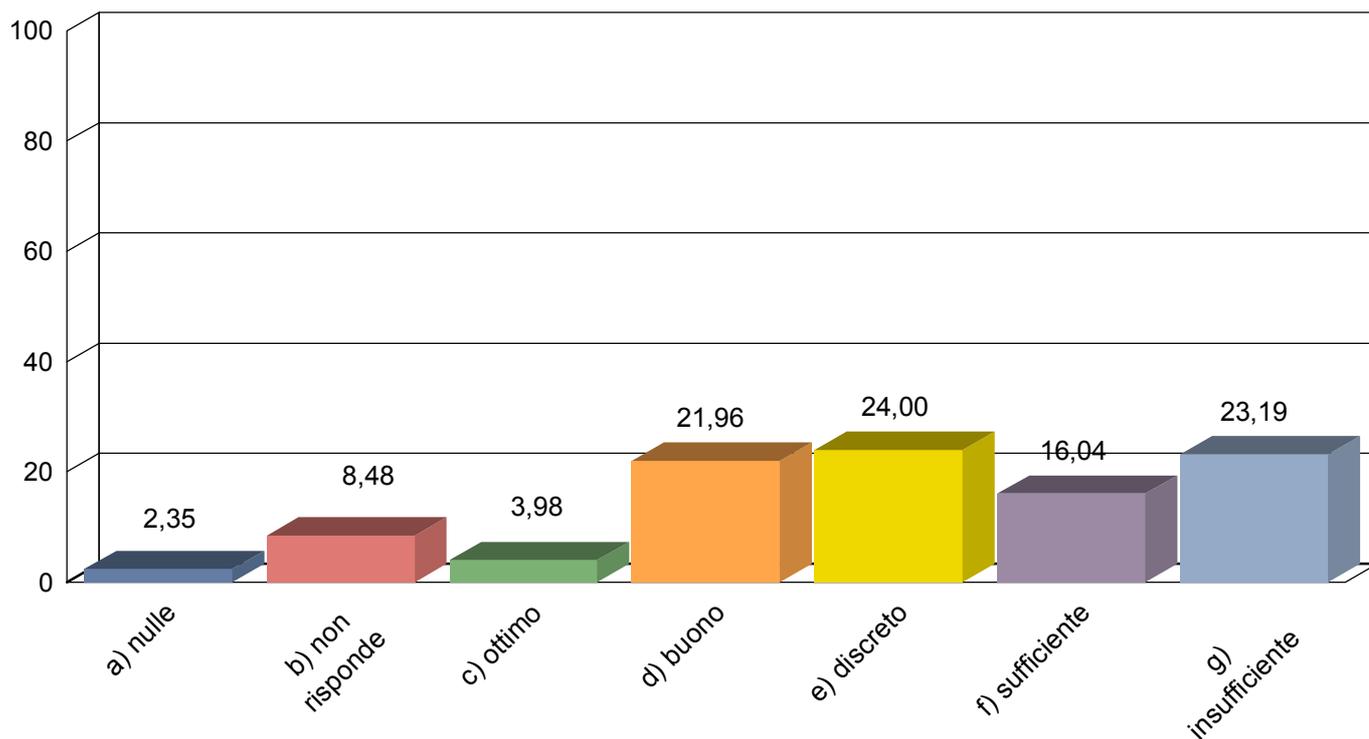




Pulizia esterna del mezzo

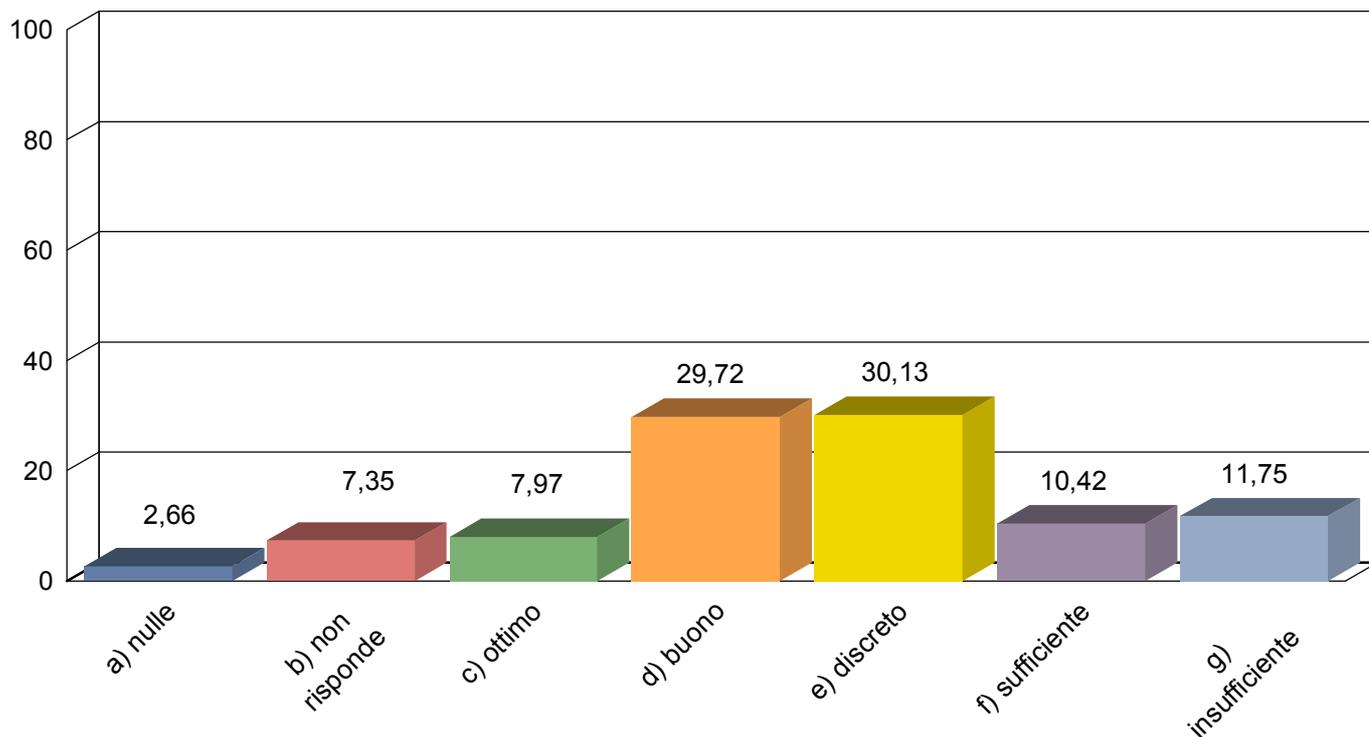


Comfort dei punti fermata (pensilina e sedute)

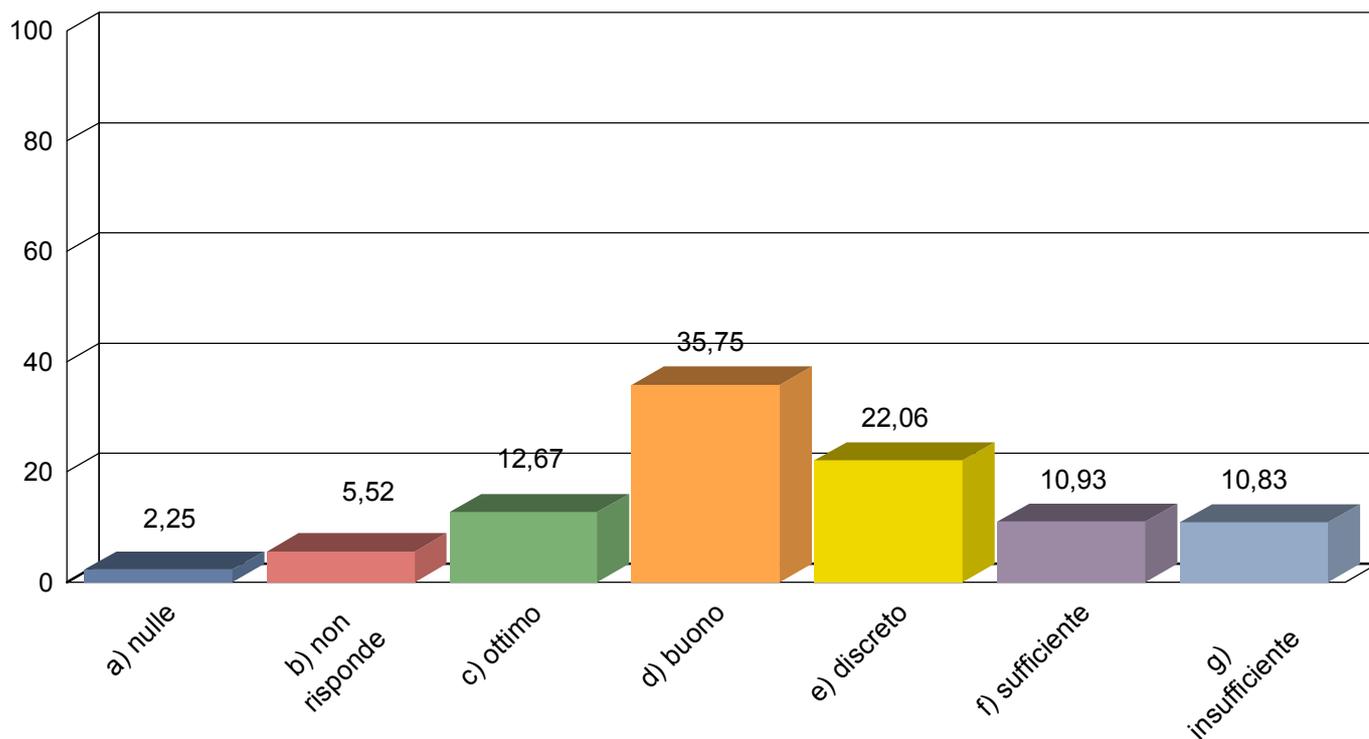




Segnalazione delle fermate

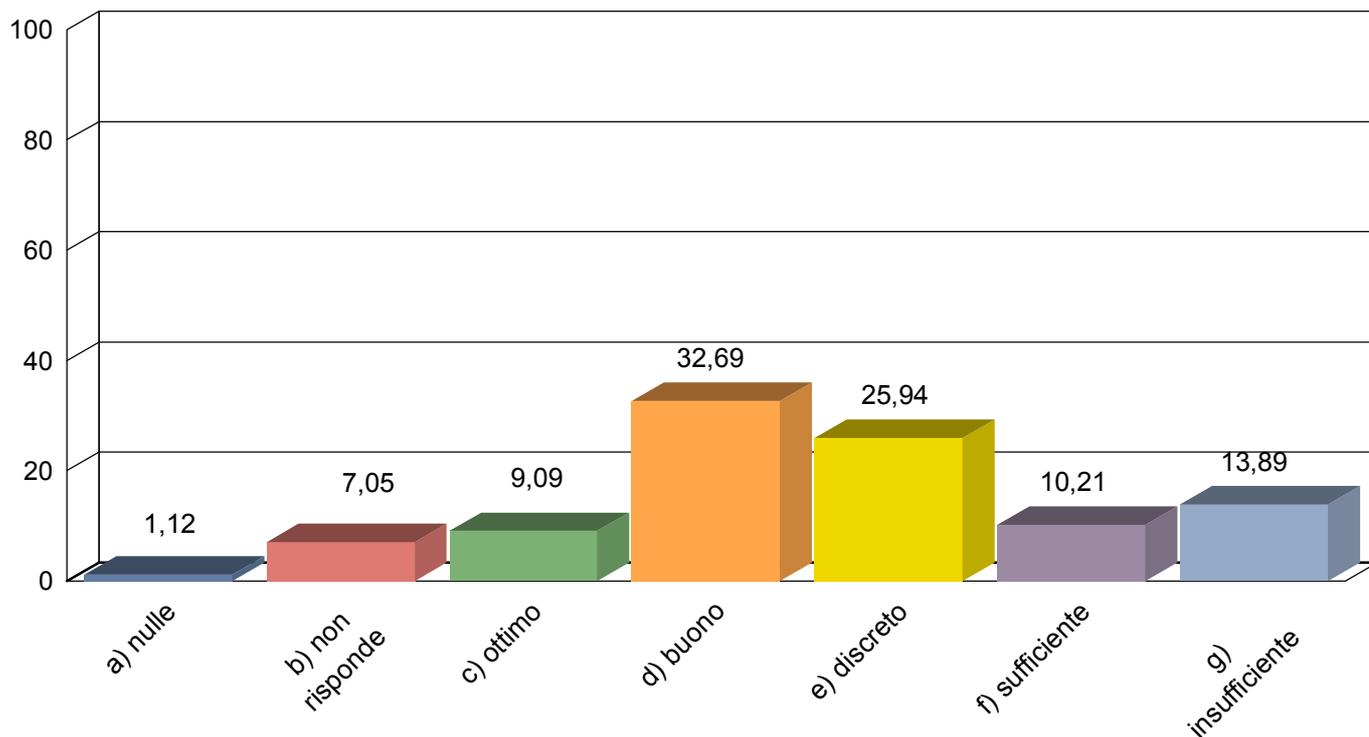


Efficienza climatizzazione estate / inverno

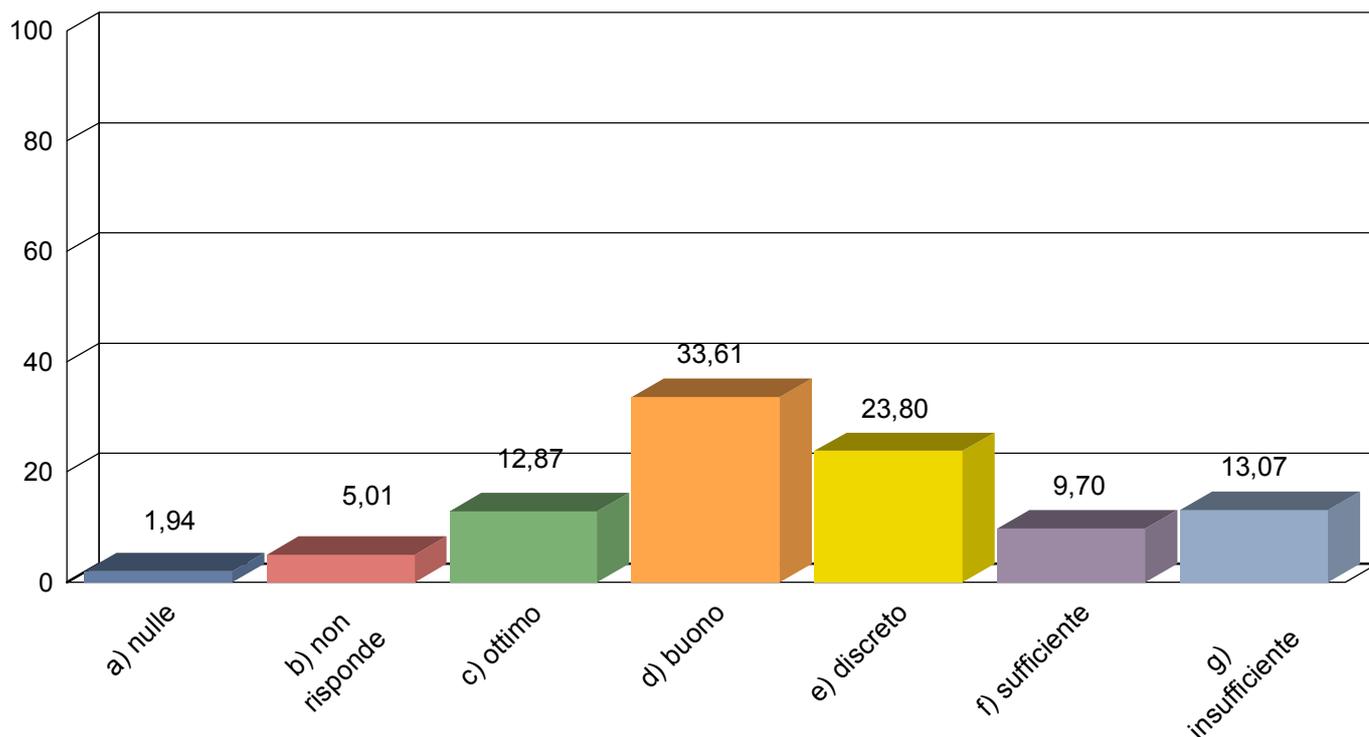




Sicurezza sul mezzo di persone e cose

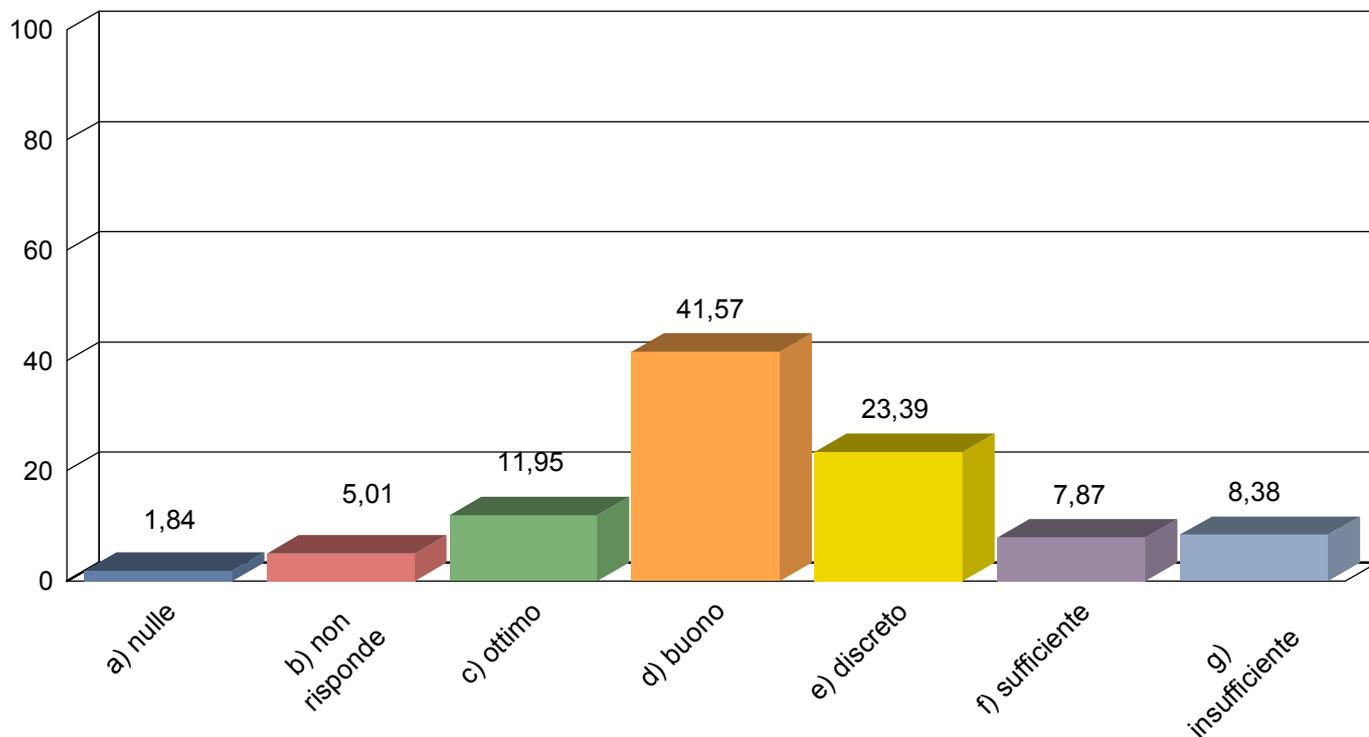


Cortesia / Disponibilità del personale





Competenza del personale



Riconoscibilità del personale

