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**FERROTRAMVIARIA SPA**  
FERROVIE DEL NORD BARESE  
AUTOLINEE

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

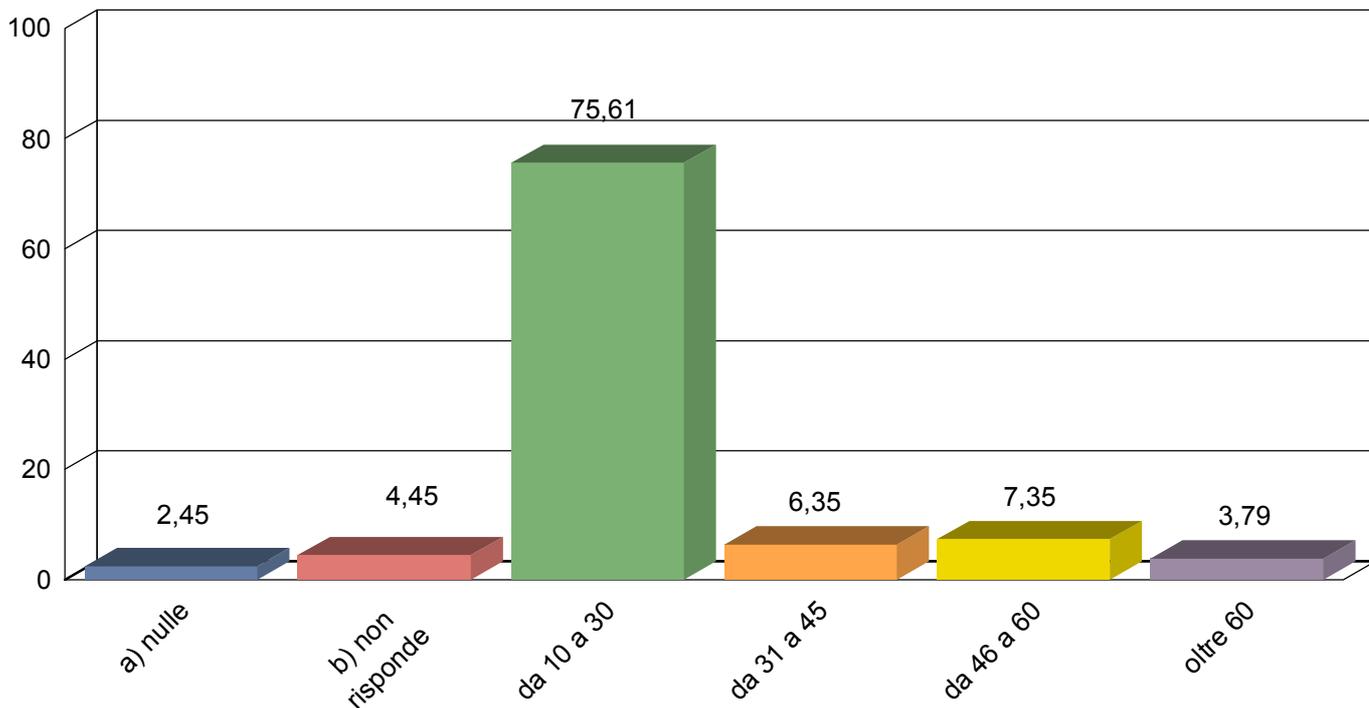
**GIUGNO 2014**

**(campione esaminato: 898 viaggiatori)**

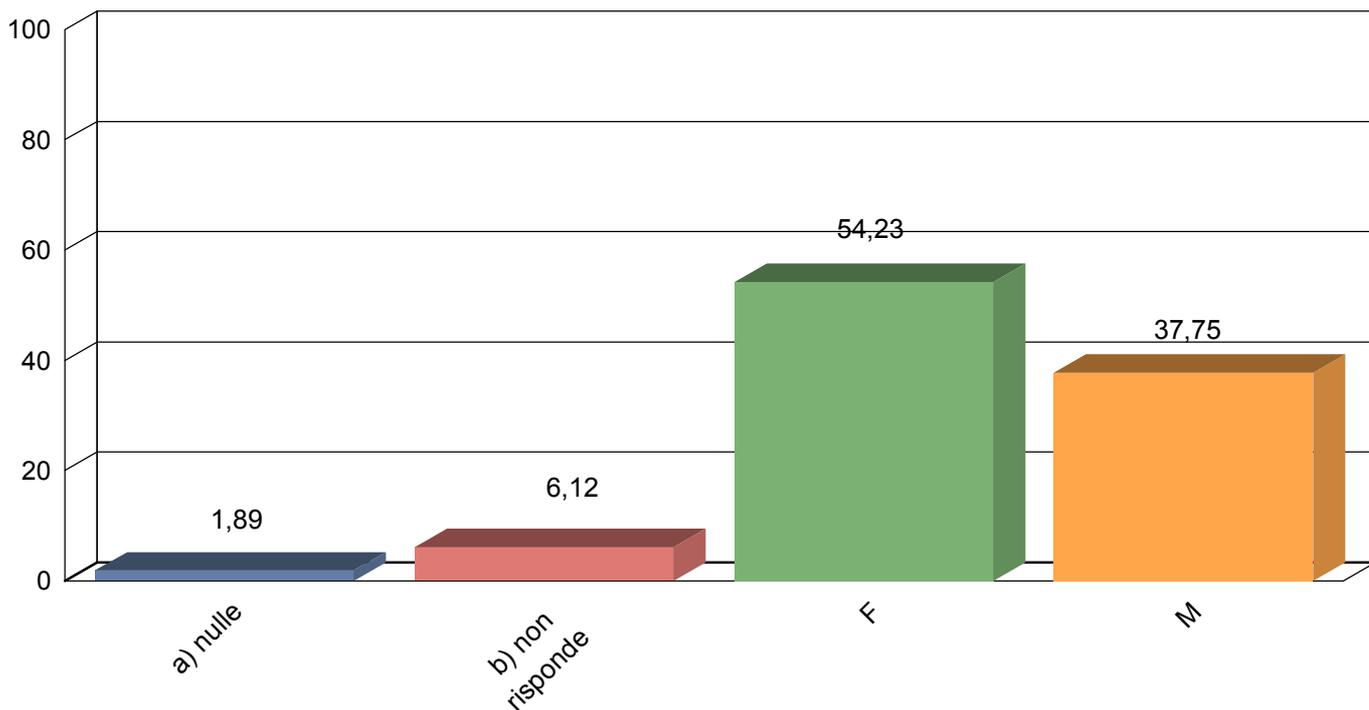




## Età

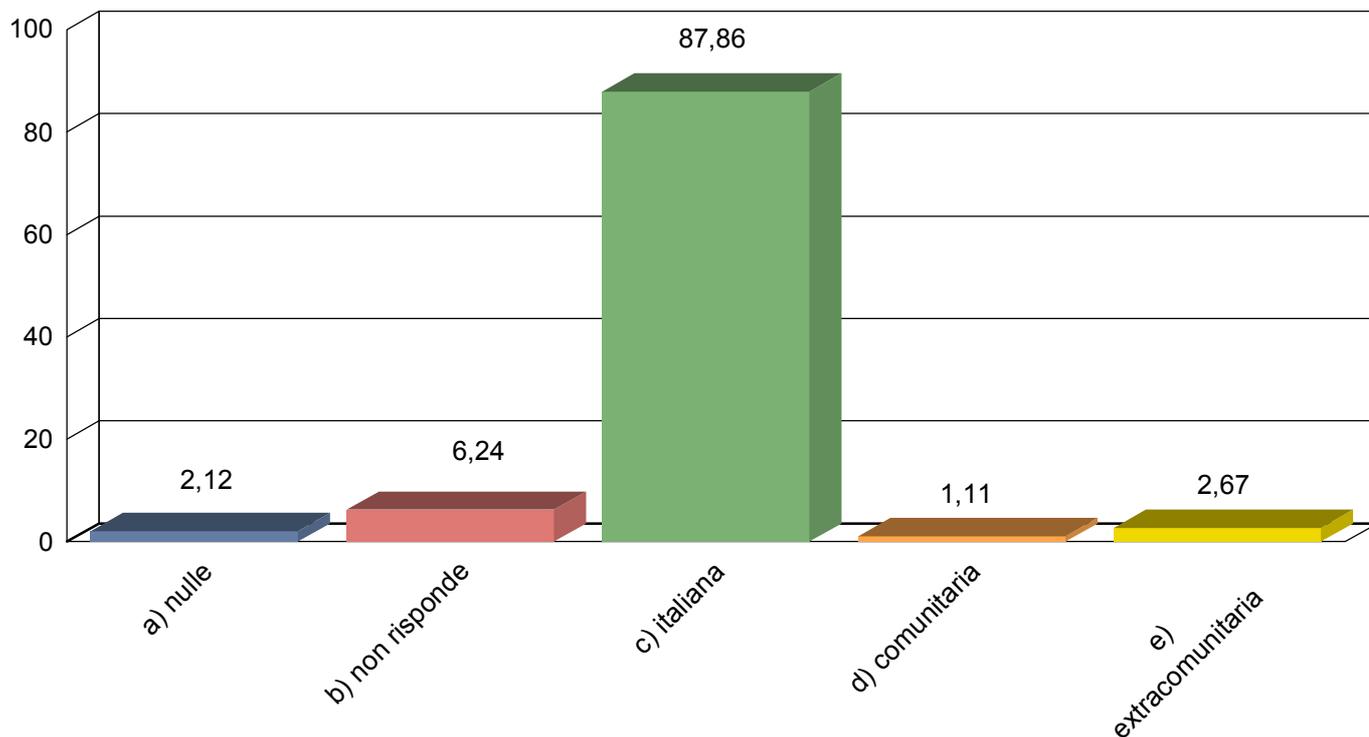


## Sesso

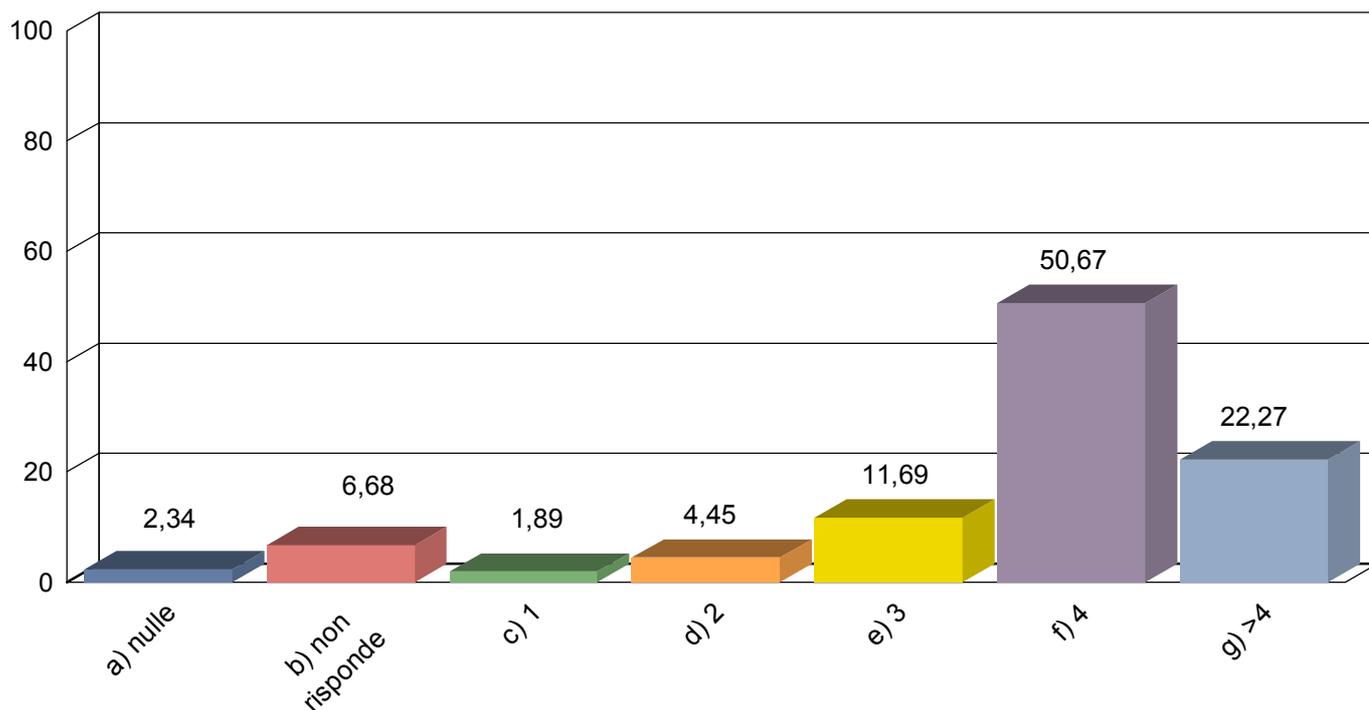




## Nazionalità

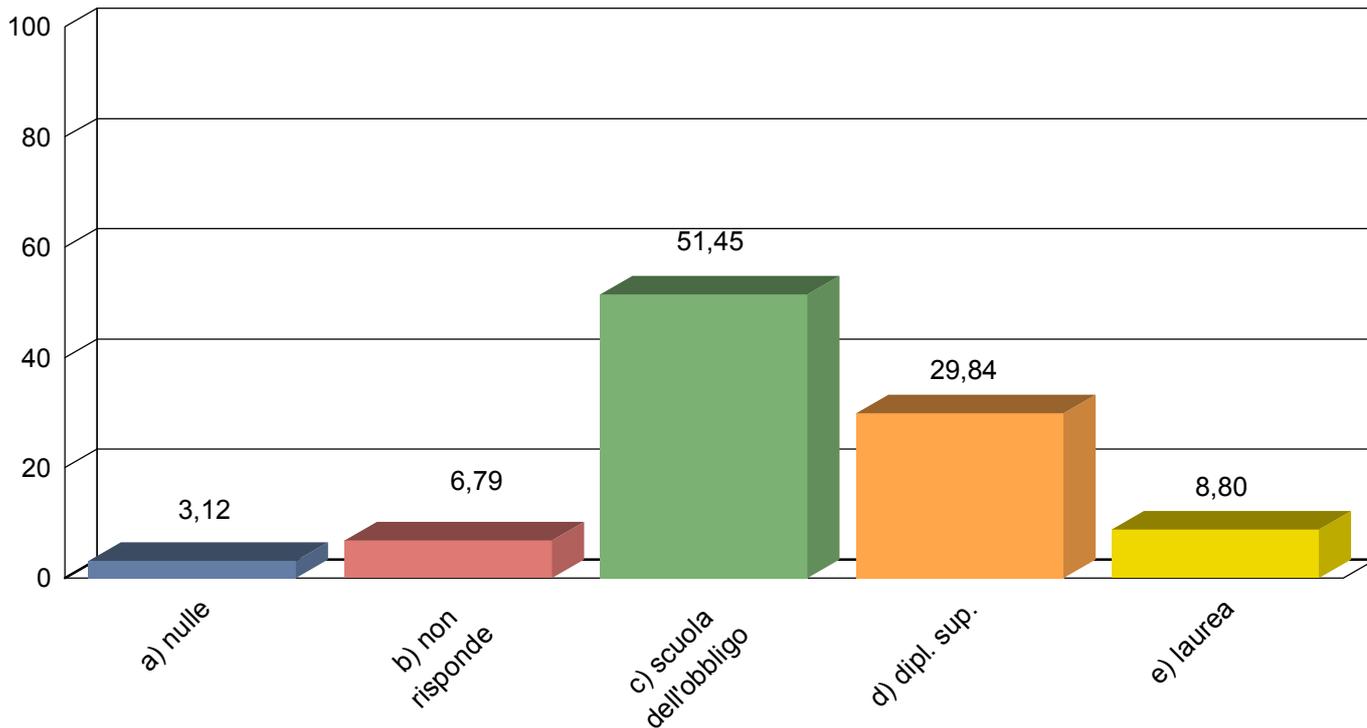


## Nucleo familiare

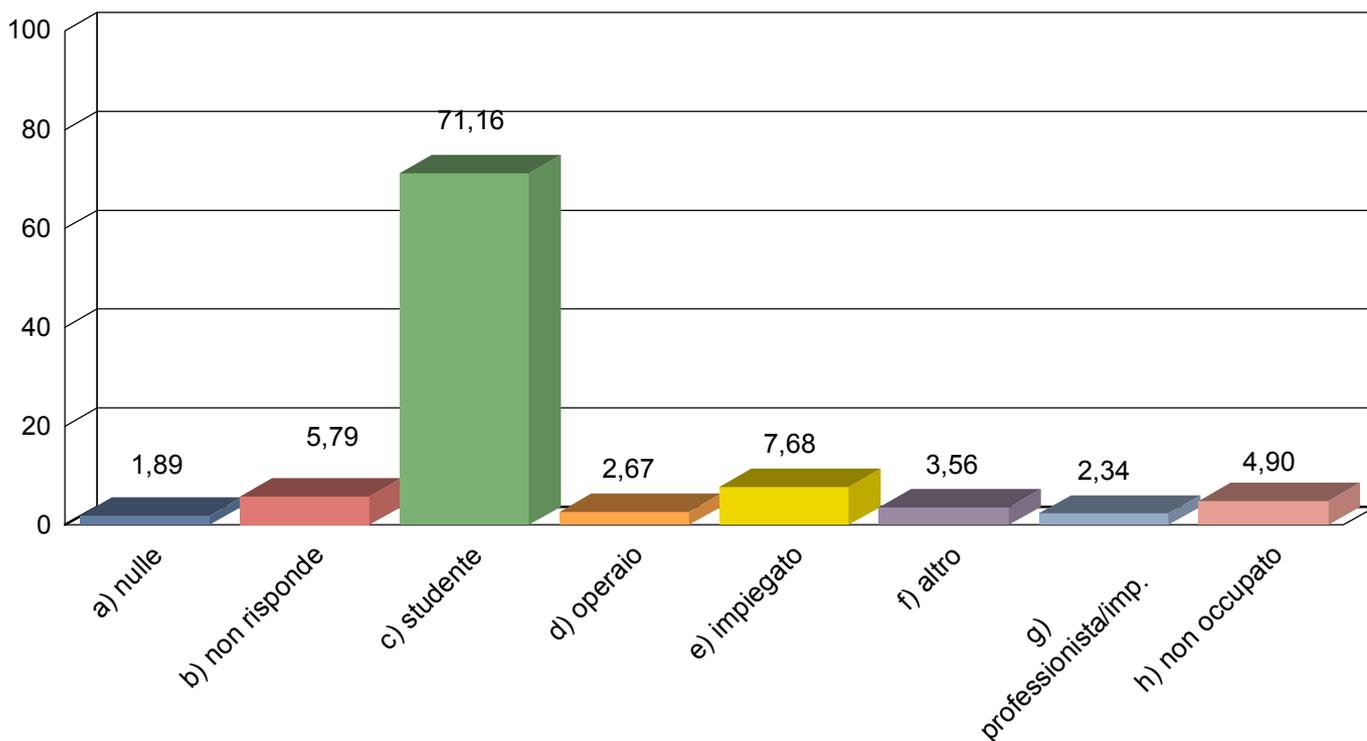




## Titolo di studio

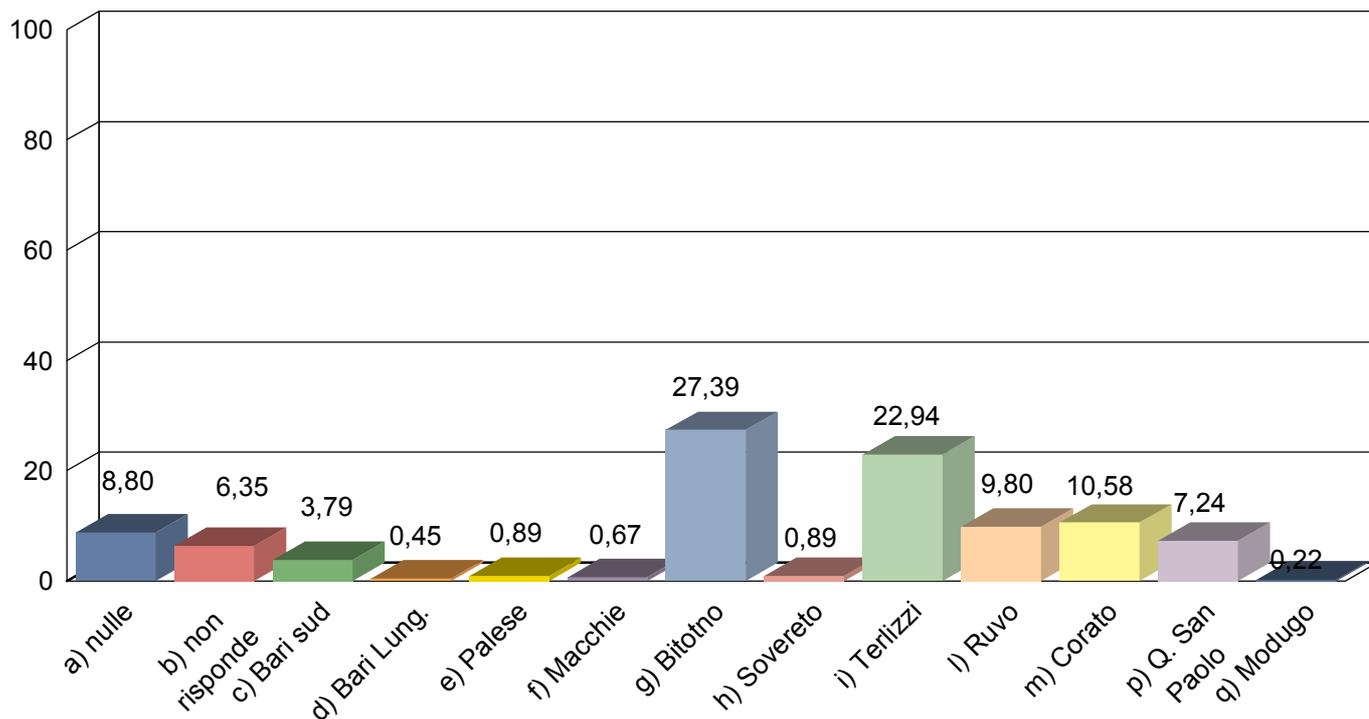


## Occupazione

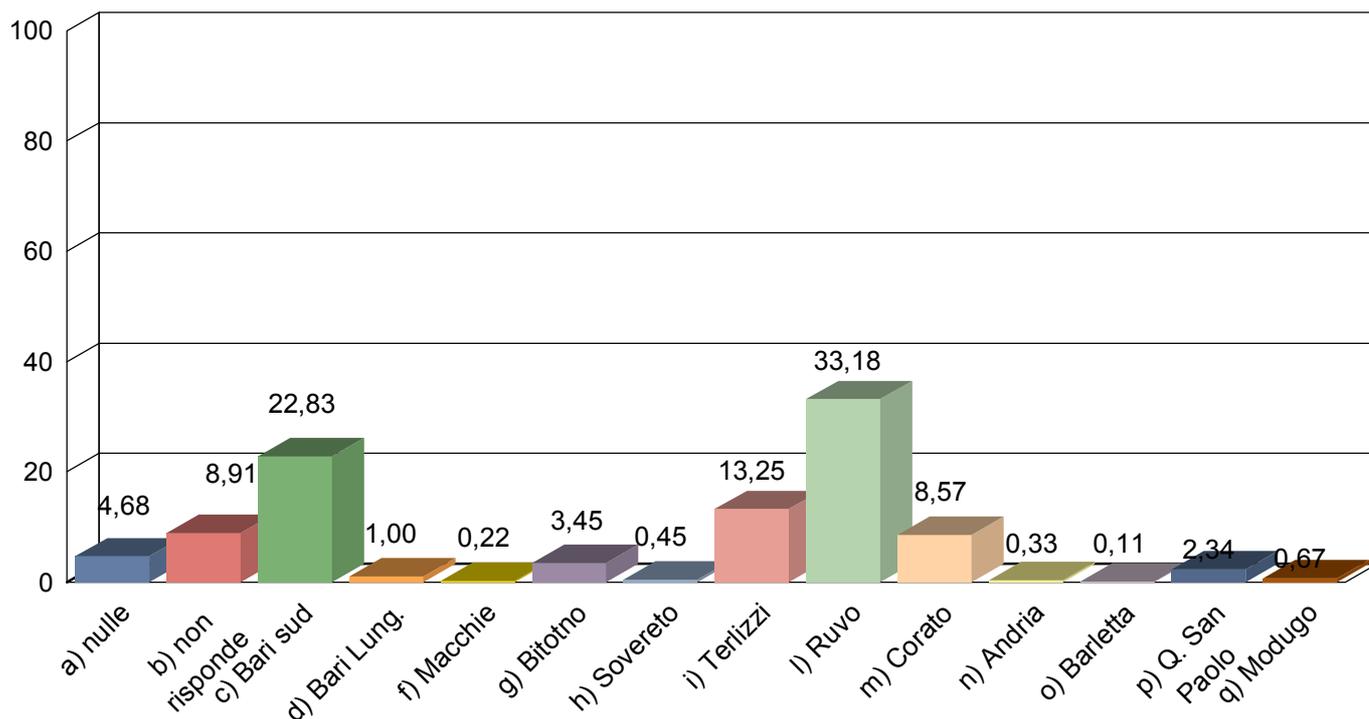




## Città di partenza di questo viaggio

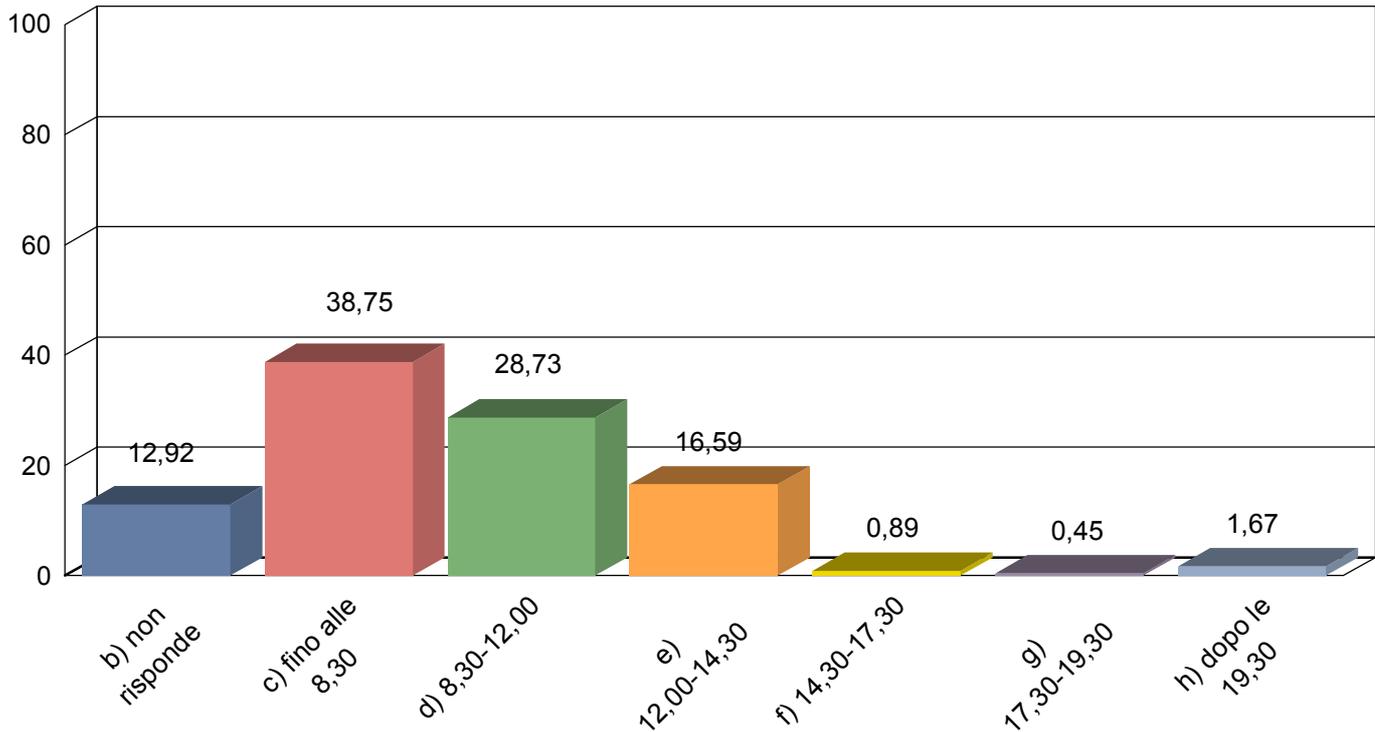


## Città di arrivo di questo viaggio

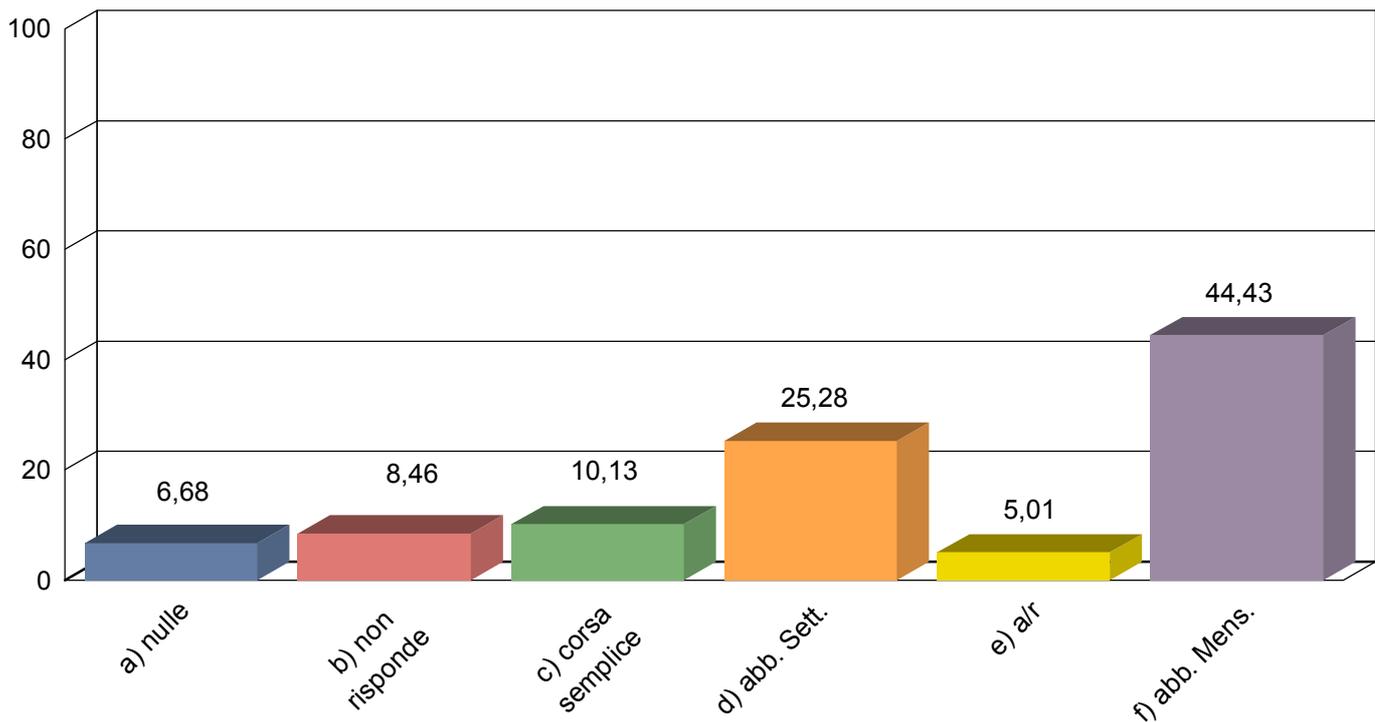




## In quale fascia oraria effettua questo viaggio

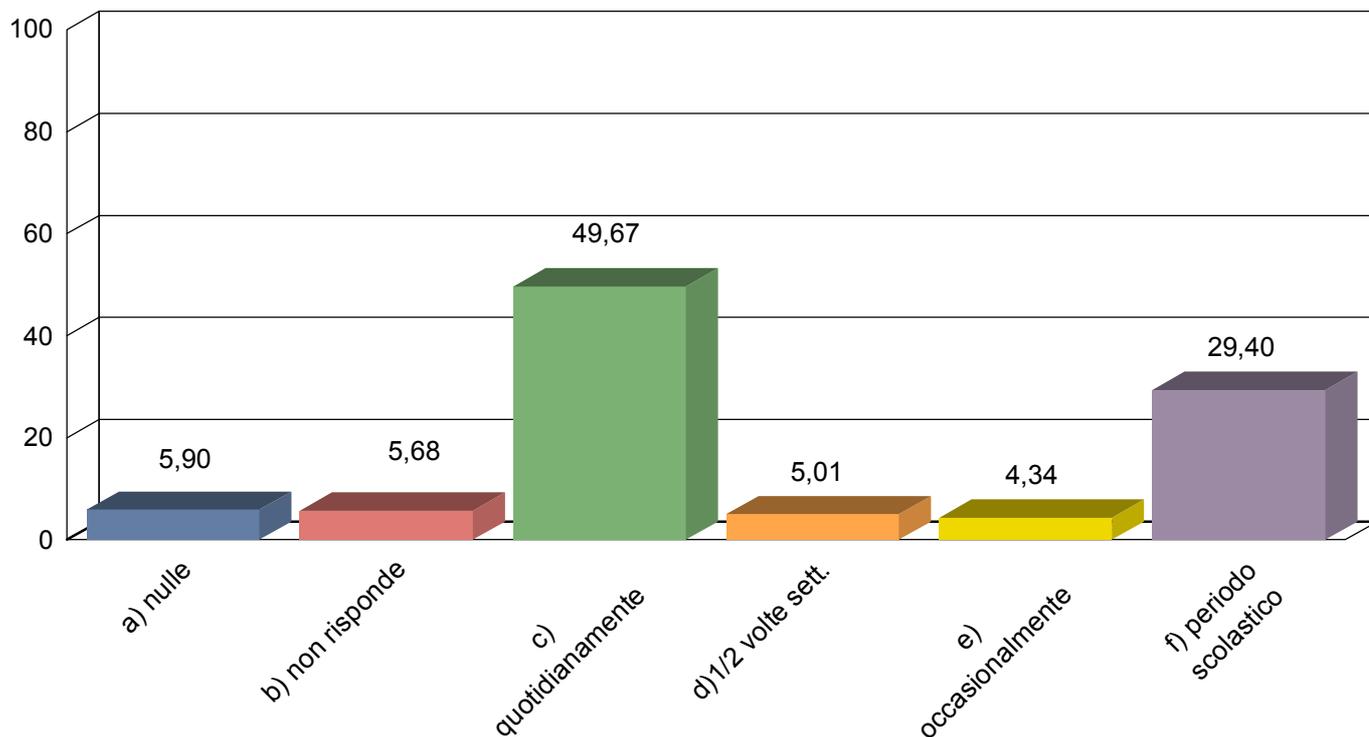


## Tipo di biglietto utilizzato

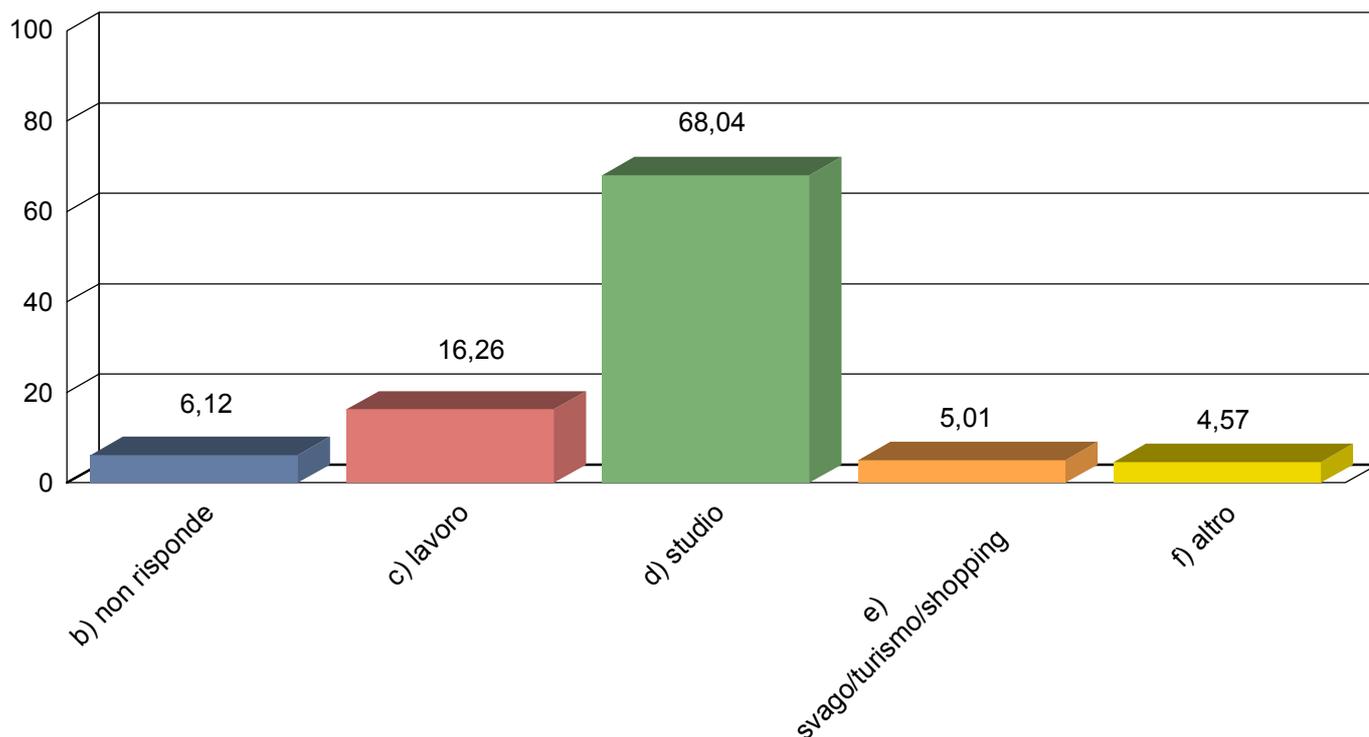




## Frequenza d'utilizzo

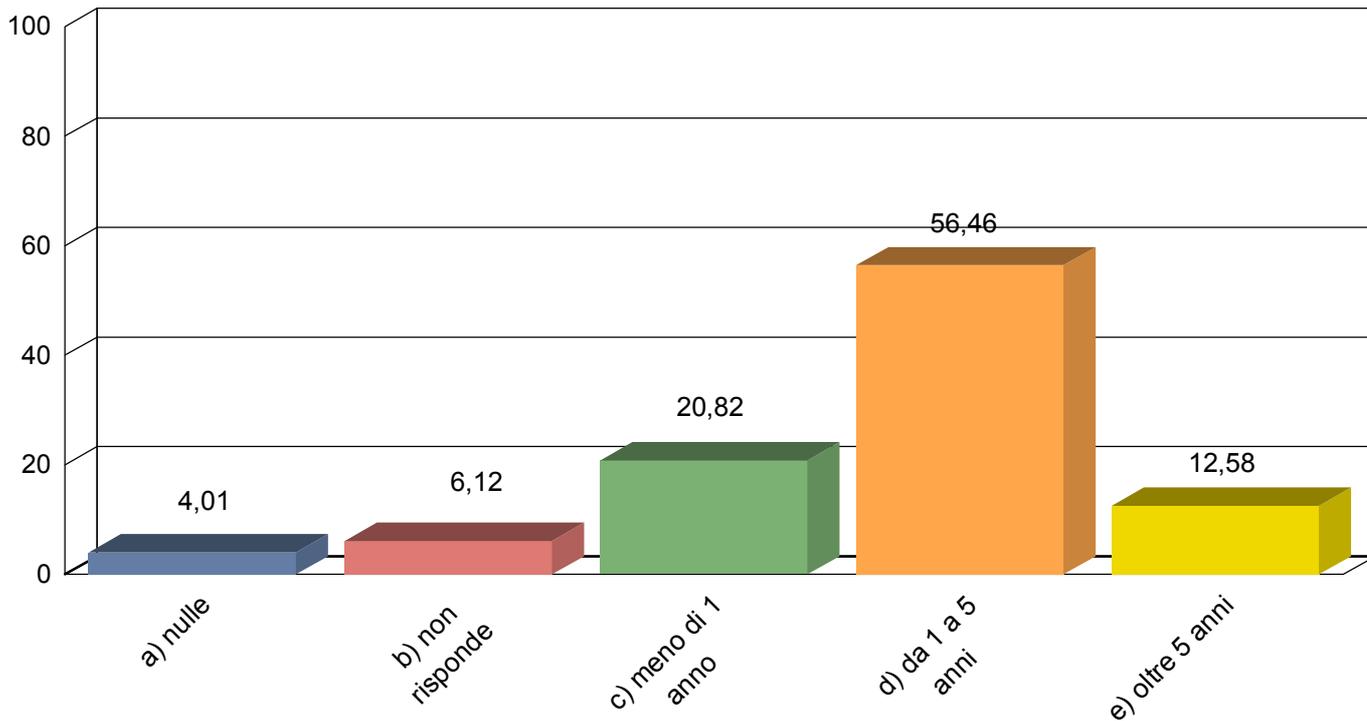


## Scopo del viaggio

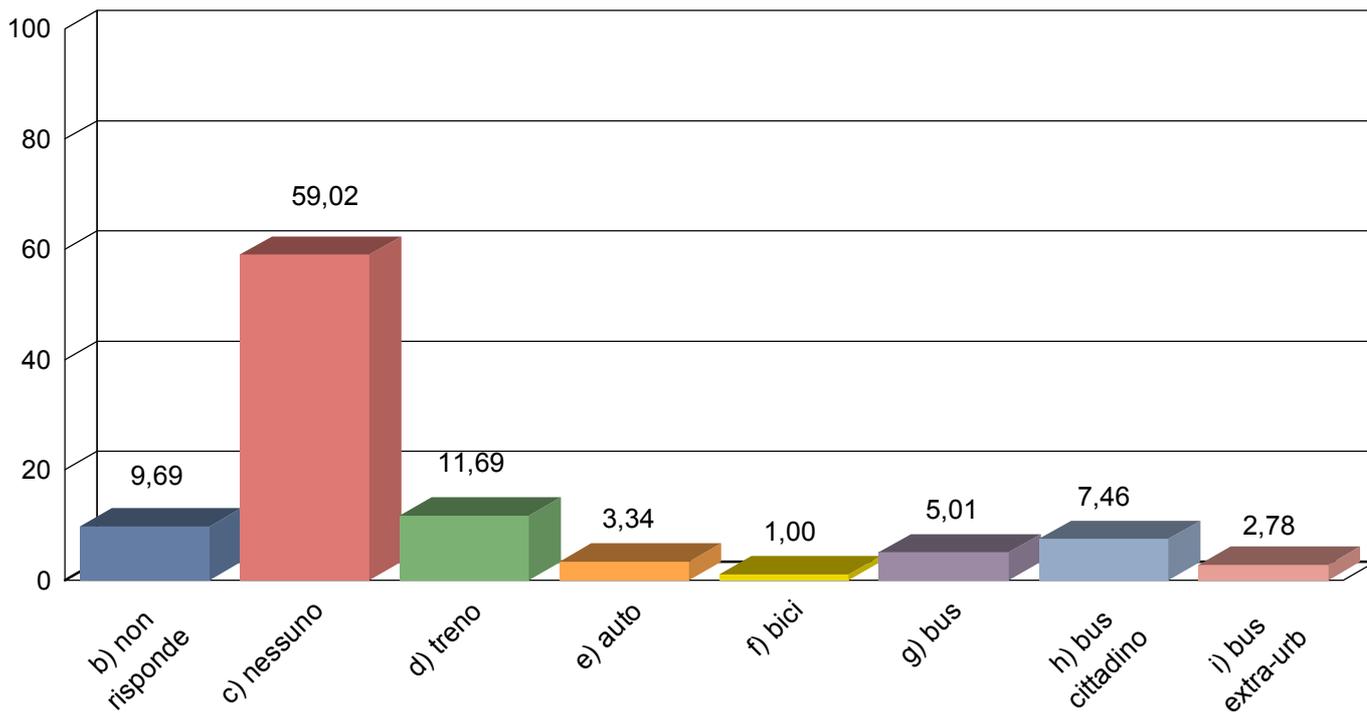




## Da quanto tempo utilizza l'autobus

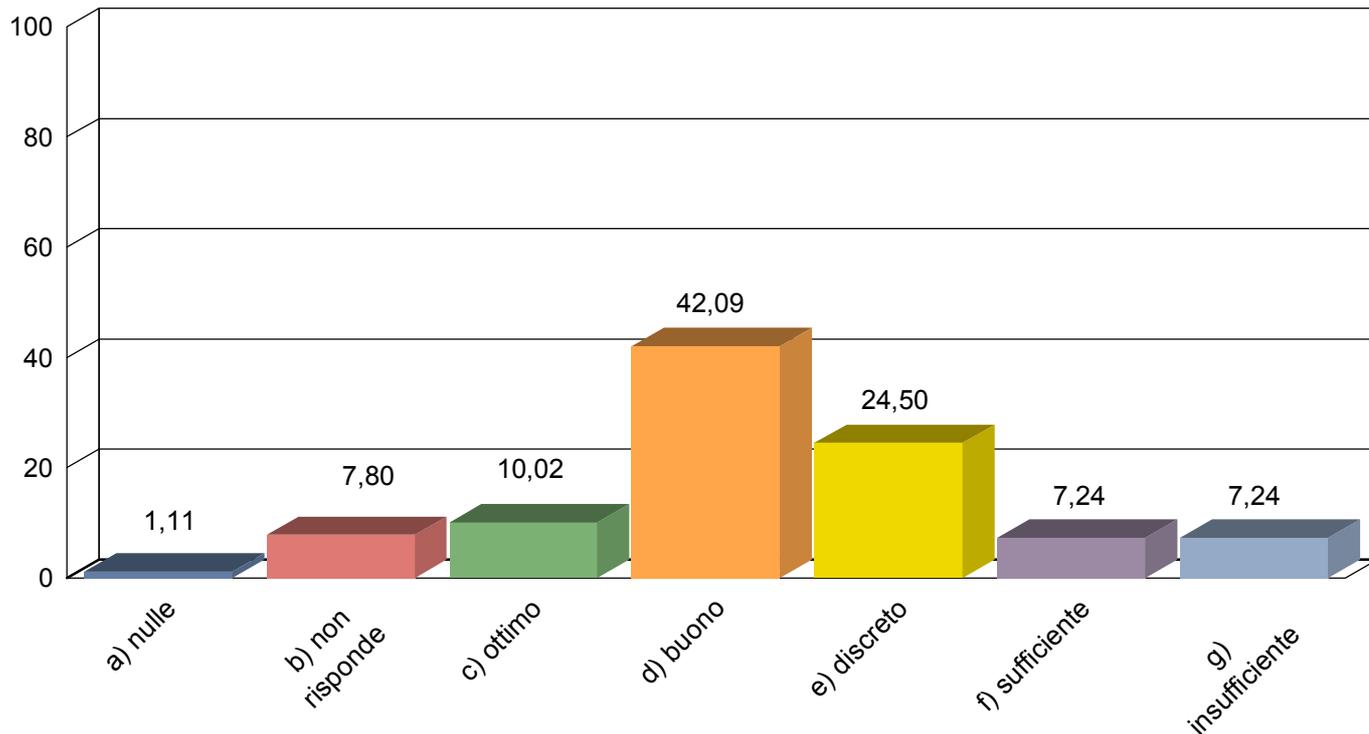


## Con che mezzi prosegue questo viaggio

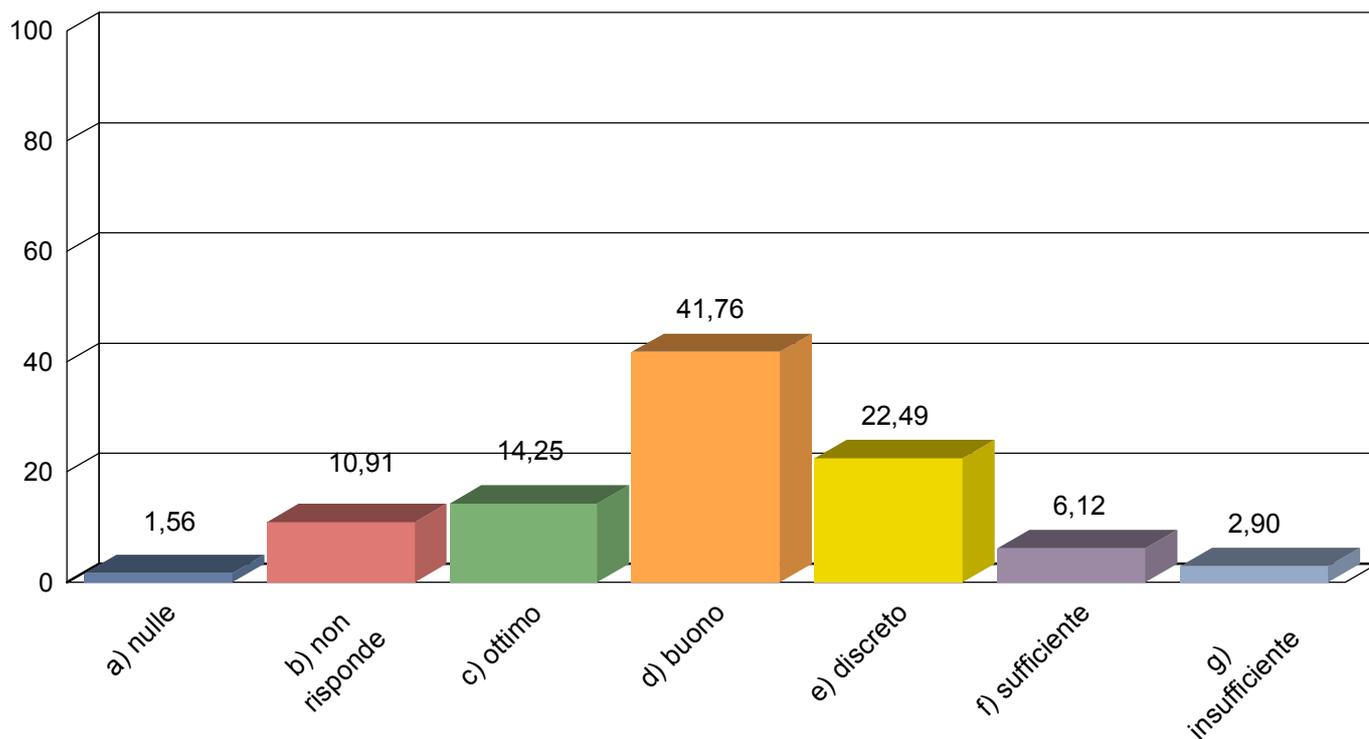




## Puntualità delle corse

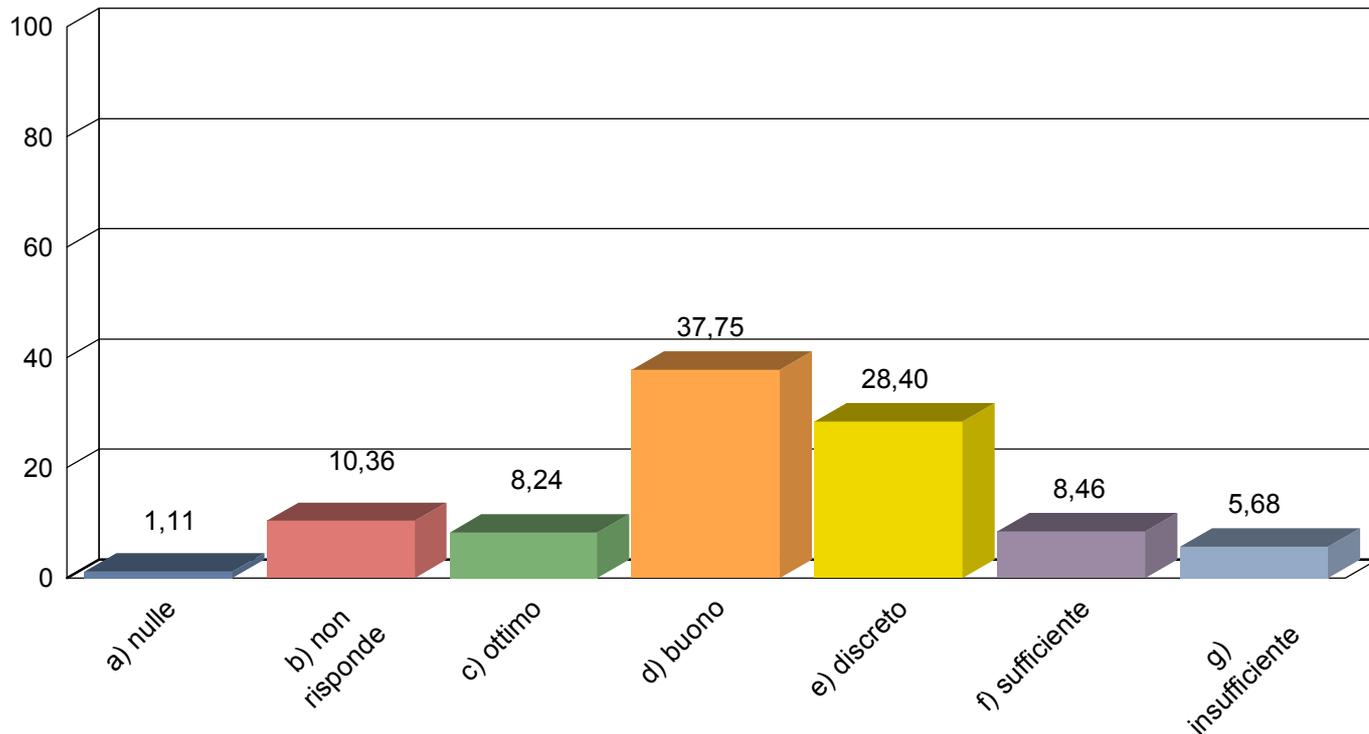


## Regolarità delle corse

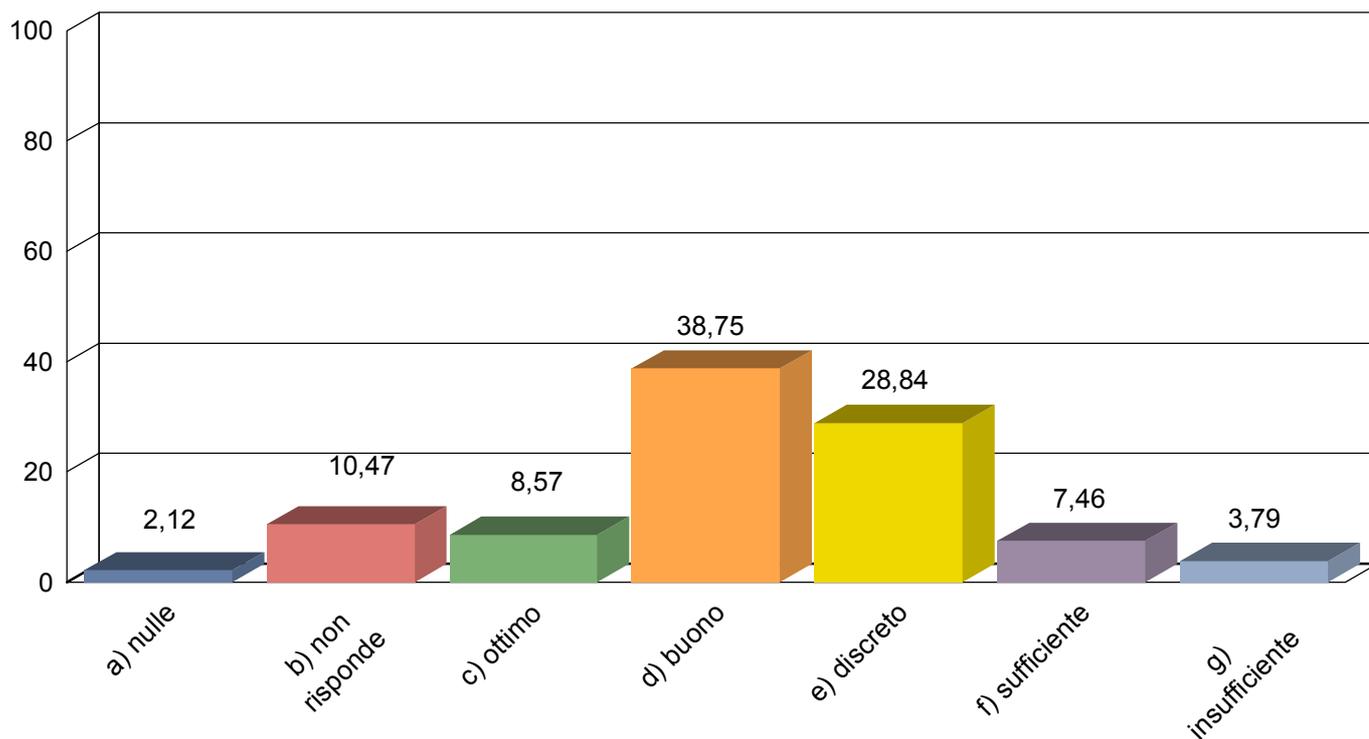




## Rispondenza orari - Esigenze dell'utenza

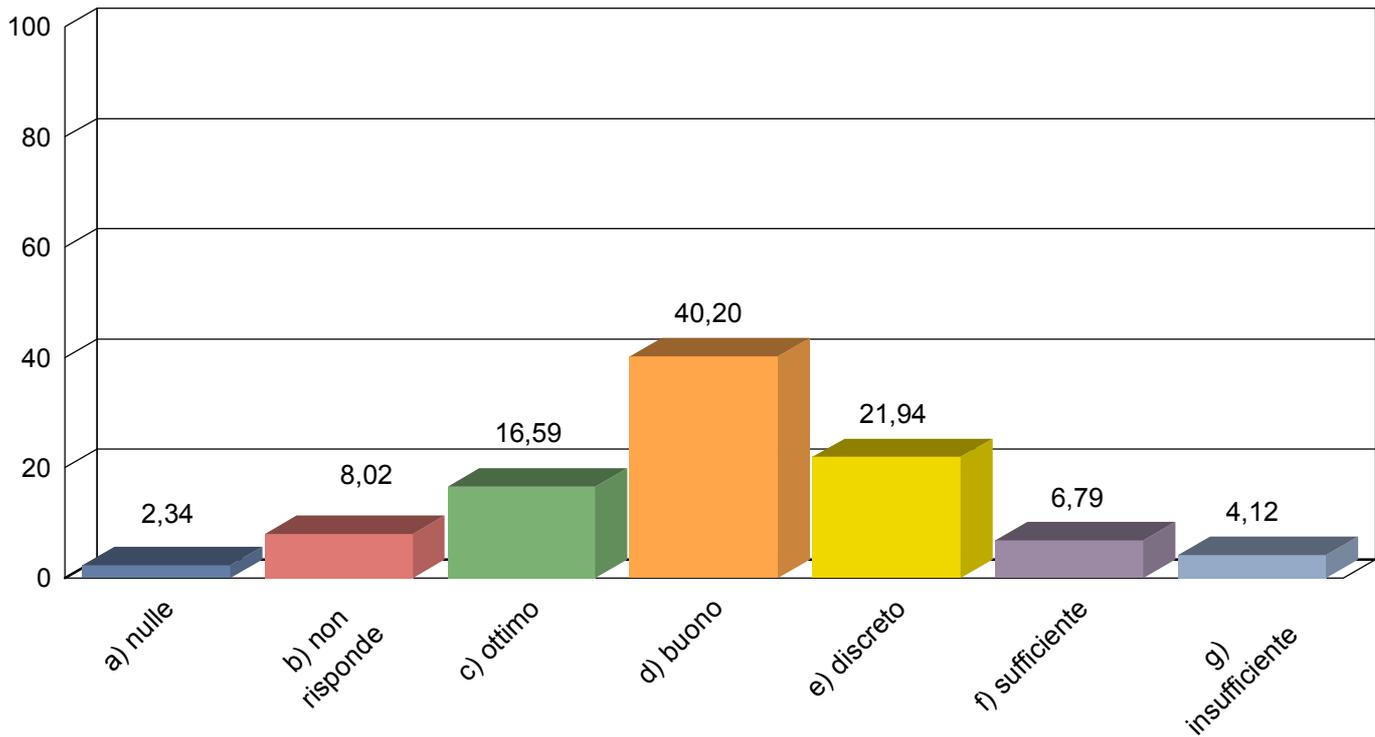


## Adeguatezza coincidenze

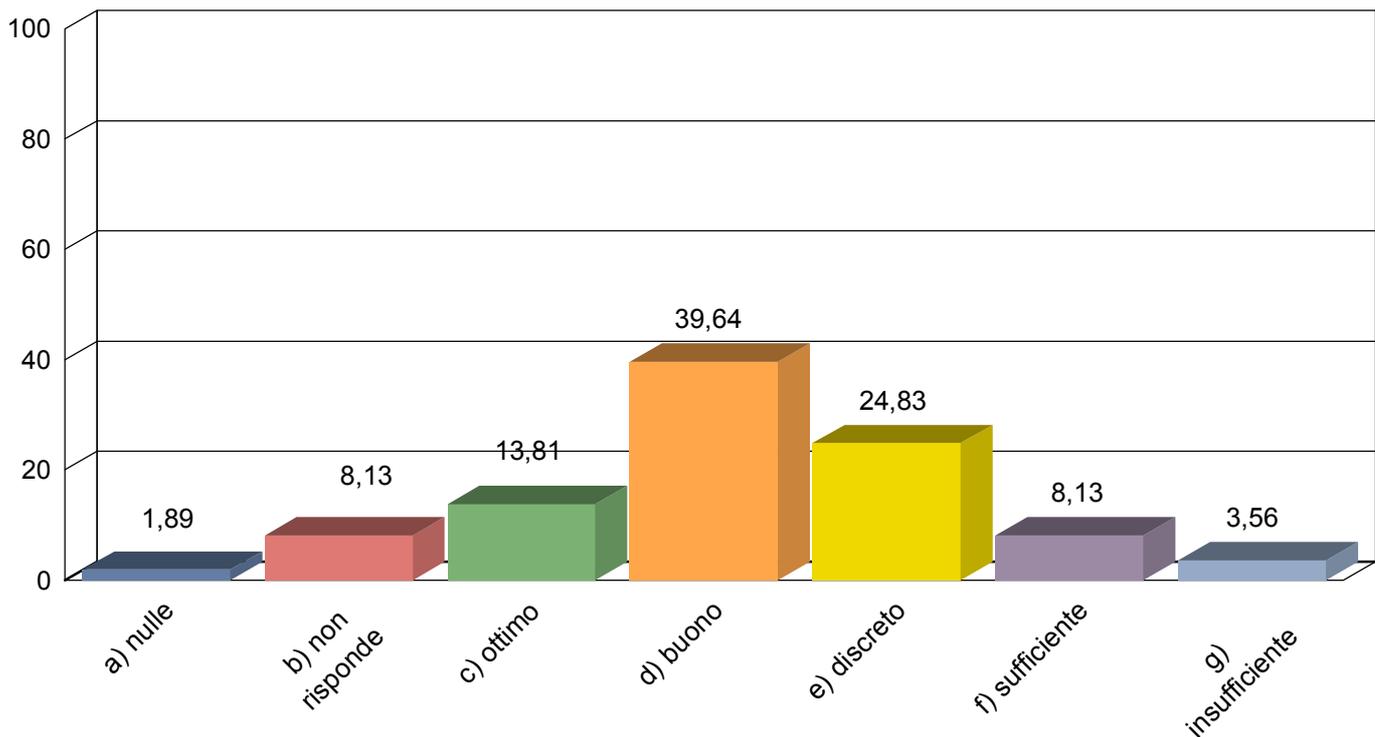




## Rispetto delle fermate previste

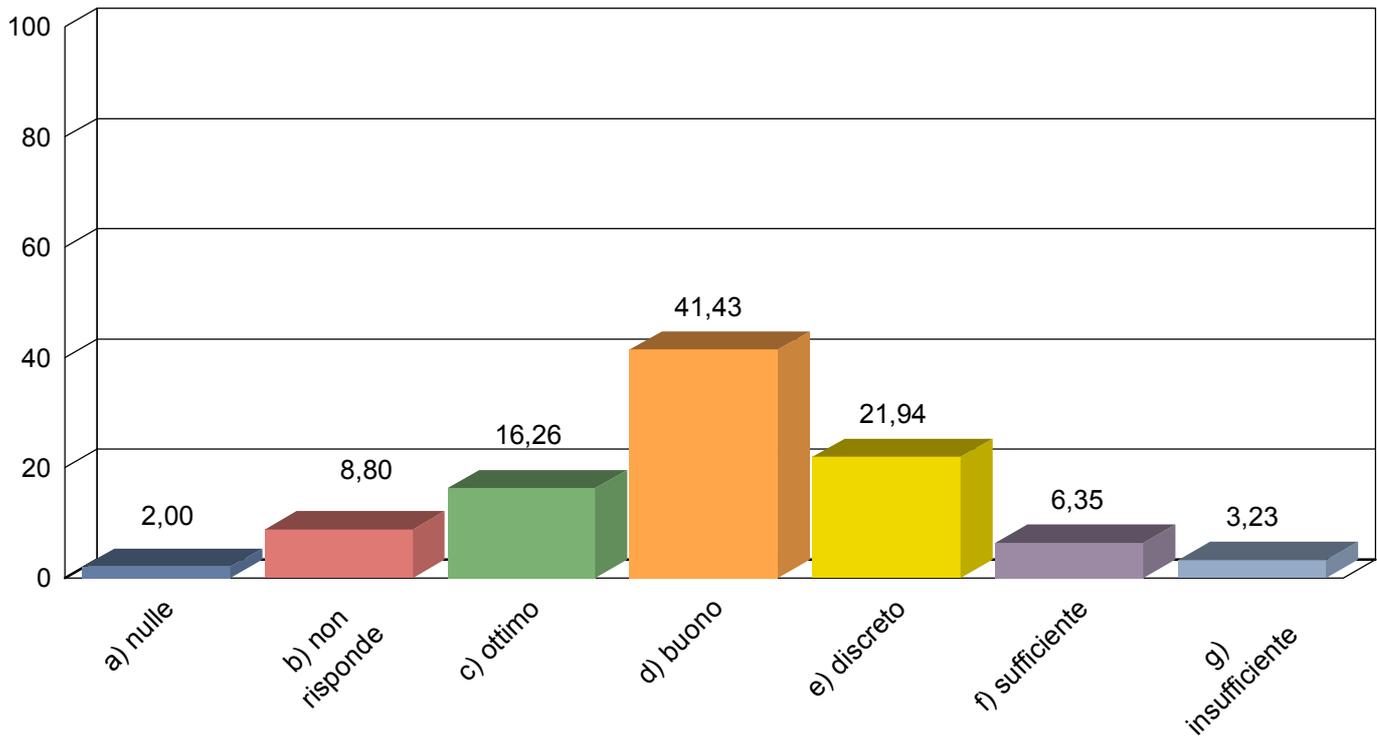


## Informazioni su percorsi e fermate

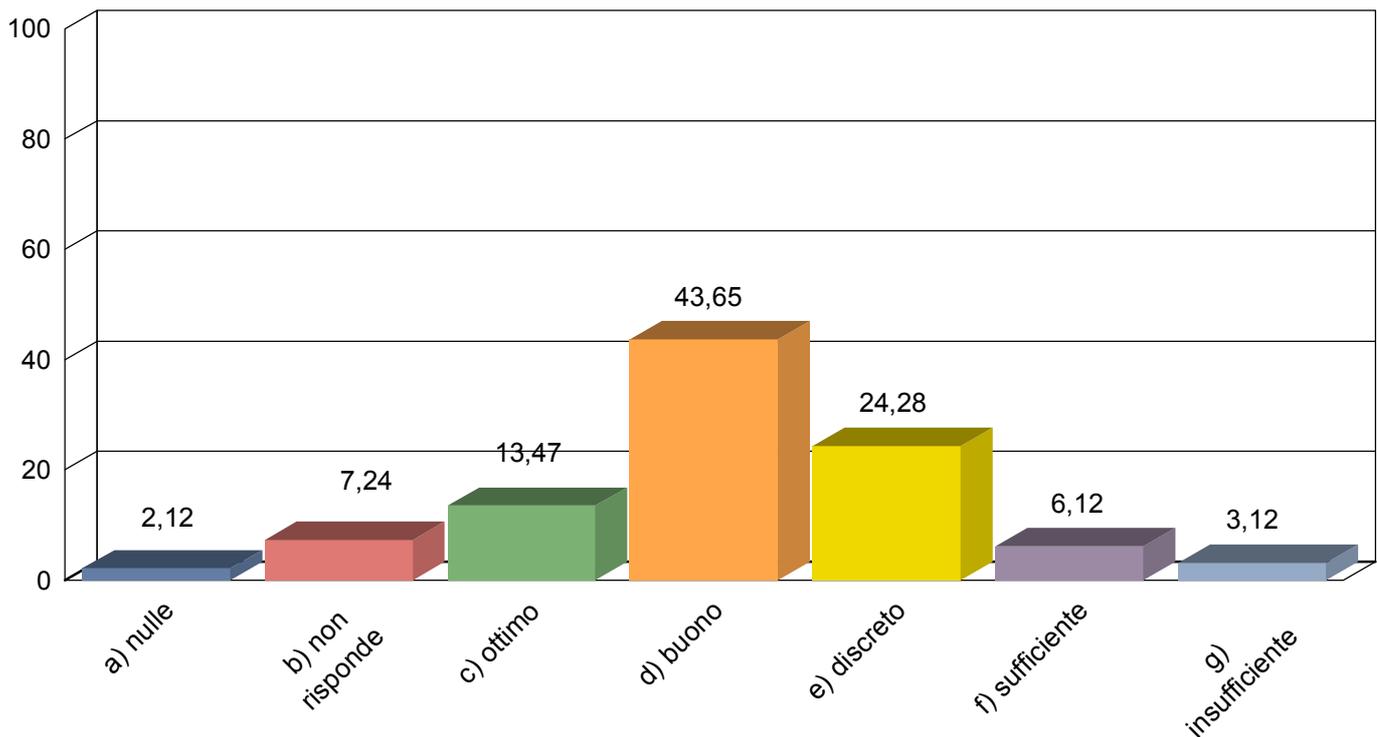




## Informazioni via web (sito, carta servizi, etc.)

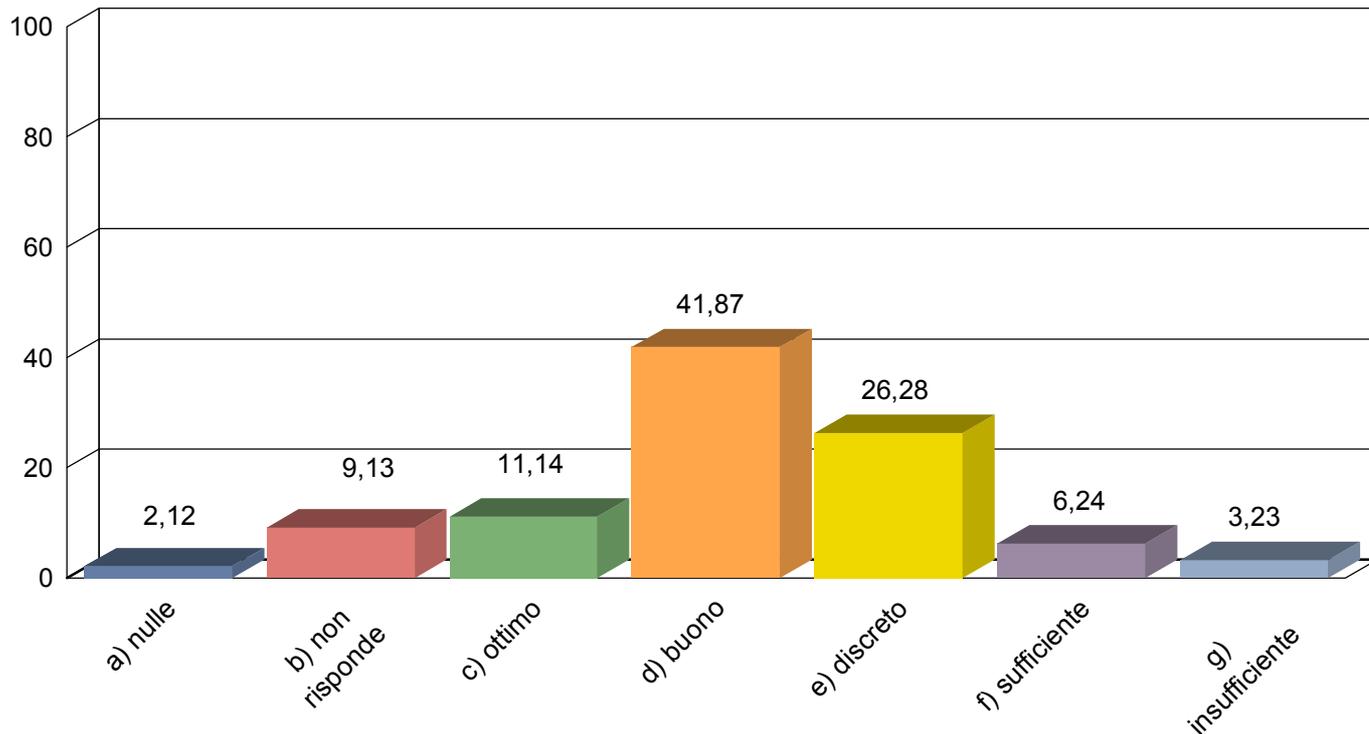


## Reperibilità orari e tariffe

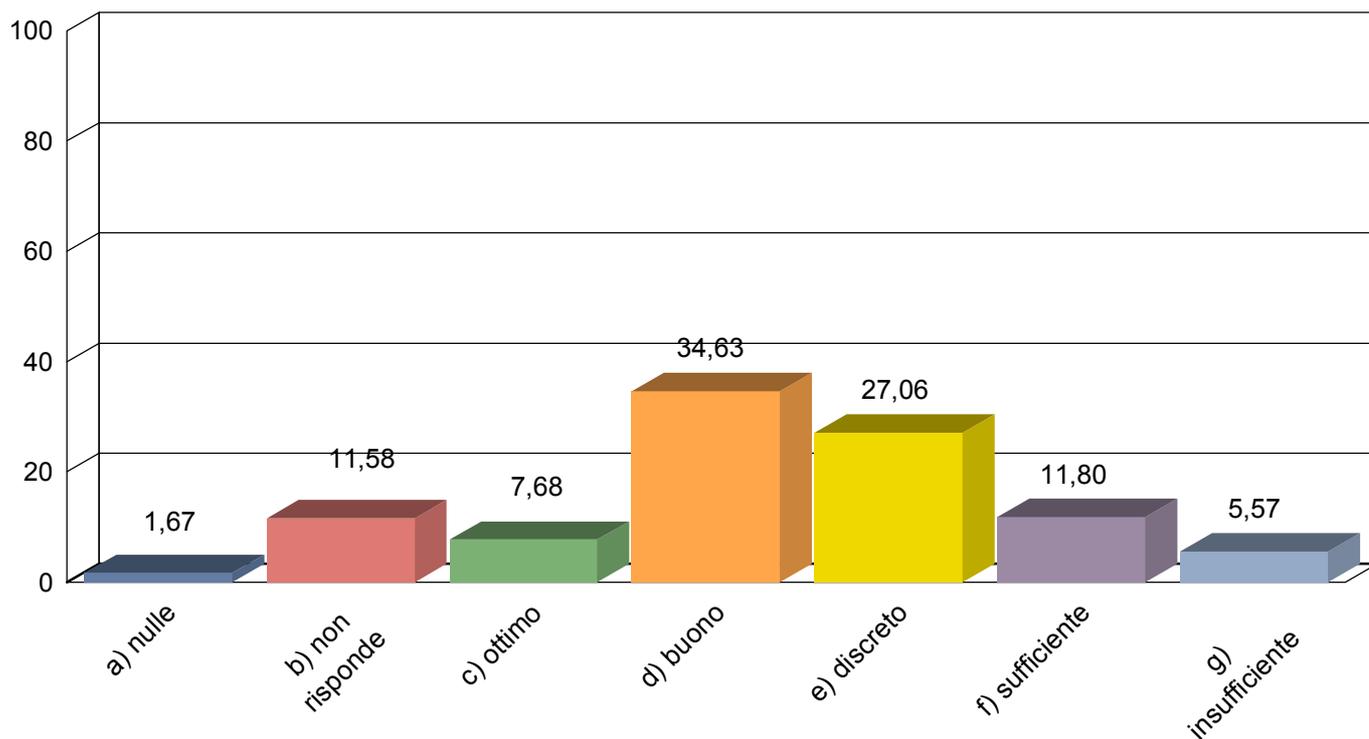




## Reperibilità titoli di viaggio

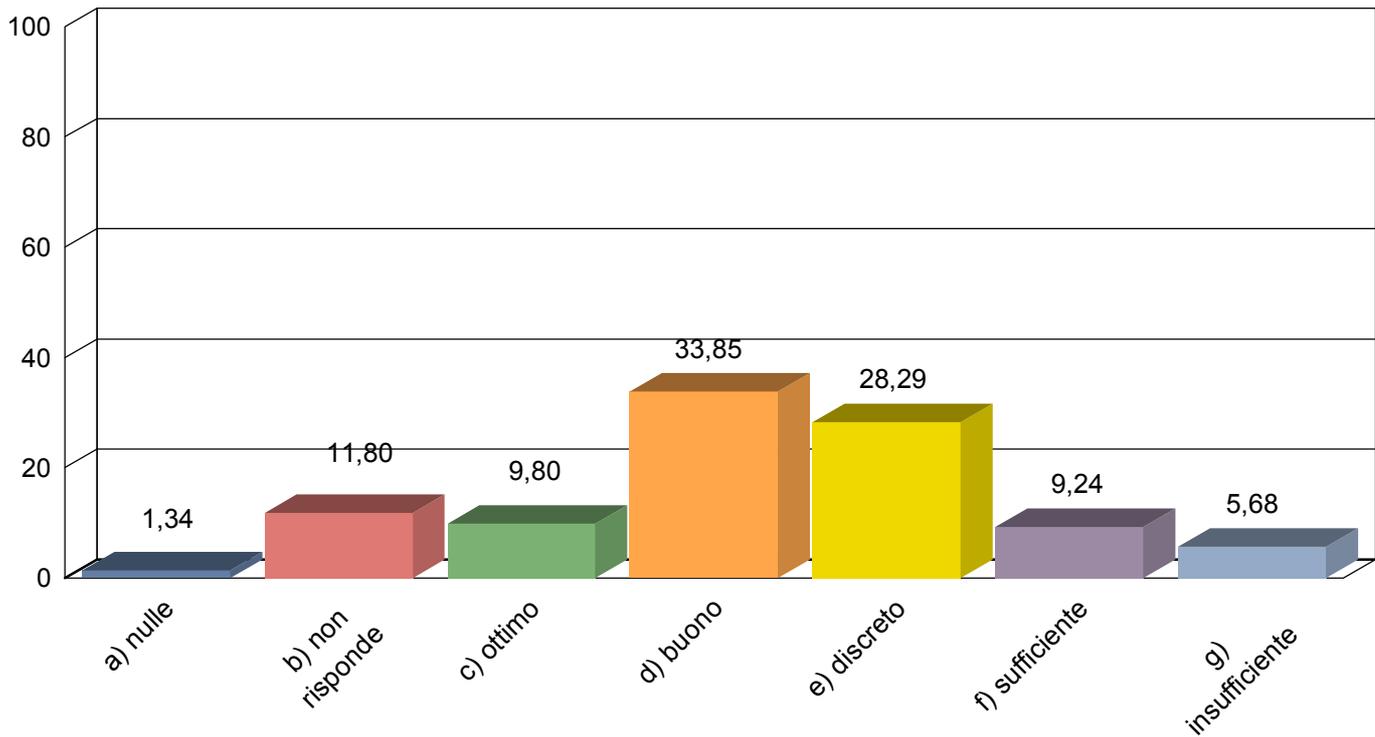


## Rapidità nel fornire informazioni in caso di disservizio

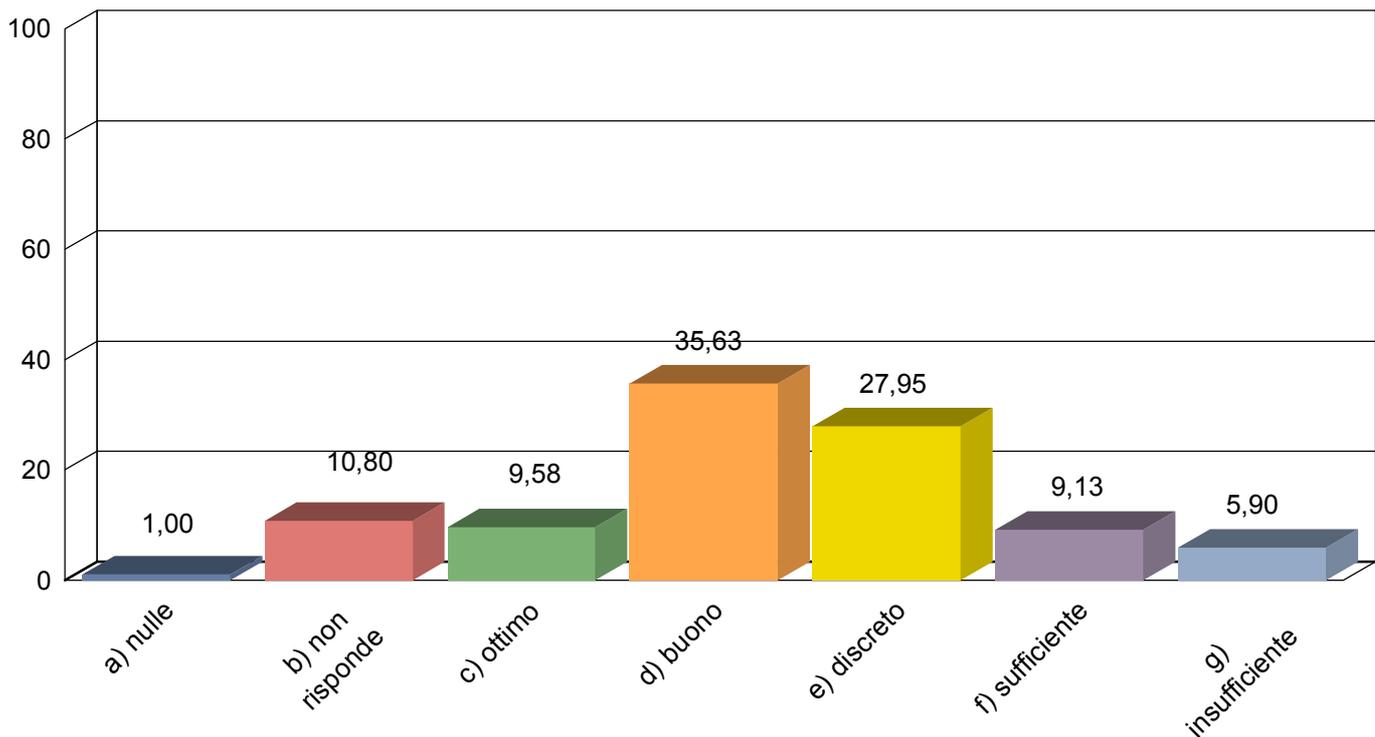




## Frequenza servizio nei giorni feriali

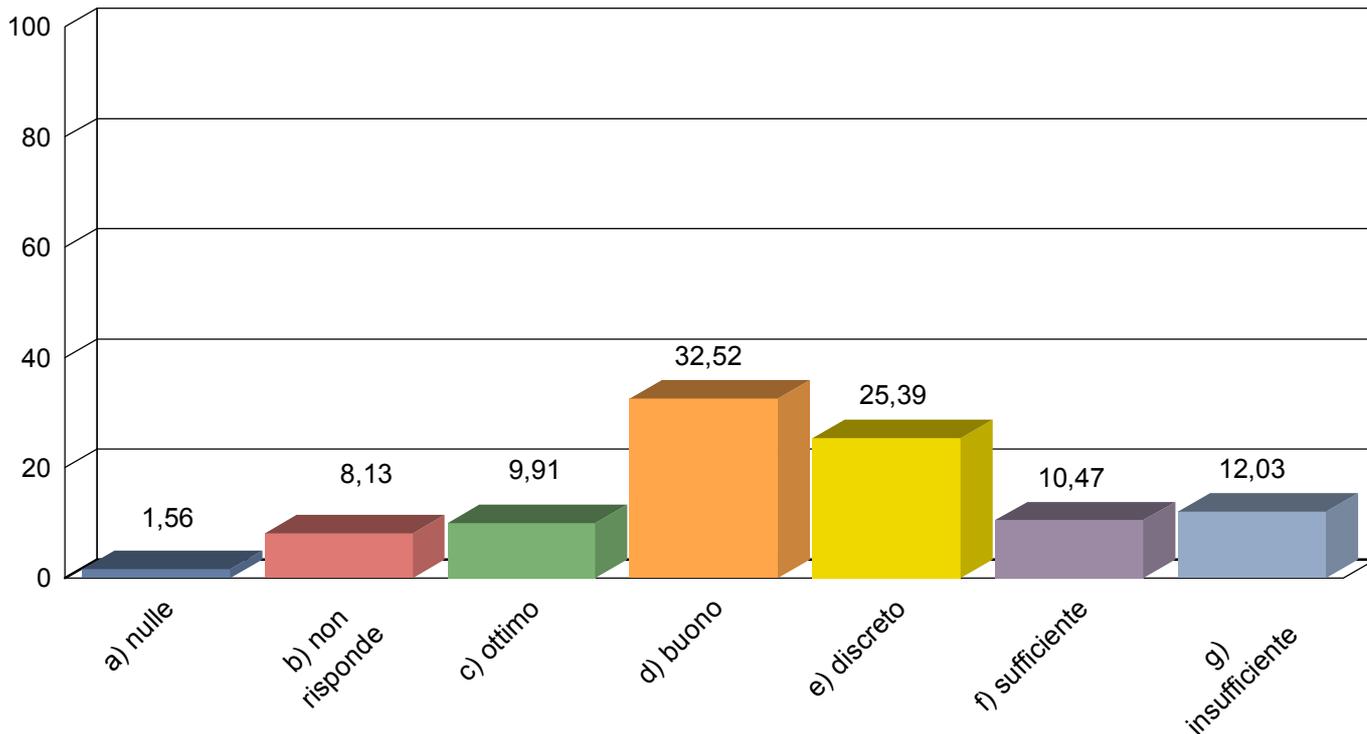


## Copertura del servizio in estate e festivi

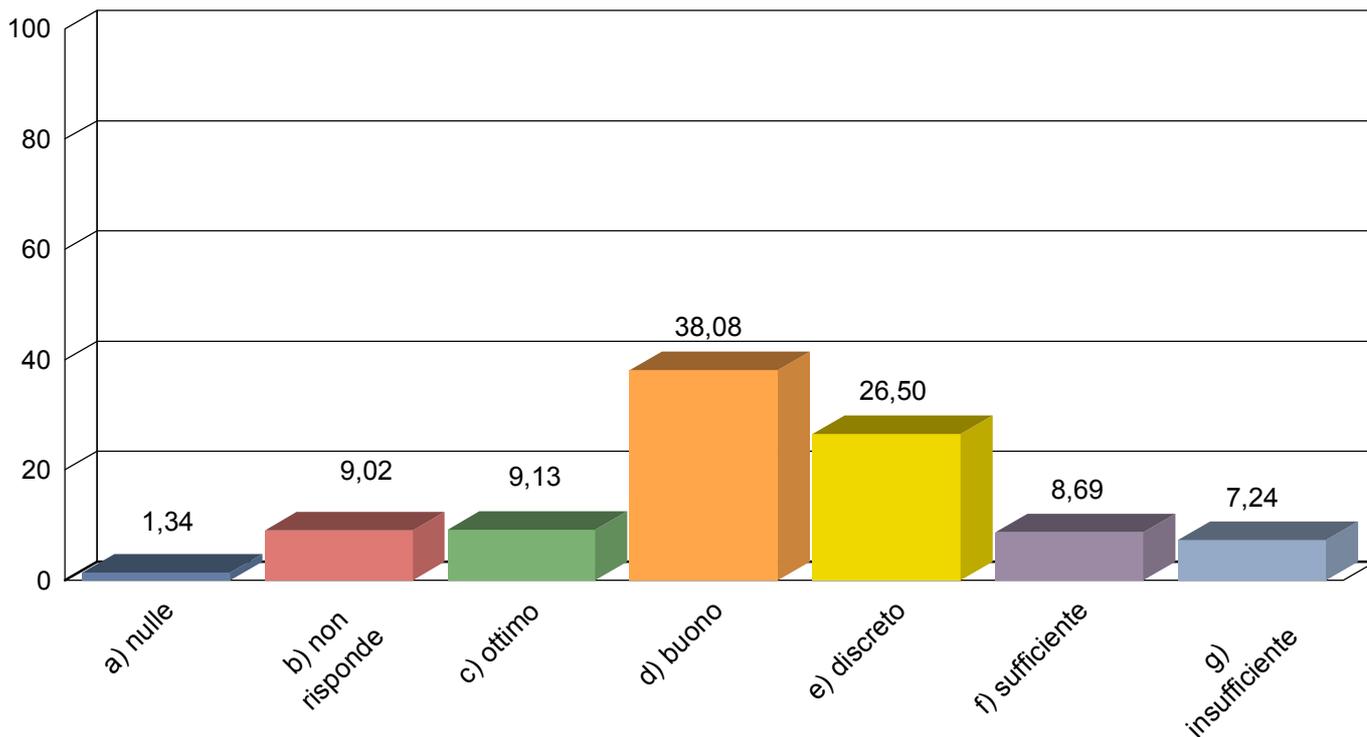




## Pulizia interna e dei sedili

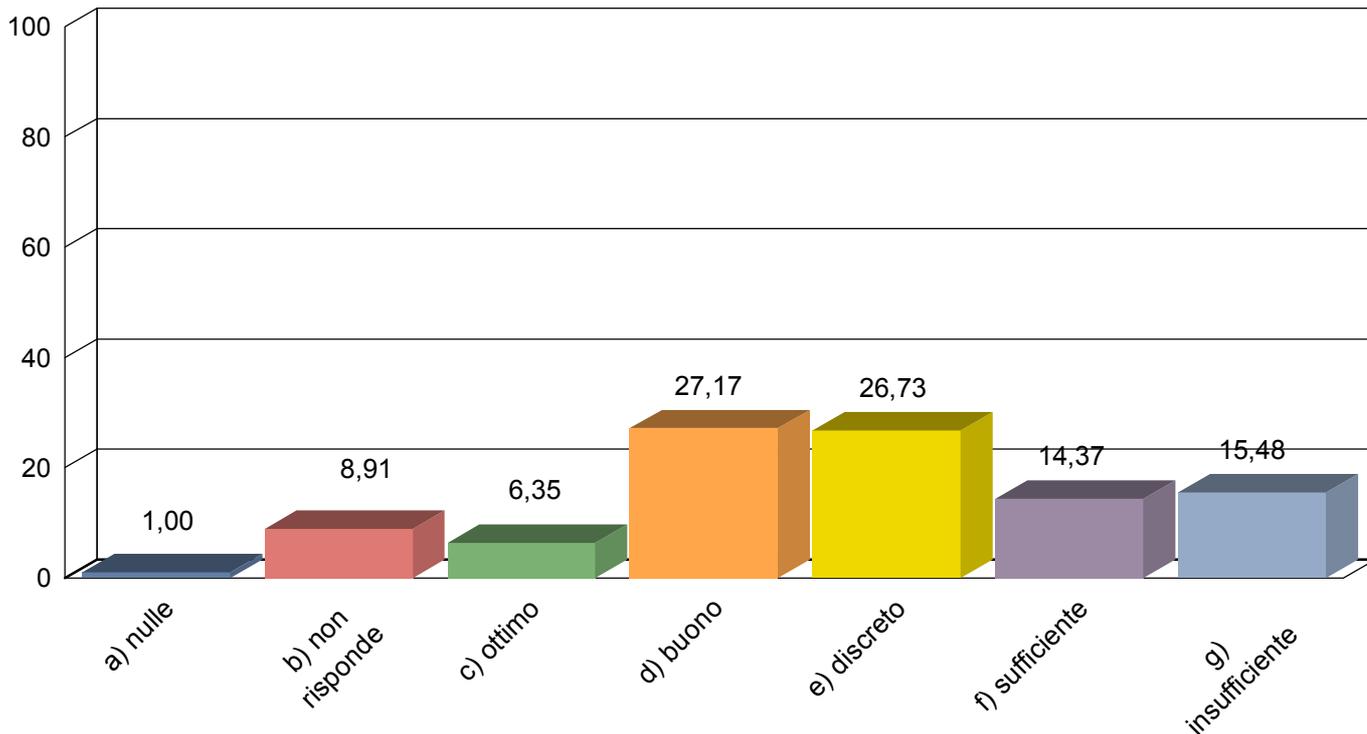


## Pulizia esterna del mezzo

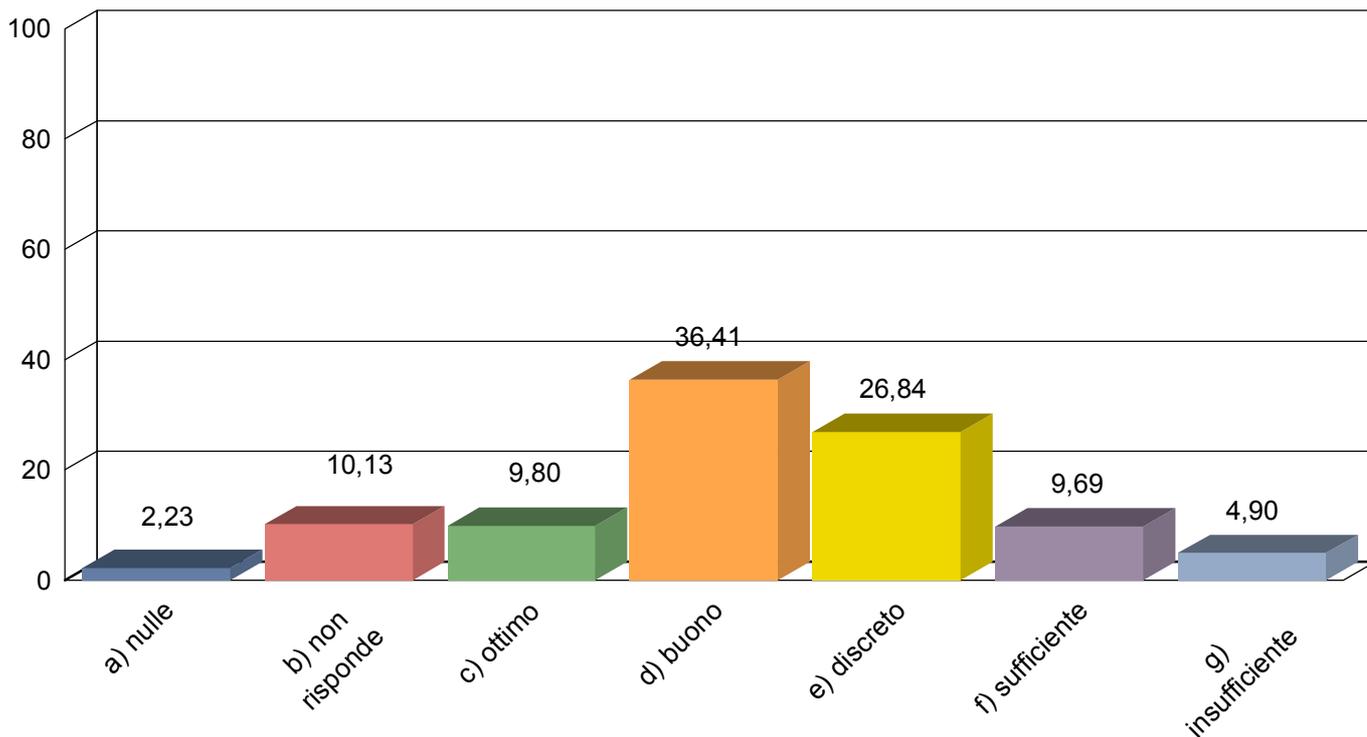




## Comfort dei punti fermata (pensilina e sedute)

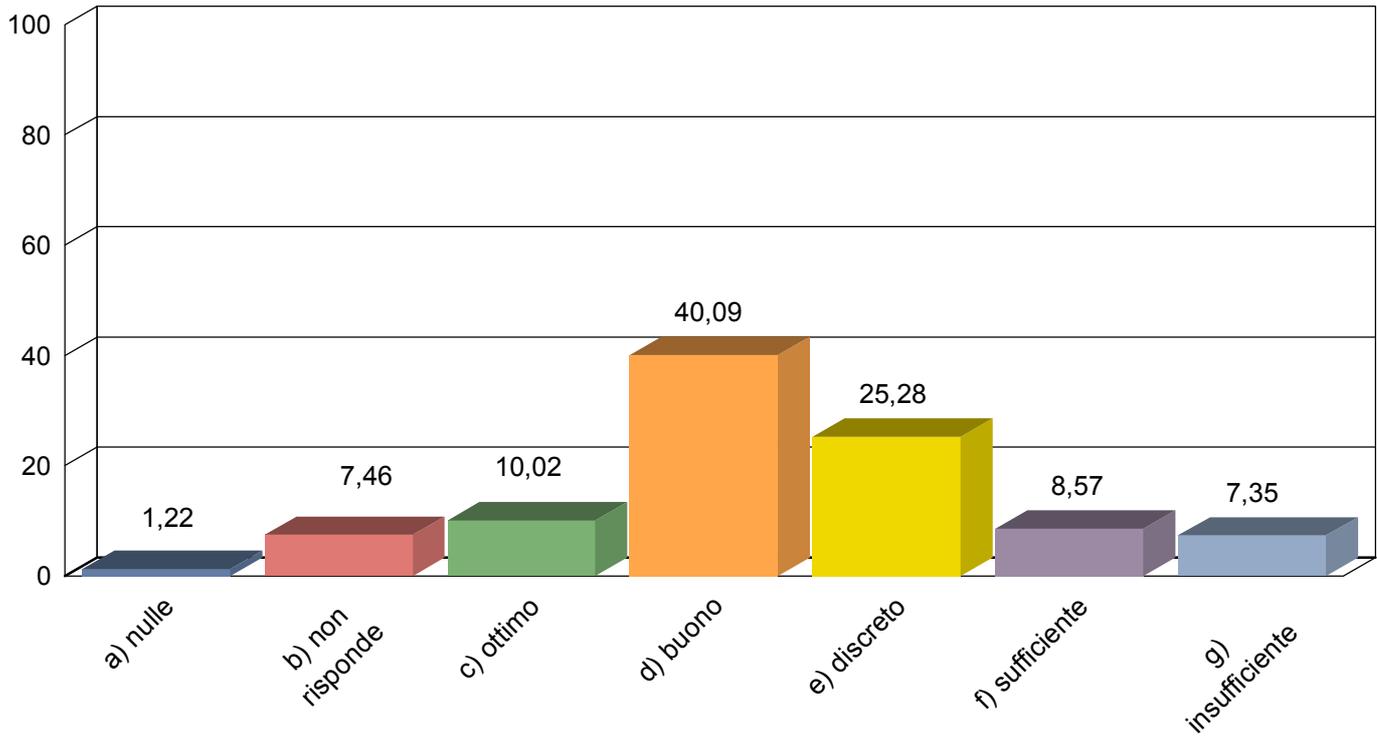


## Segnalazione delle fermate

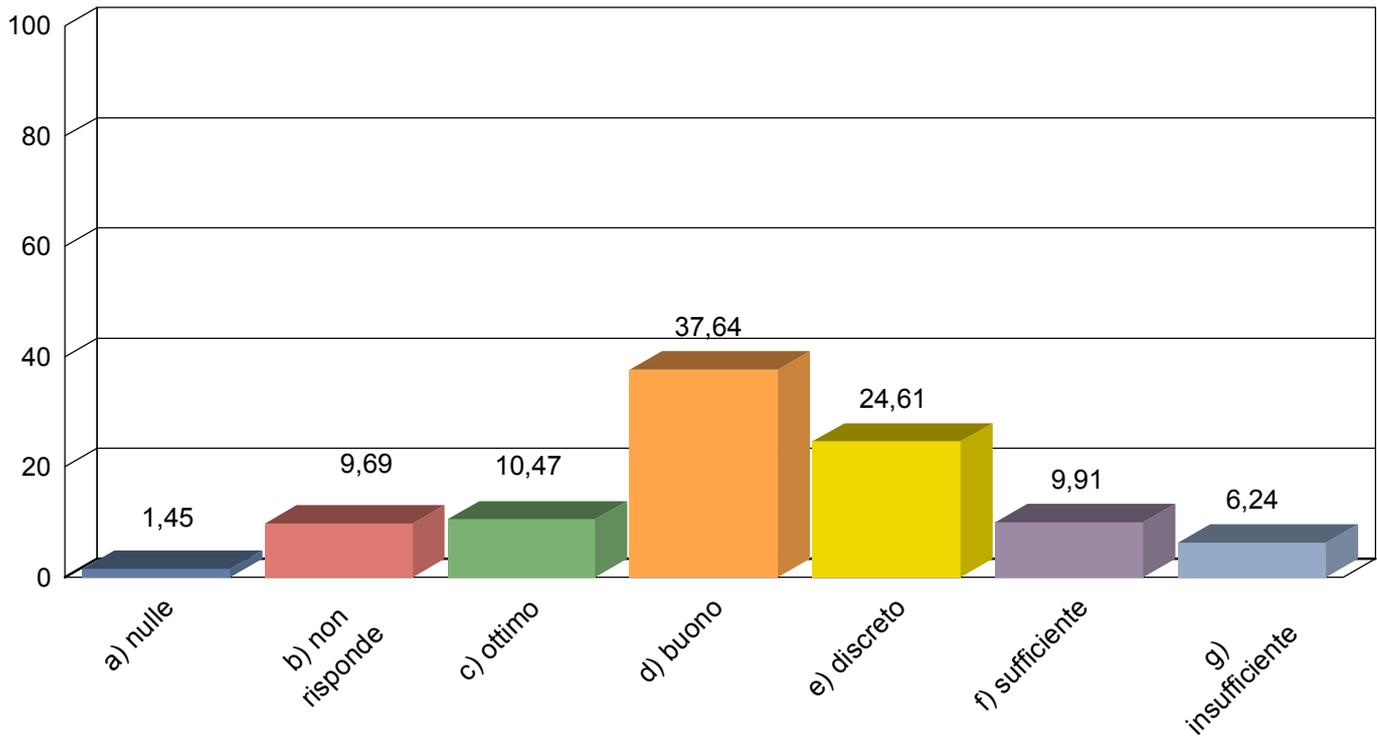




## Efficienza climatizzazione estate / inverno

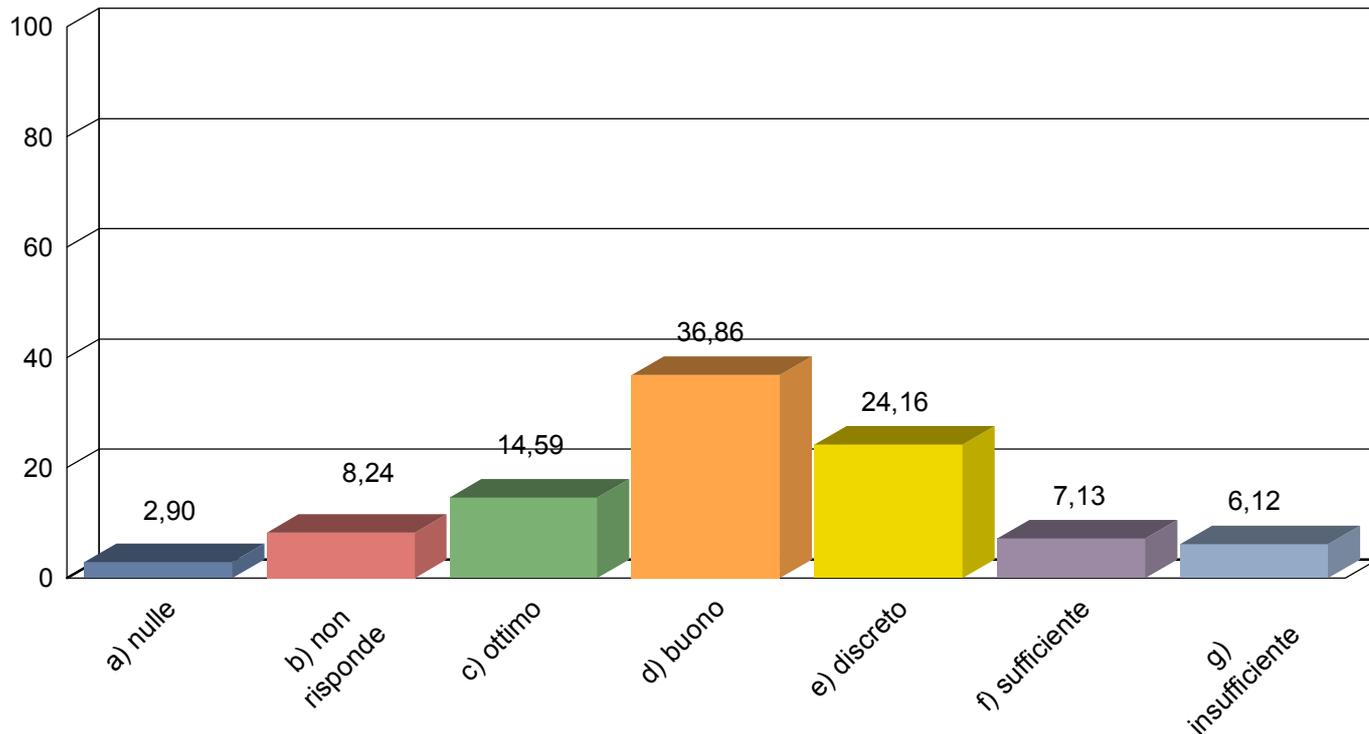


## Sicurezza sul mezzo di persone e cose

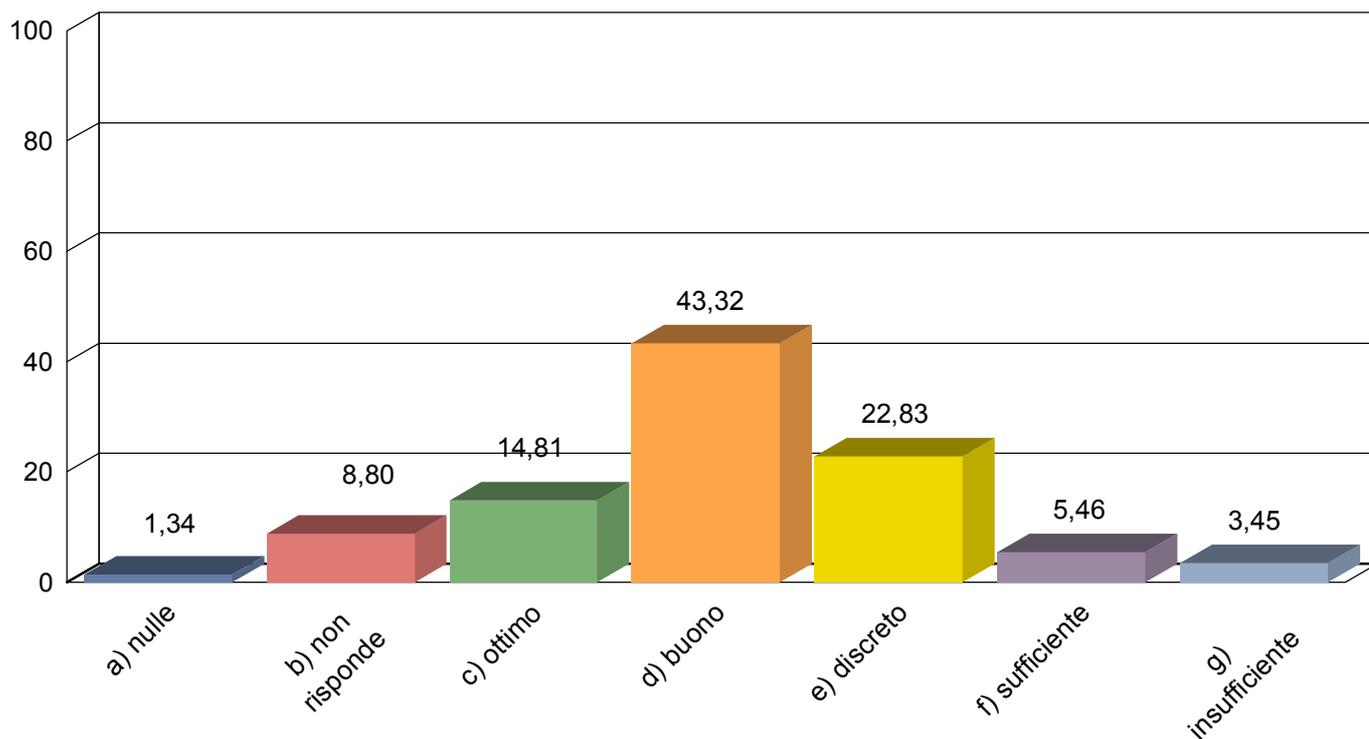




## Cortesia / Disponibilità del personale

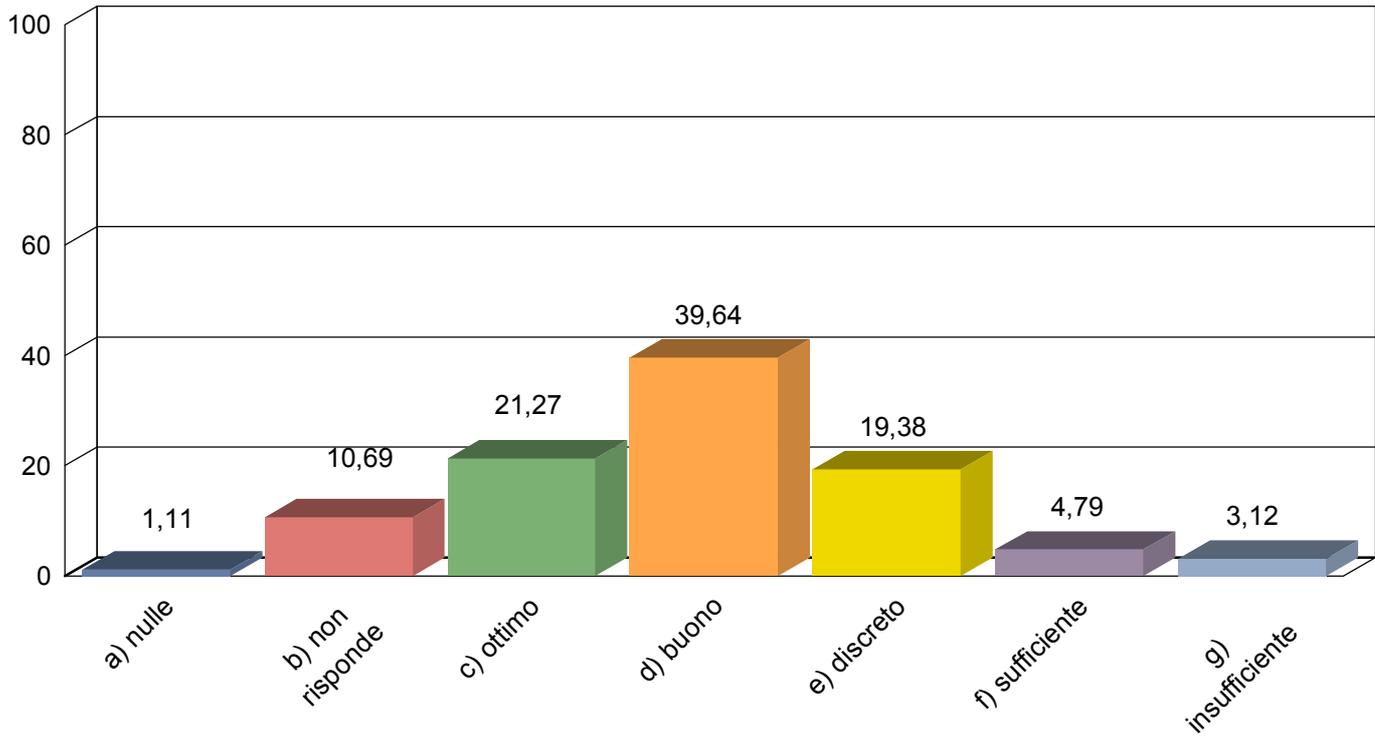


## Competenza del personale





## Riconoscibilità del personale



# Indagine conoscitiva sulla soddisfazione dei viaggiatori

Linea: AUTOLINEE GIUGNO 2014

