



FERROTRAMVIARIA SPA
FERROVIE DEL NORD BARESE
AUTOLINEE

Indagine conoscitiva sulla soddisfazione dei viaggiatori della ferrovia

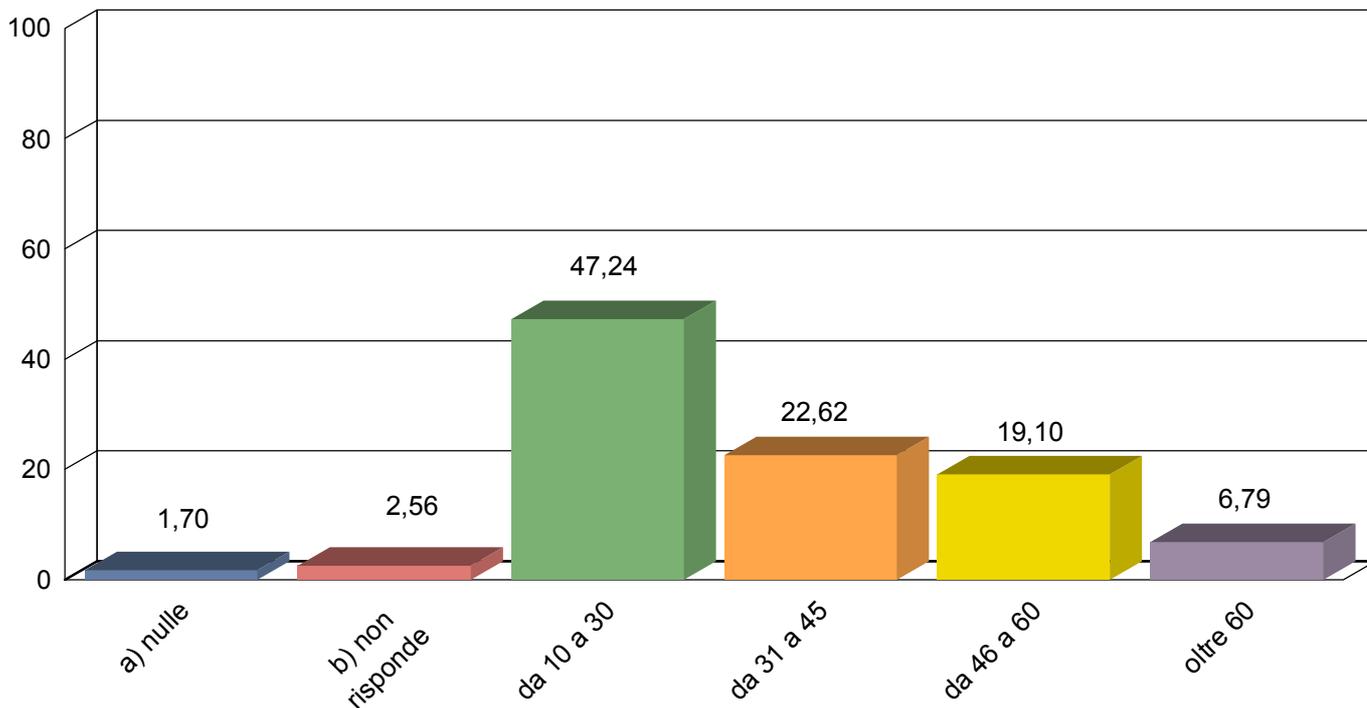
GIUGNO 2014

(campione esaminato: 3006 viaggiatori)

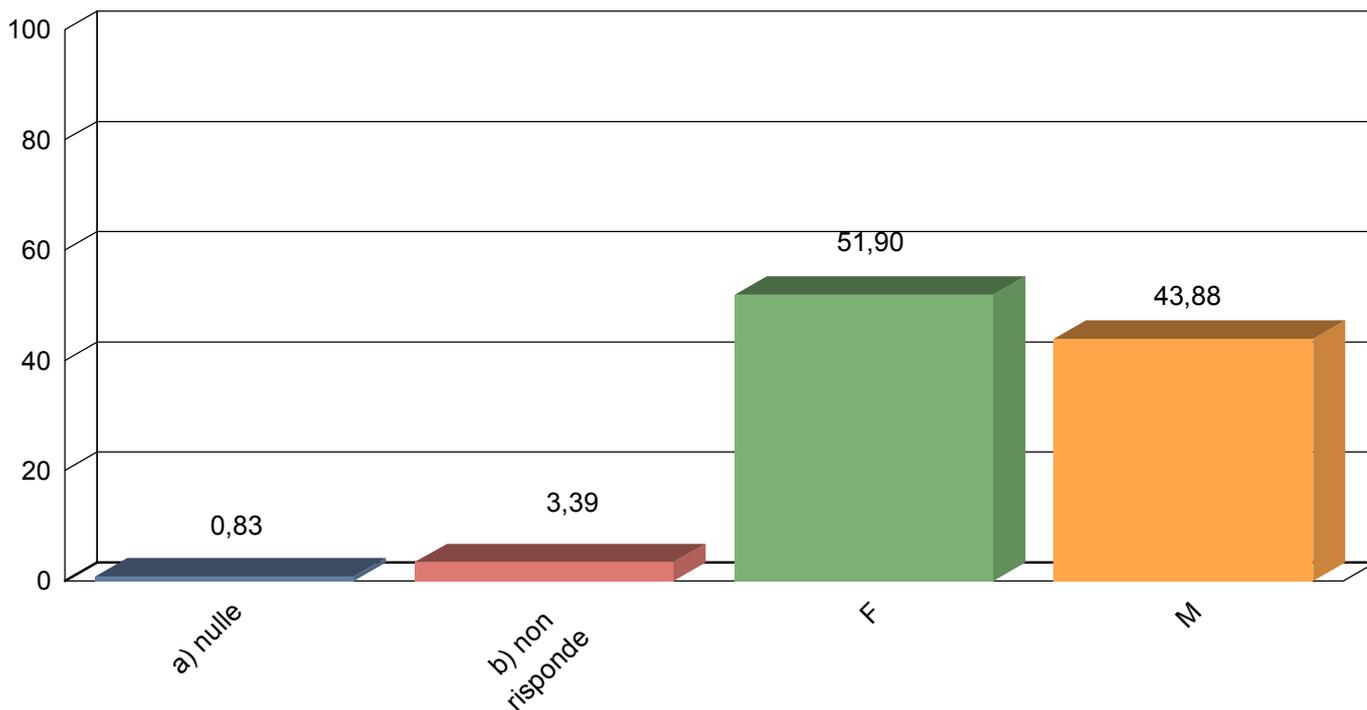




Età

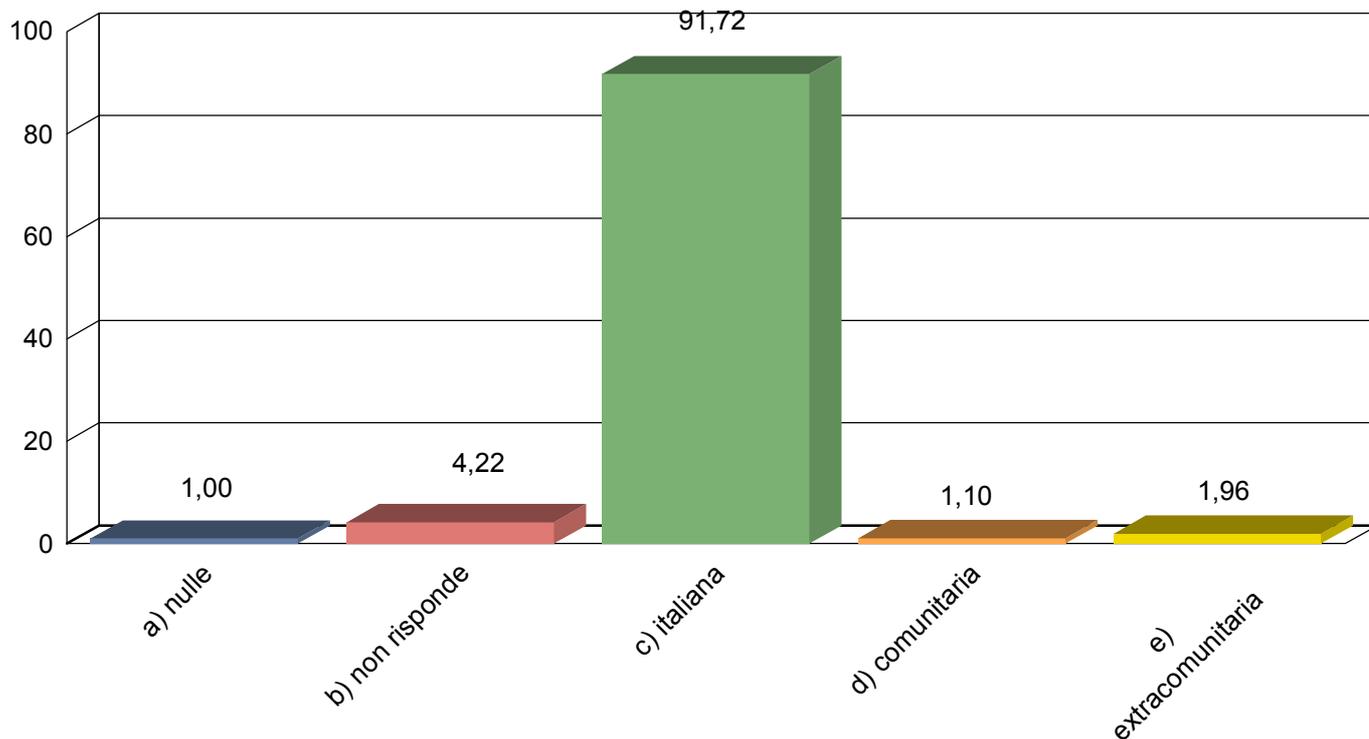


Sesso

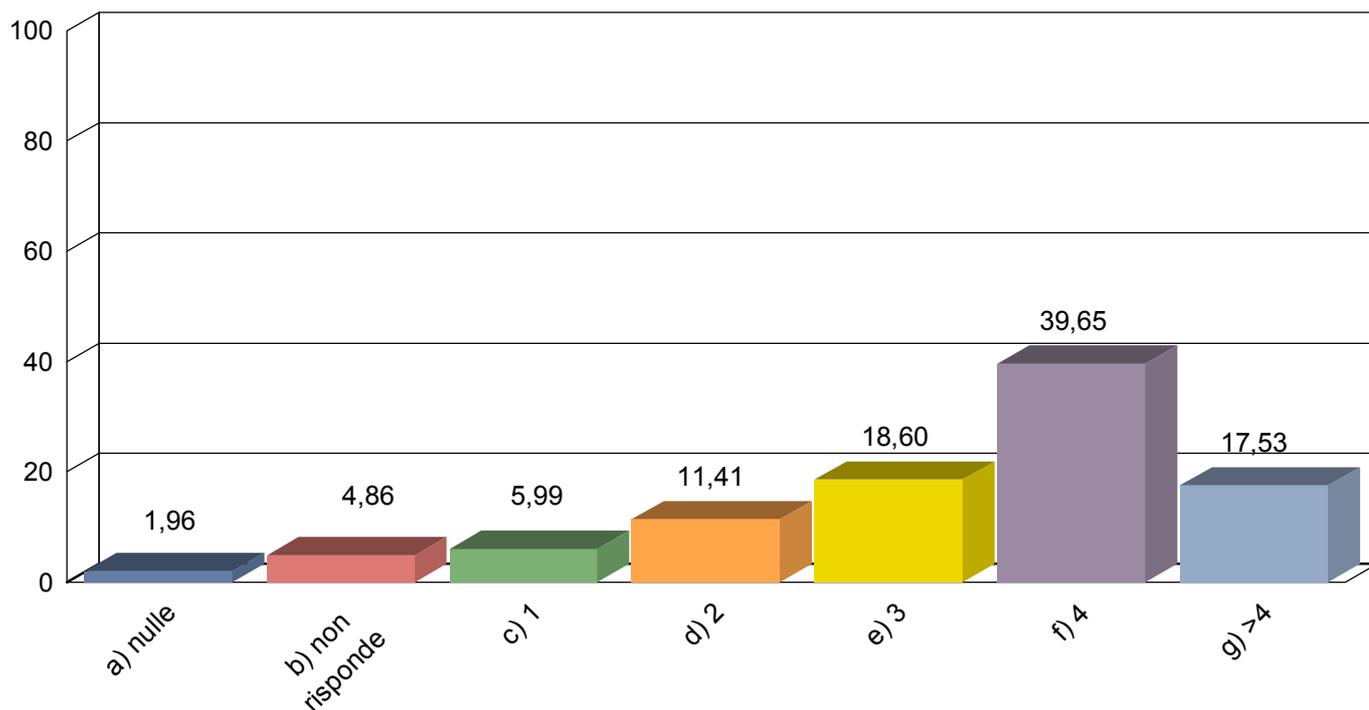




Nazionalità

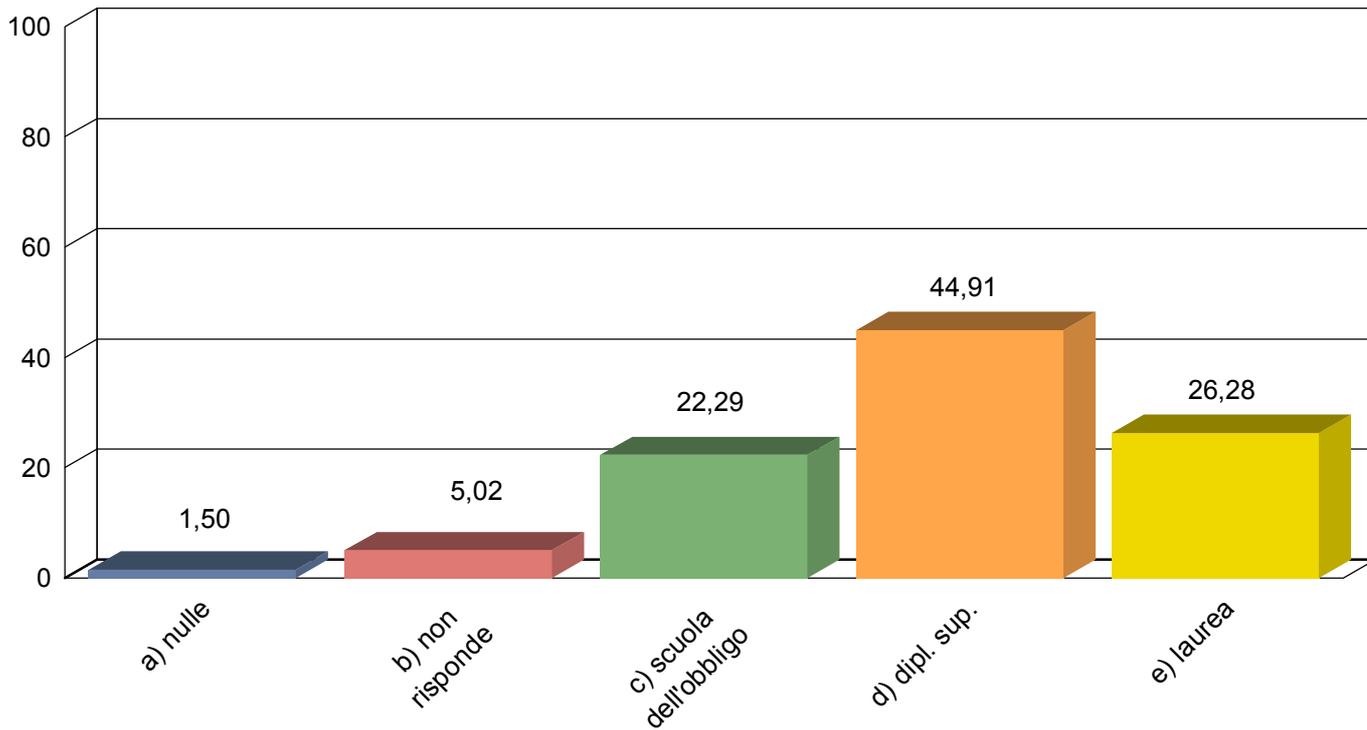


Nucleo familiare

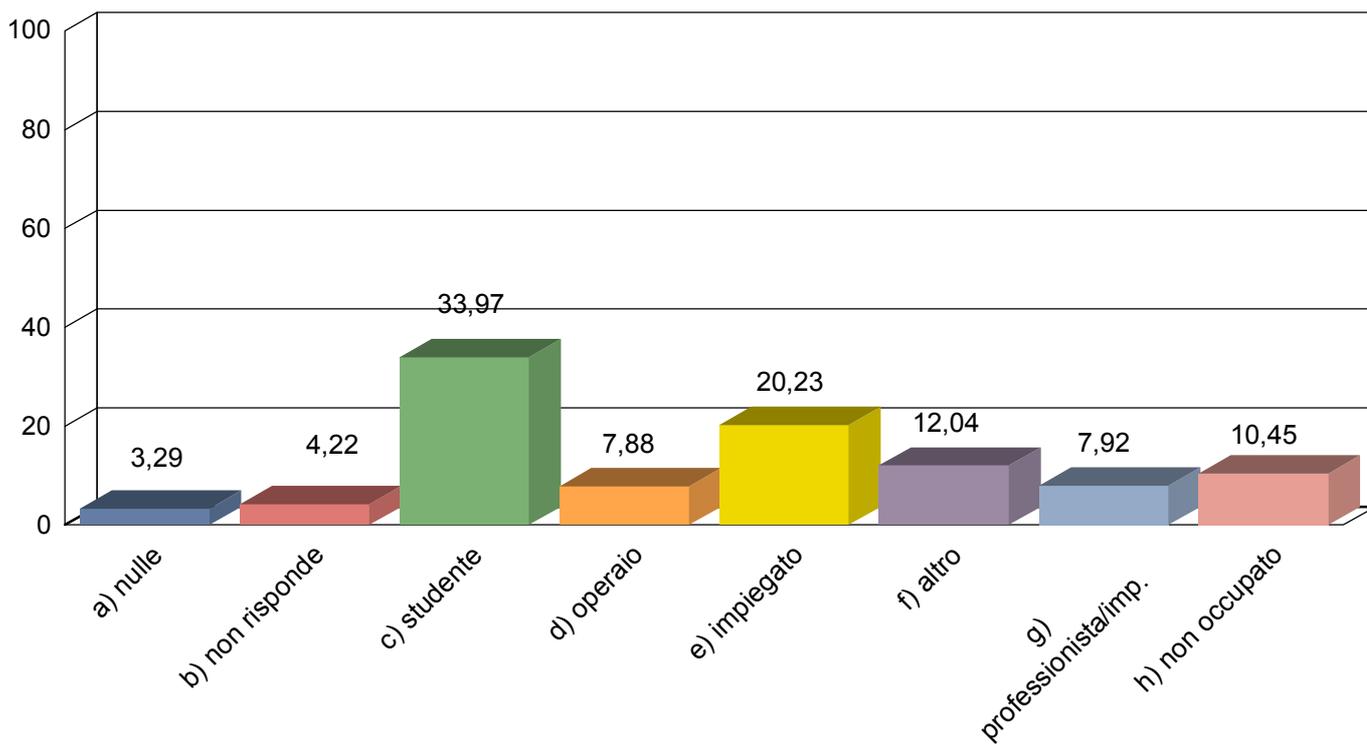




Titolo di studio

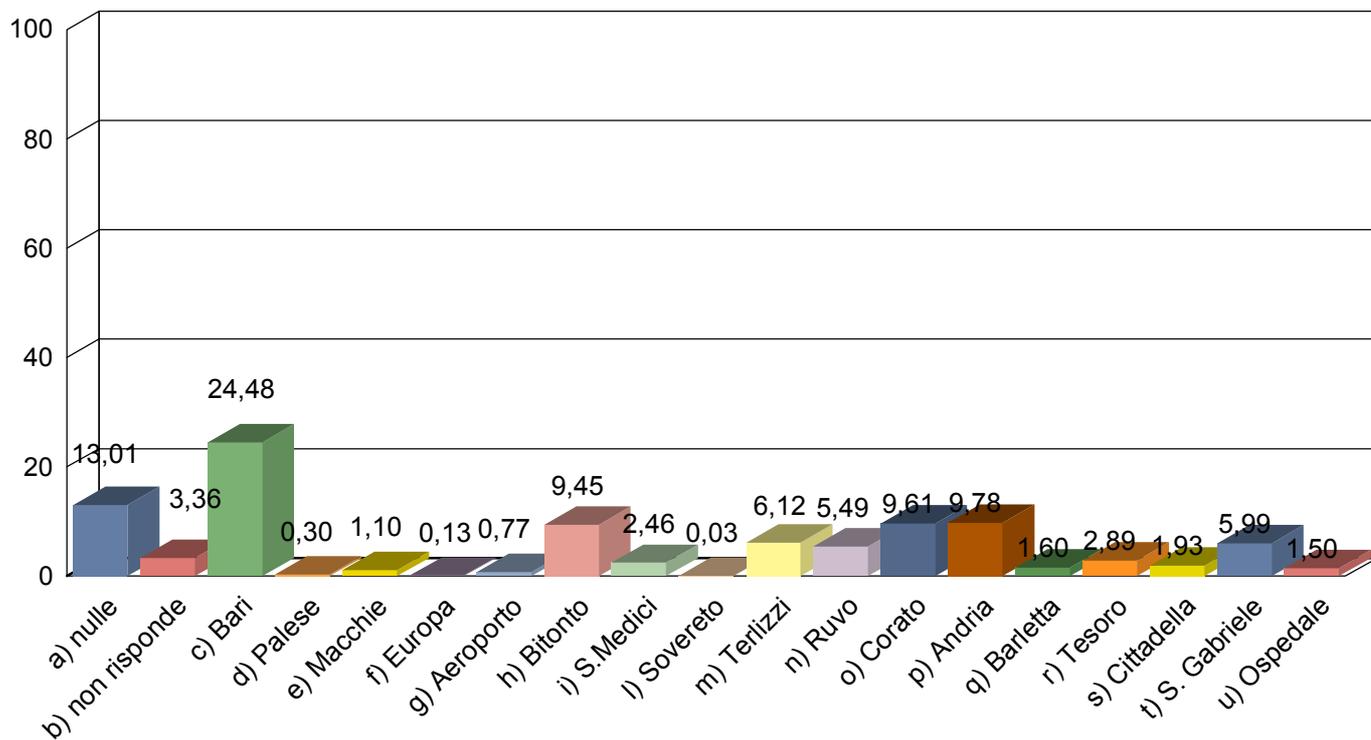


Occupazione

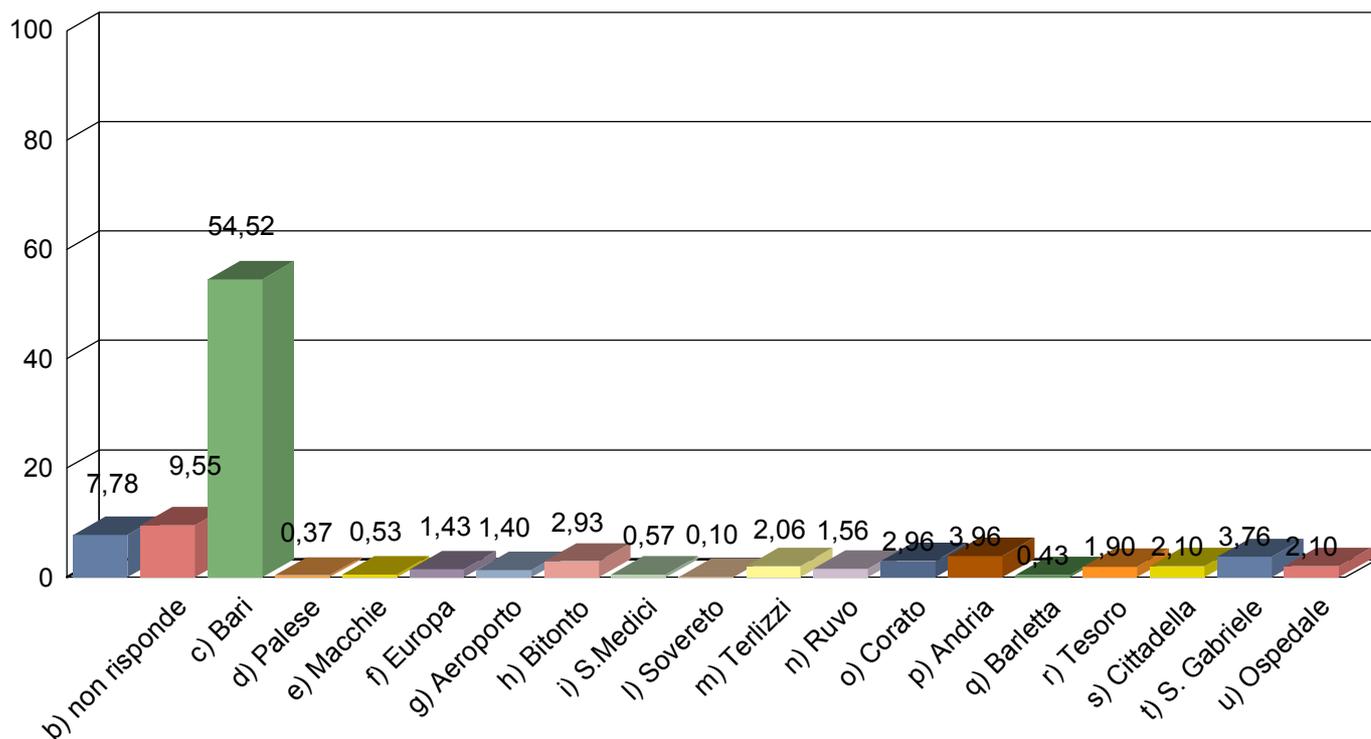




Città di partenza di questo viaggio

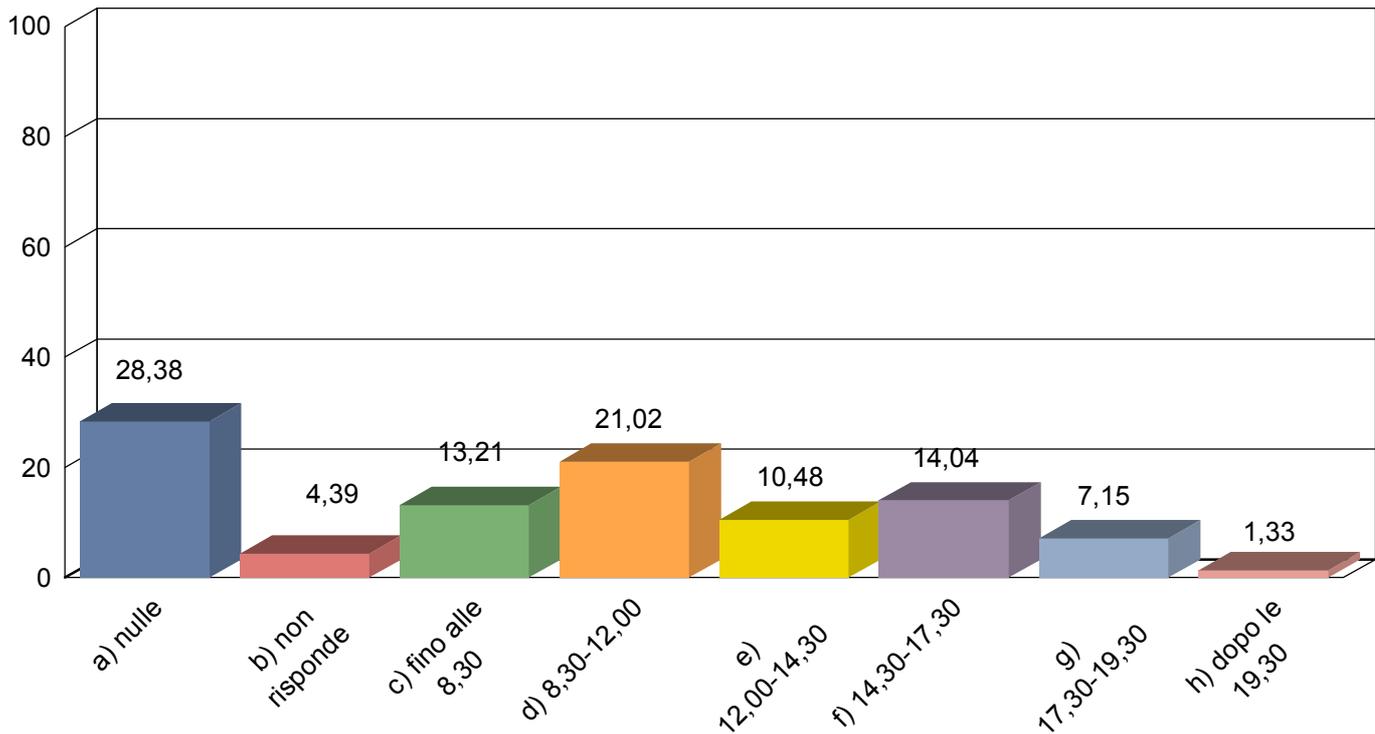


Città di arrivo di questo viaggio

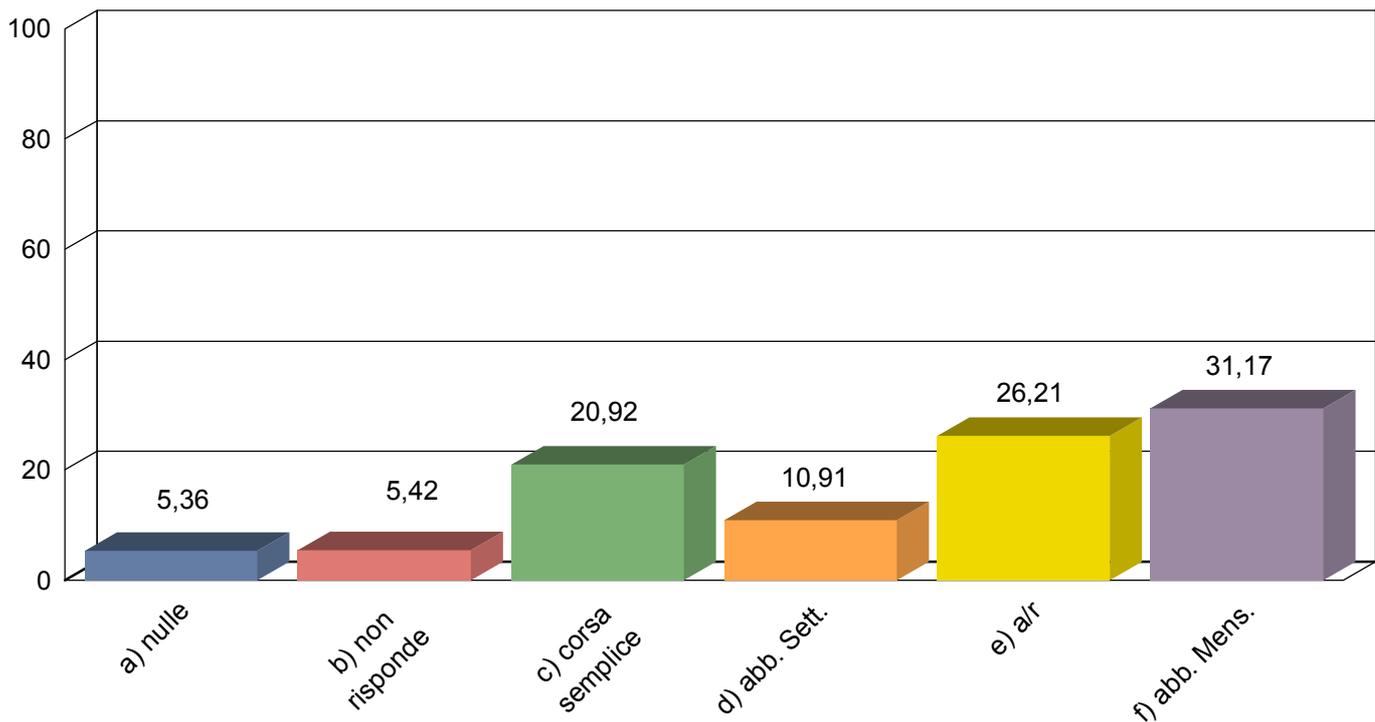




In quale fascia oraria effettua questo viaggio

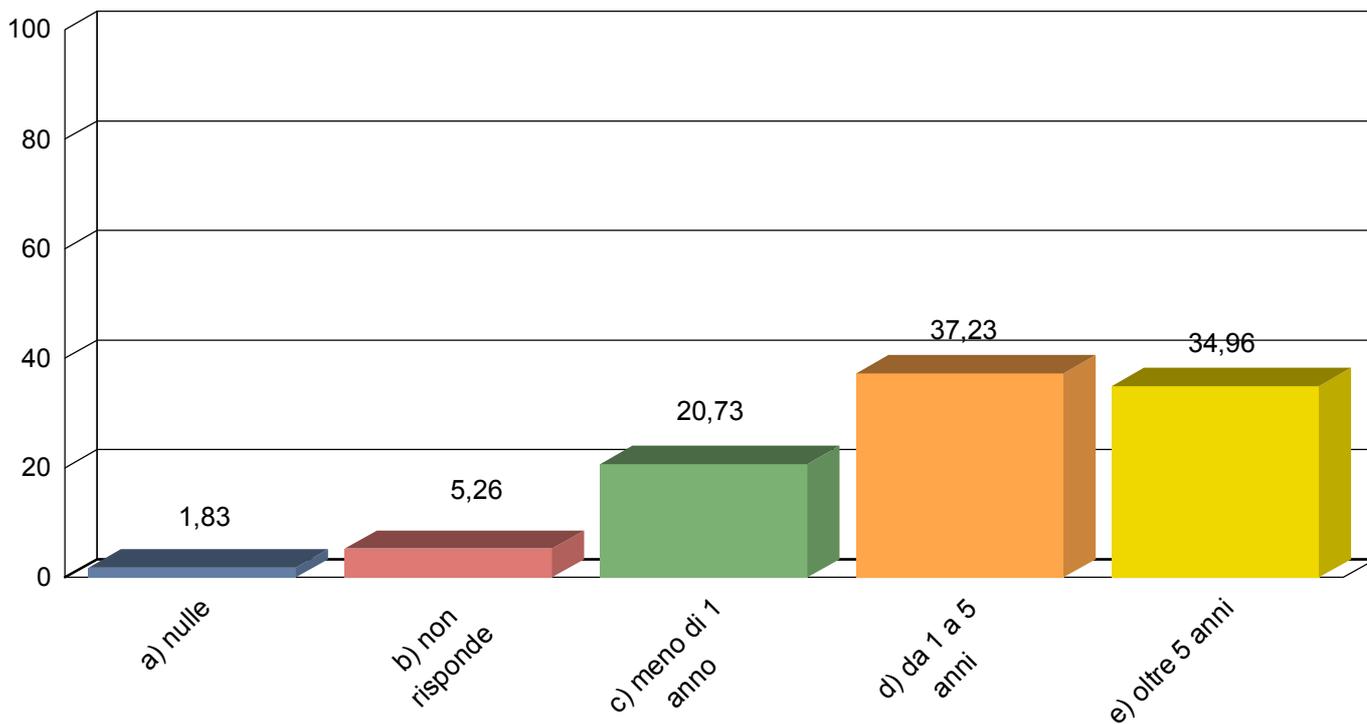


Tipo di biglietto utilizzato

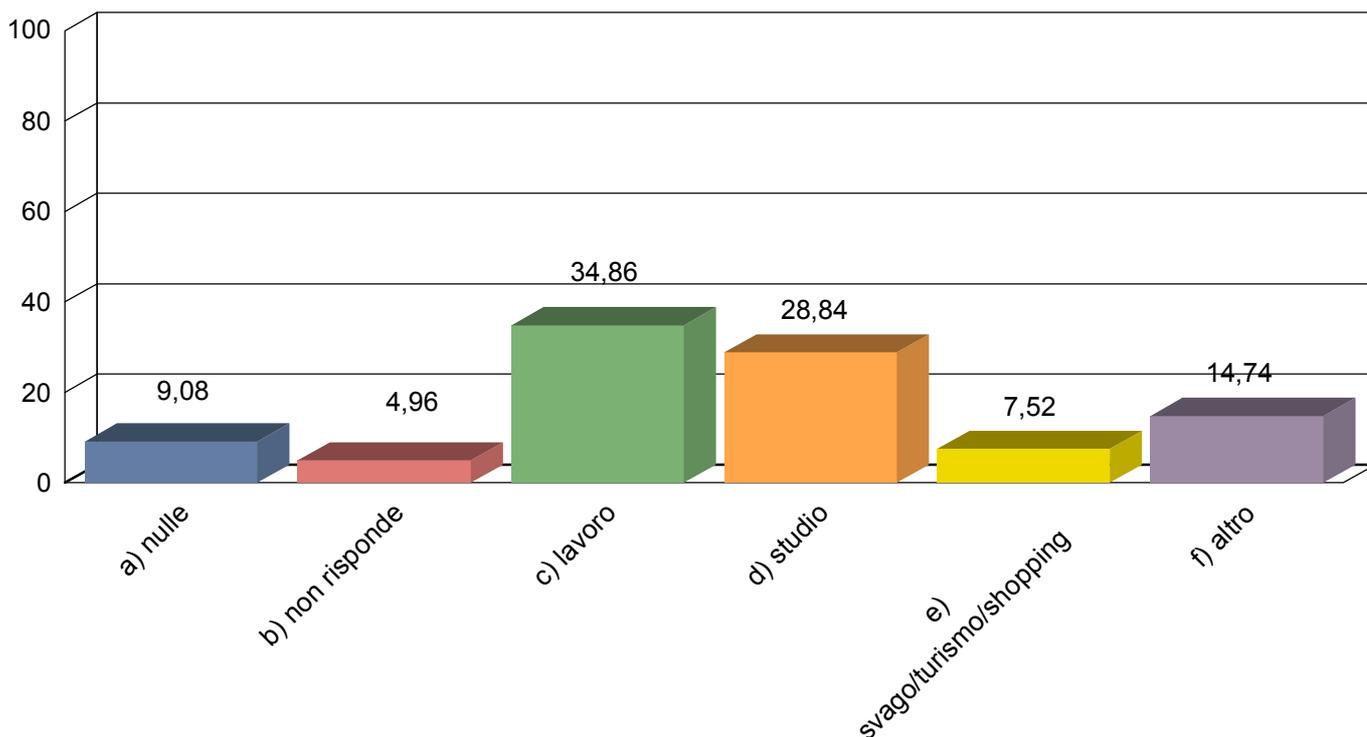




Da quanto tempo utilizza il treno

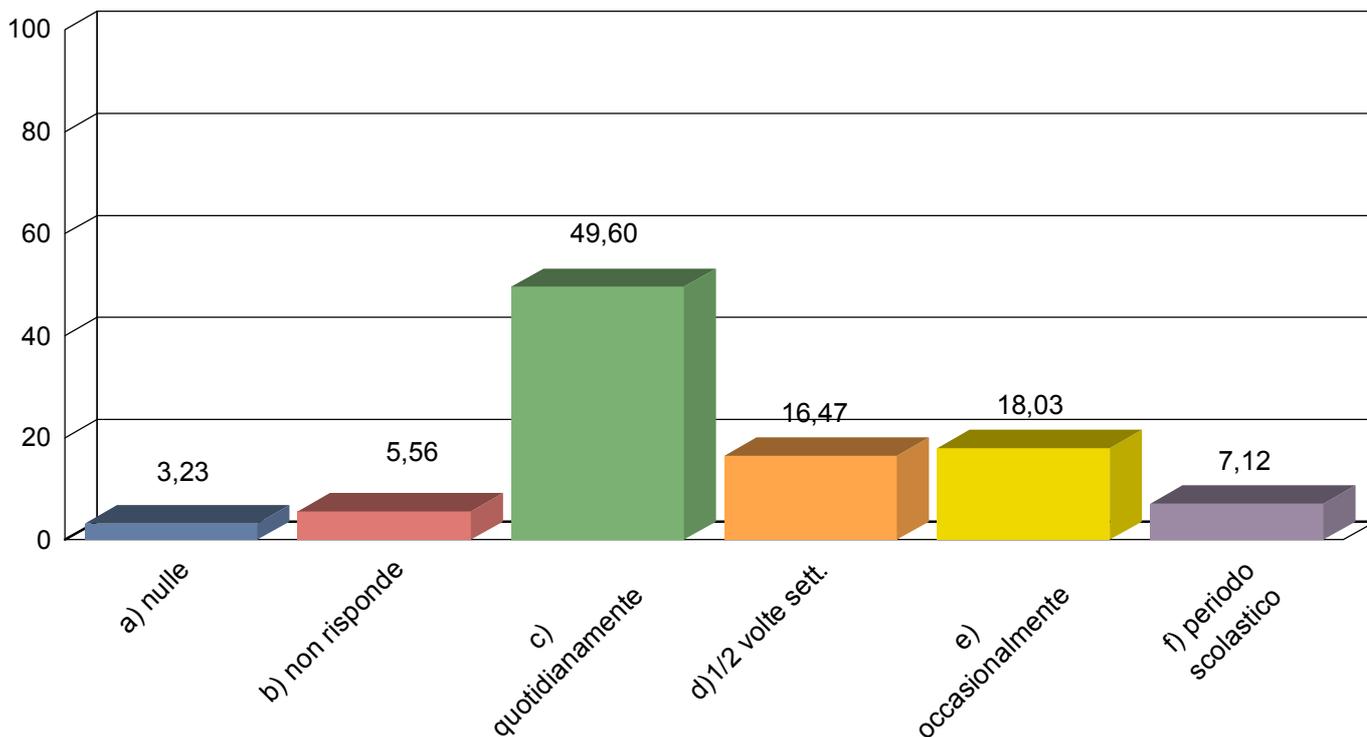


Scopo del viaggio

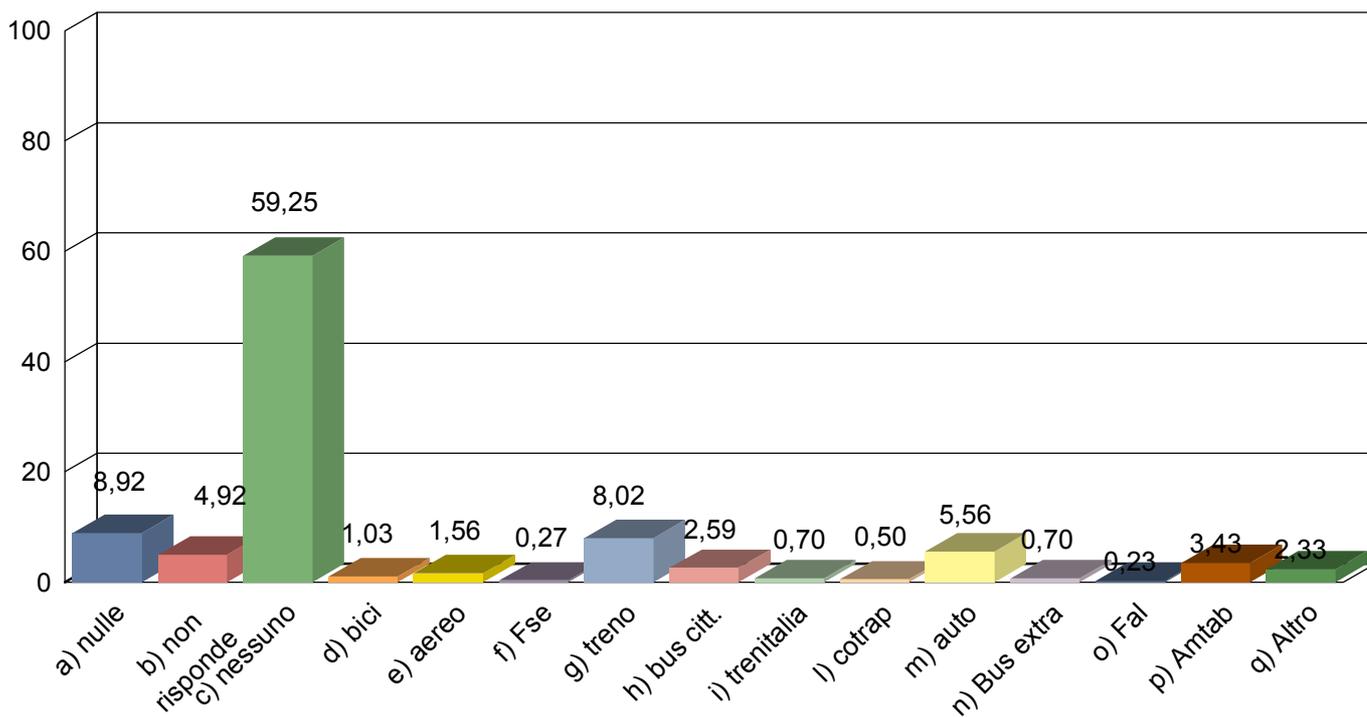




Frequenza d'utilizzo

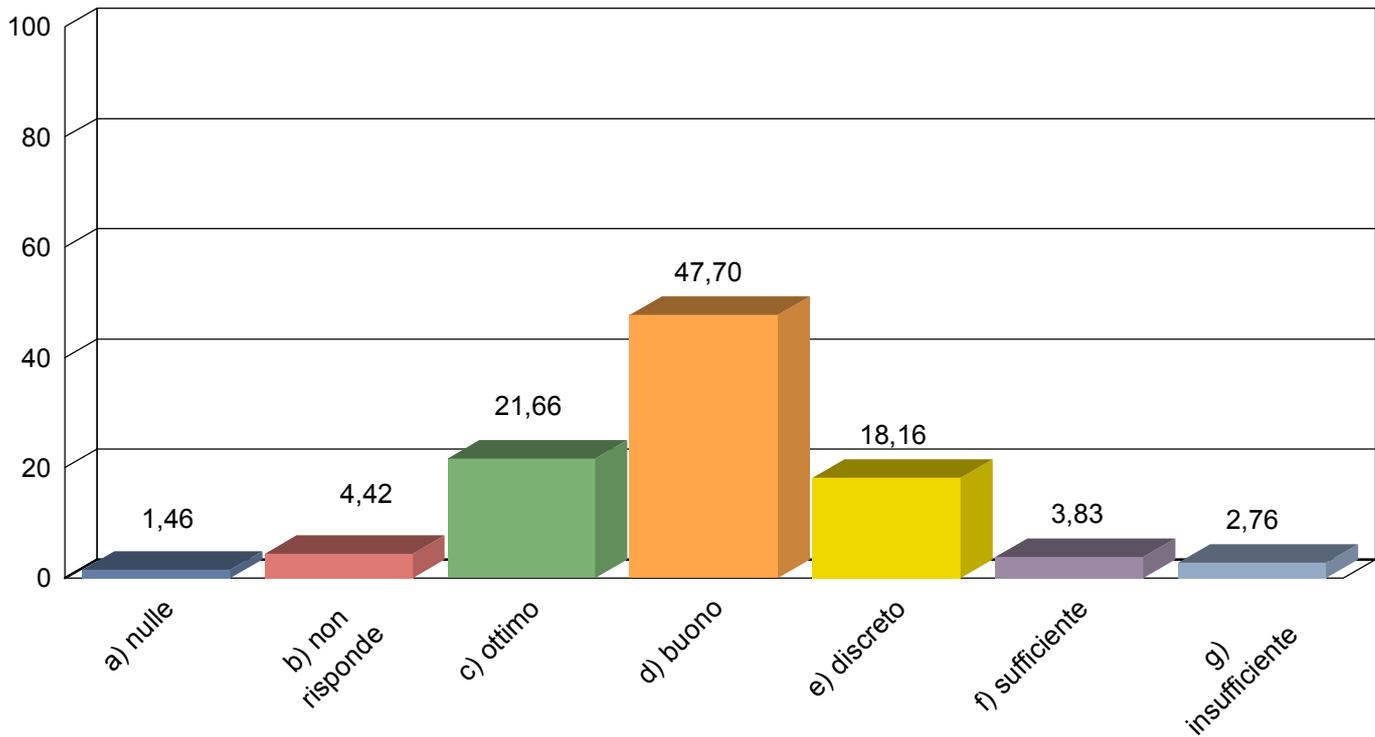


Con che mezzi prosegue questo viaggio

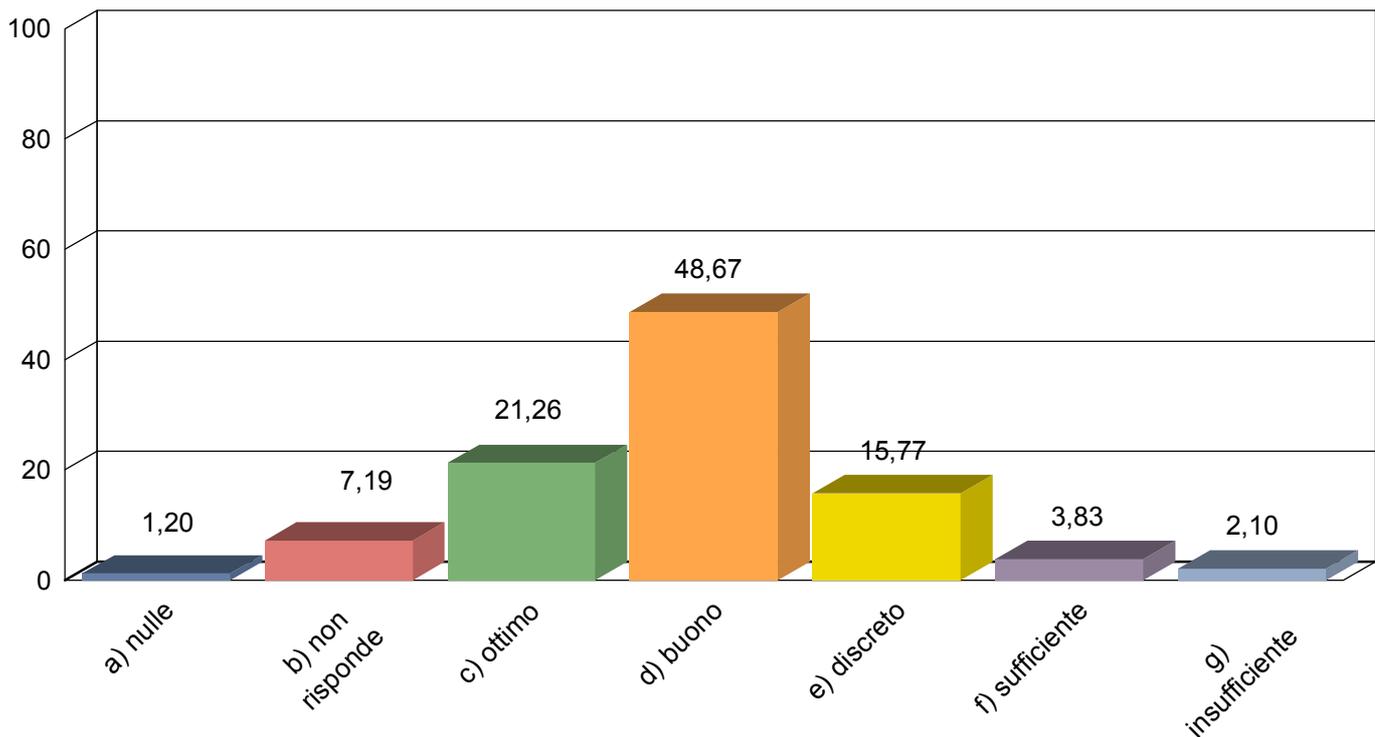




Puntualità delle corse

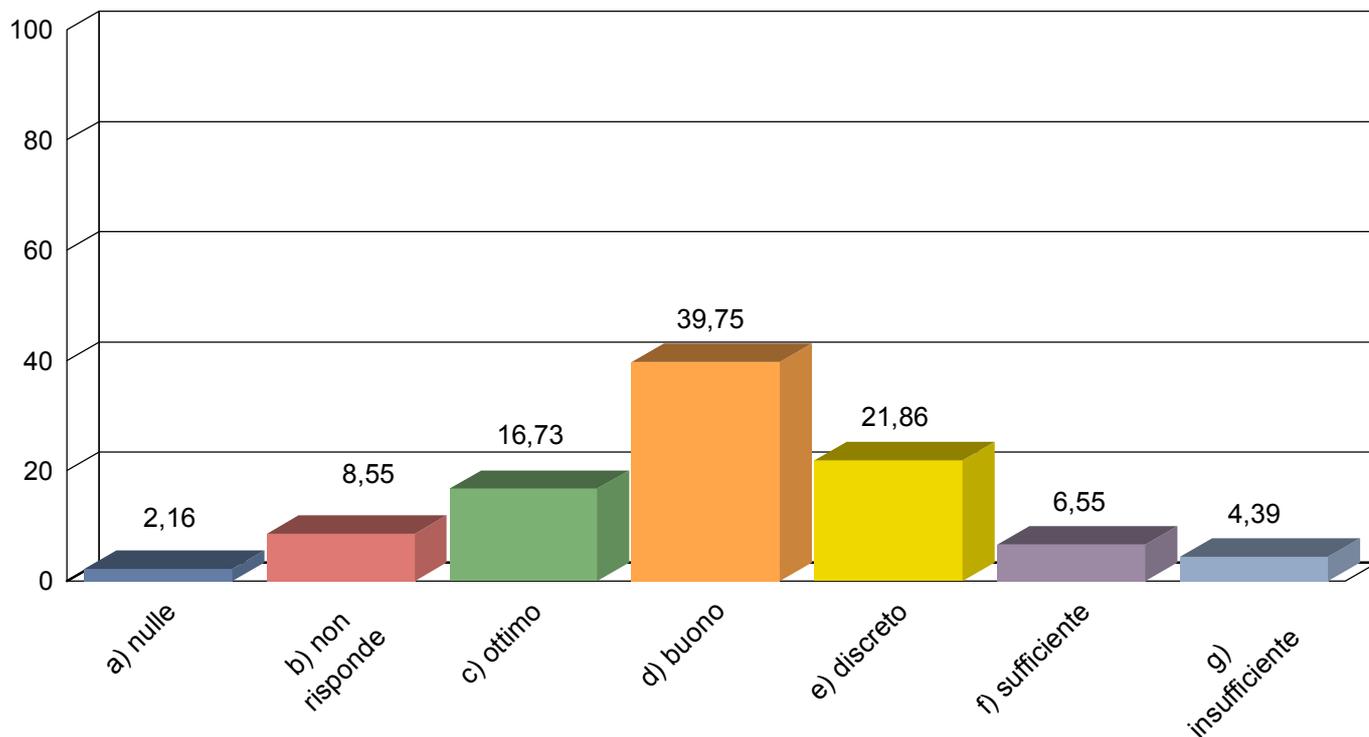


Regolarità delle corse

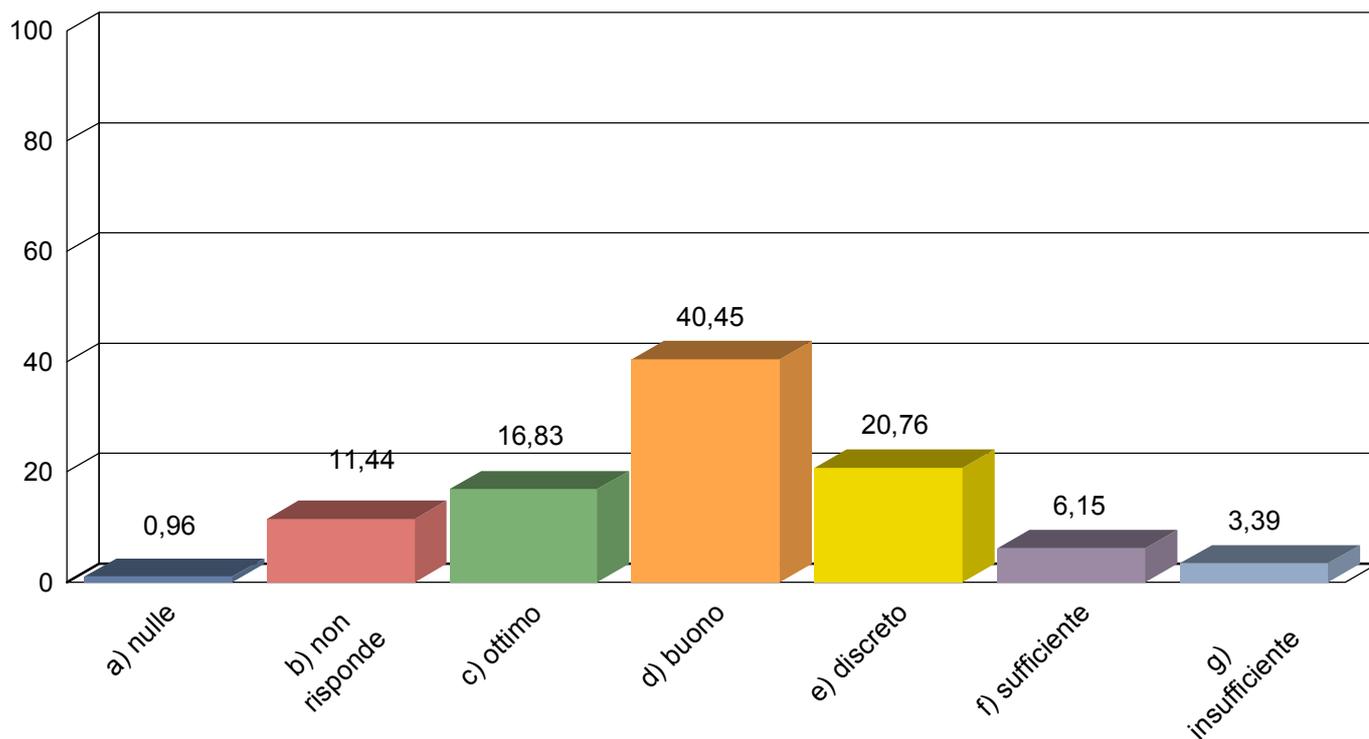




Frequenza delle corse

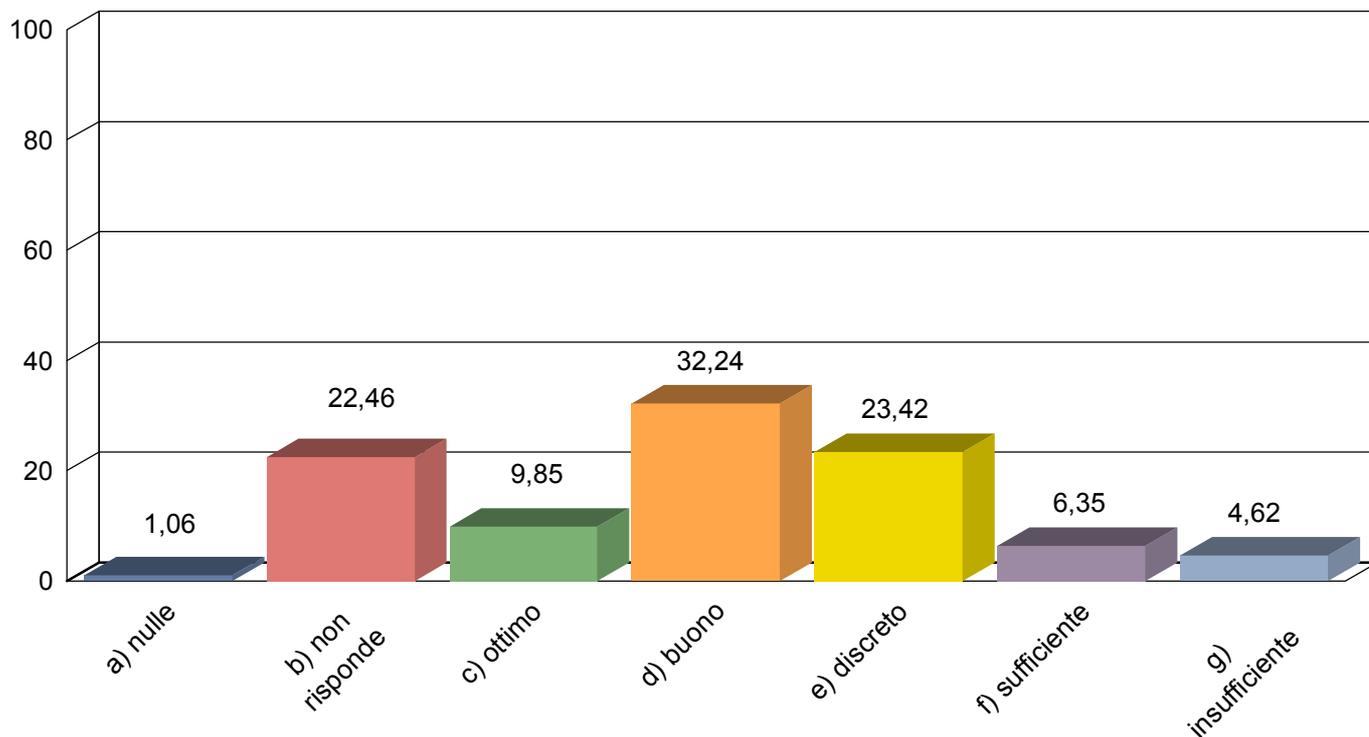


Tempi di percorrenza

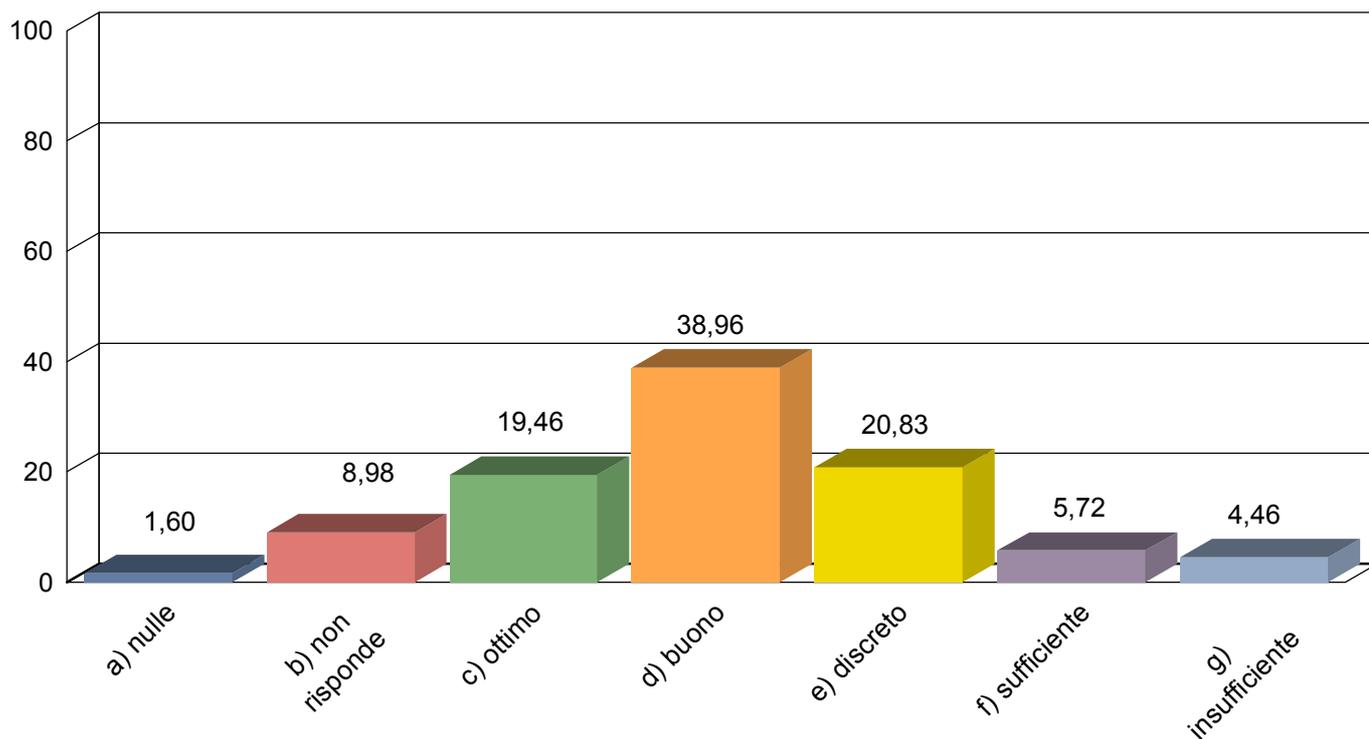




Coincidenze con altri mezzi di trasporto

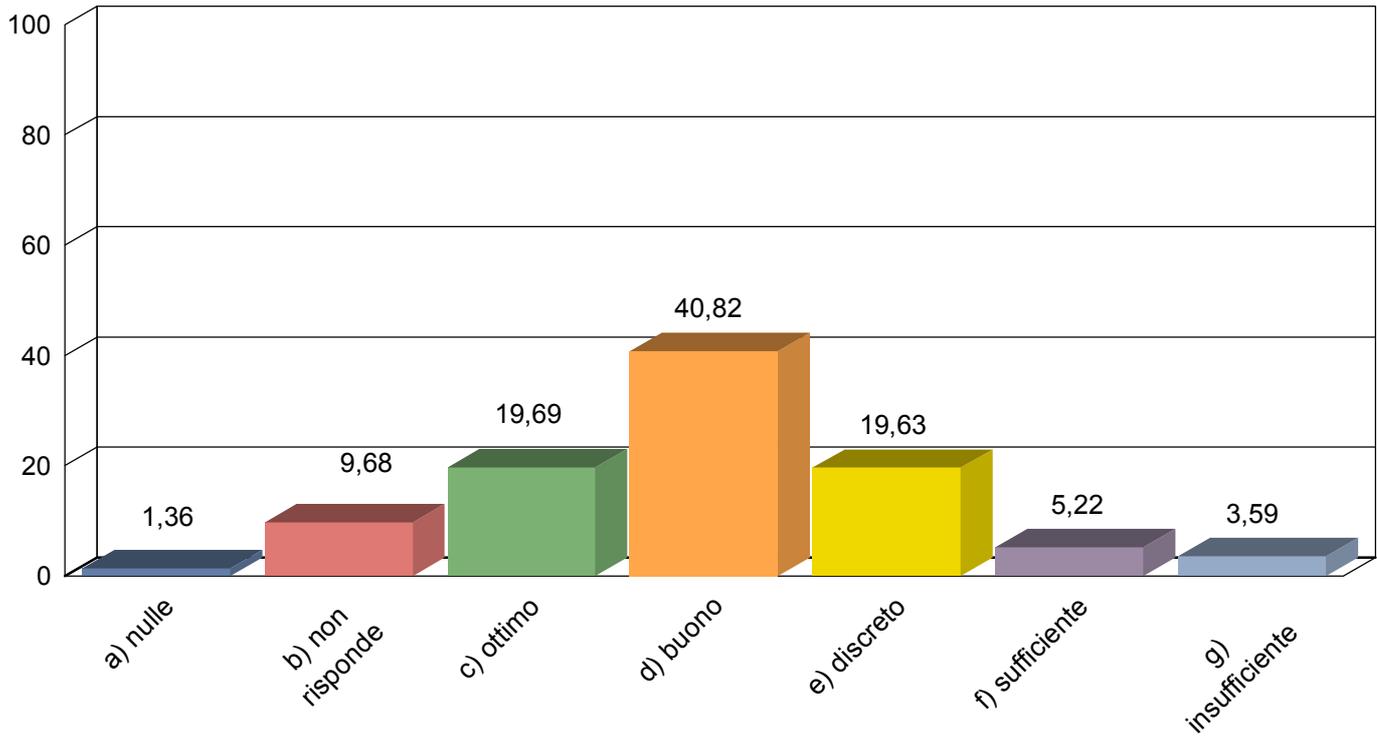


Informazioni nelle stazioni

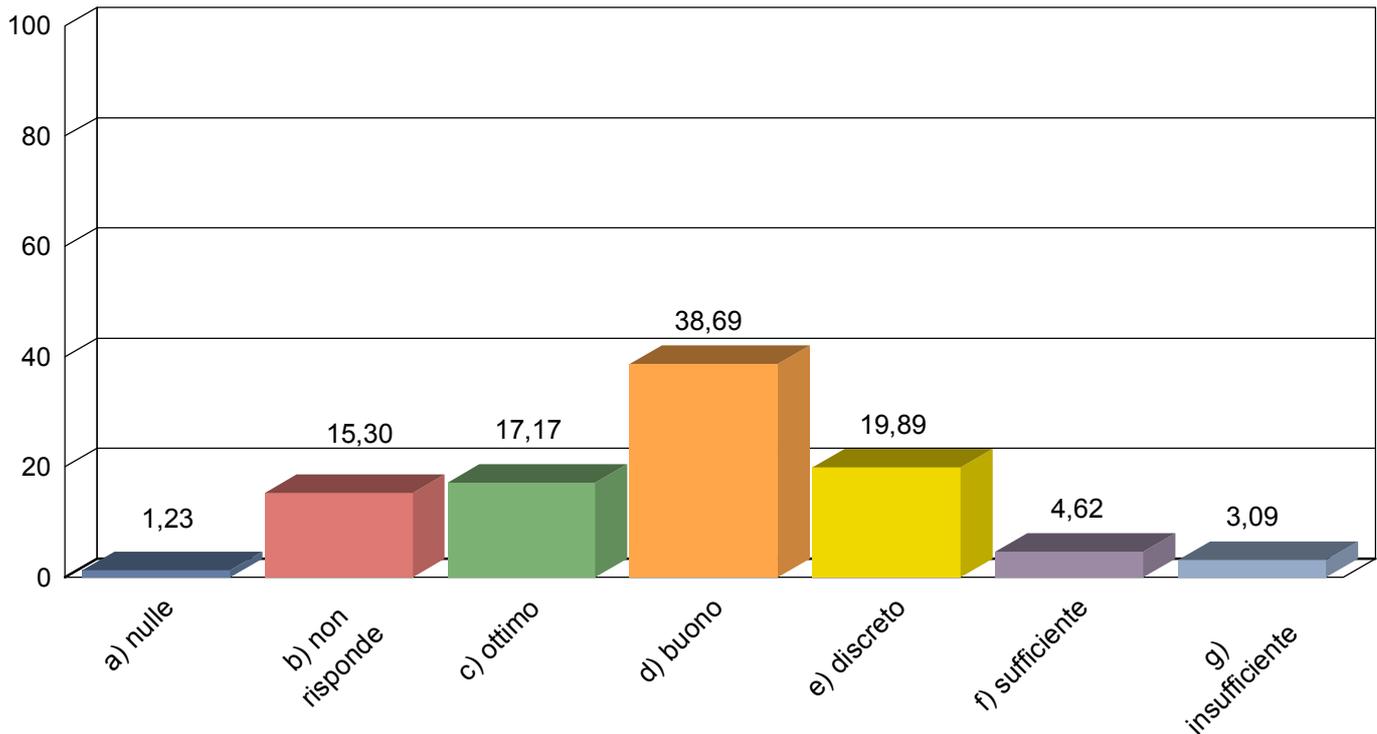




Informazioni a bordo

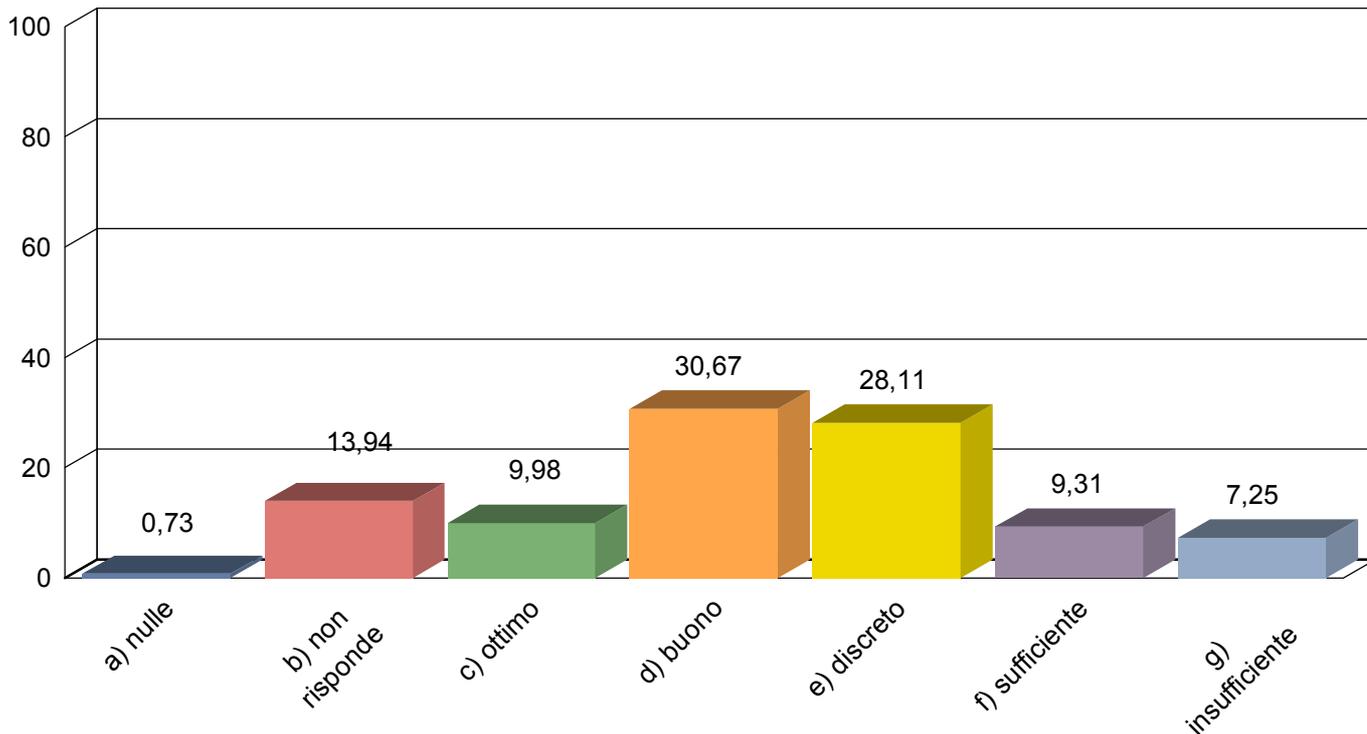


Informazioni via web (sito, carta servizi, etc.)

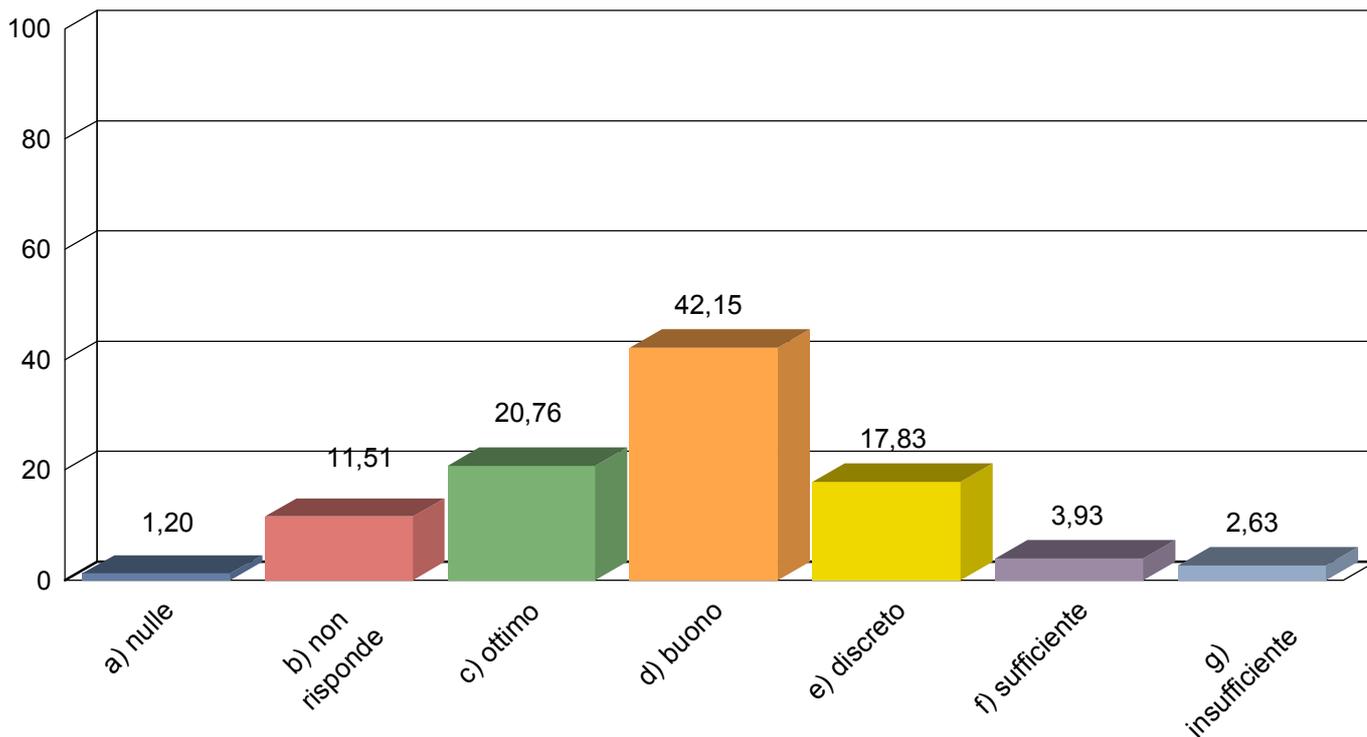




Rapidità nel fornire informazioni in caso di disservizio

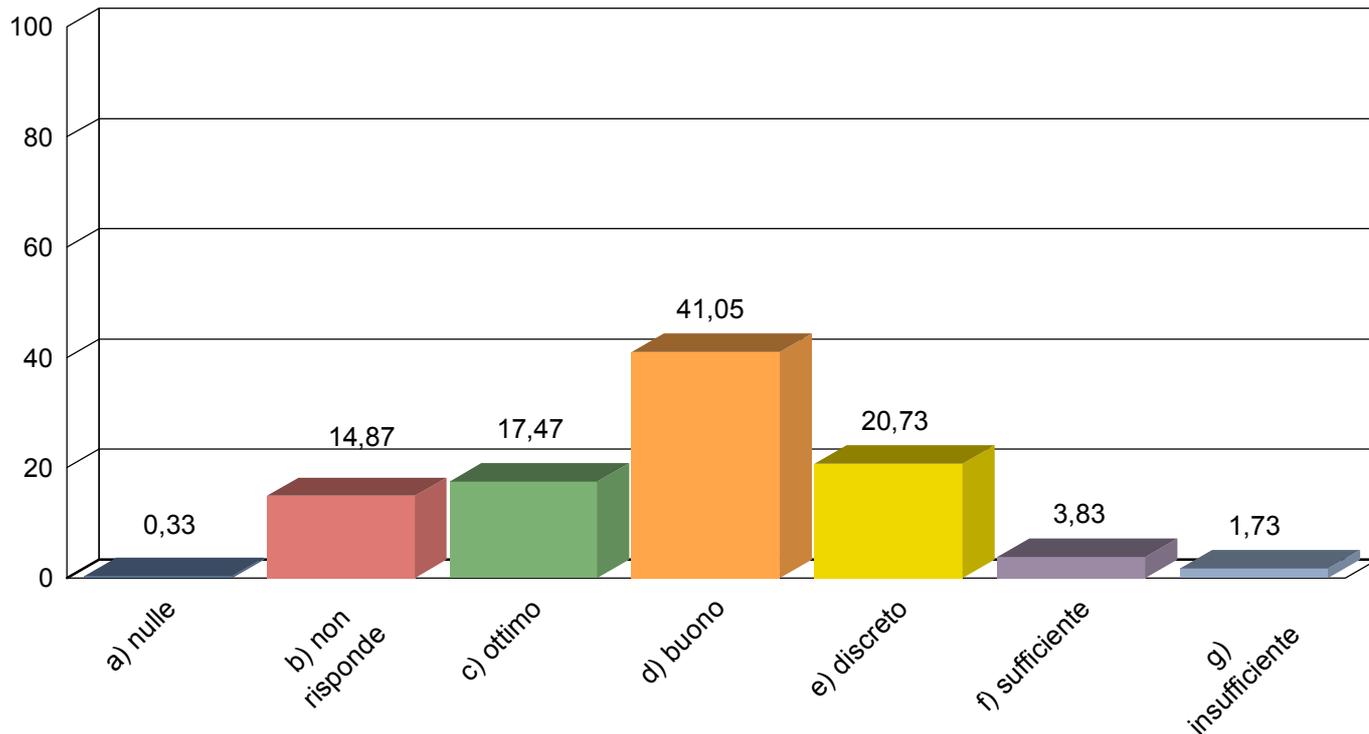


Reperibilità orari e tariffe

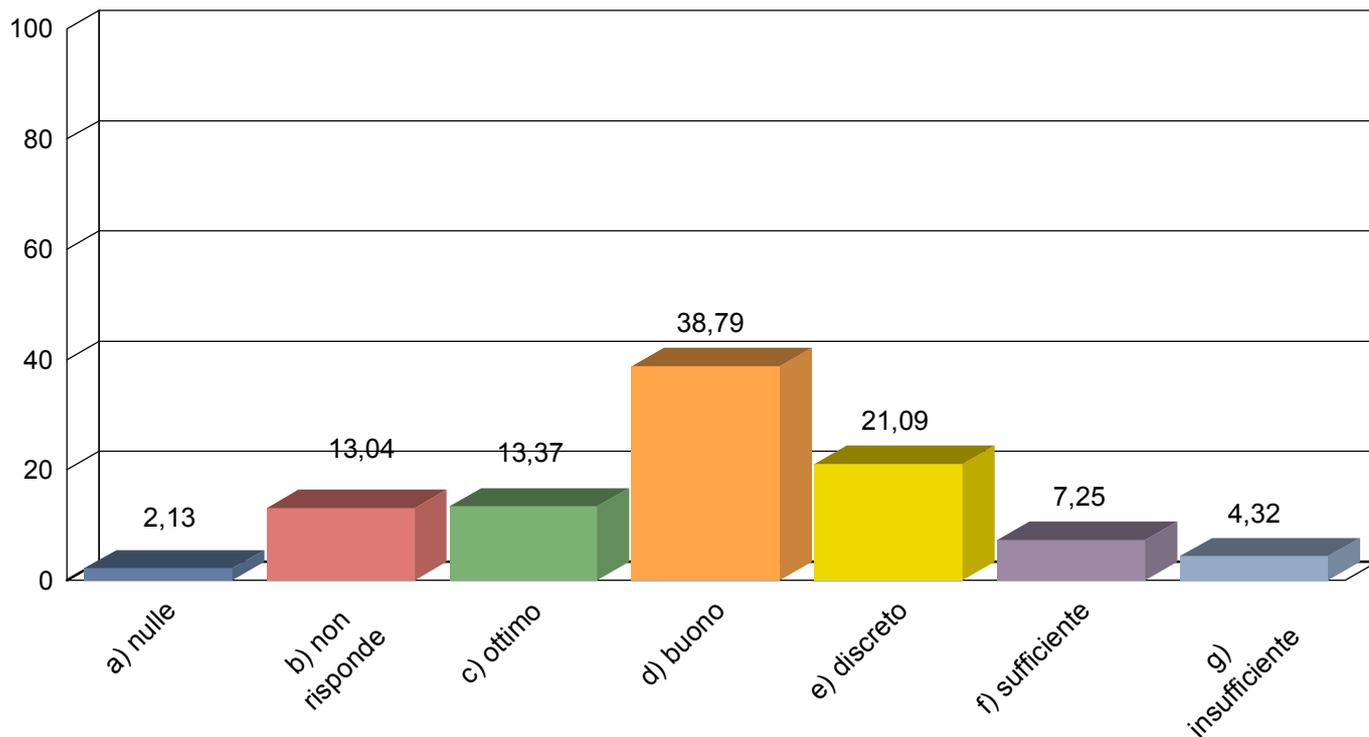




Reperibilità titoli di viaggio

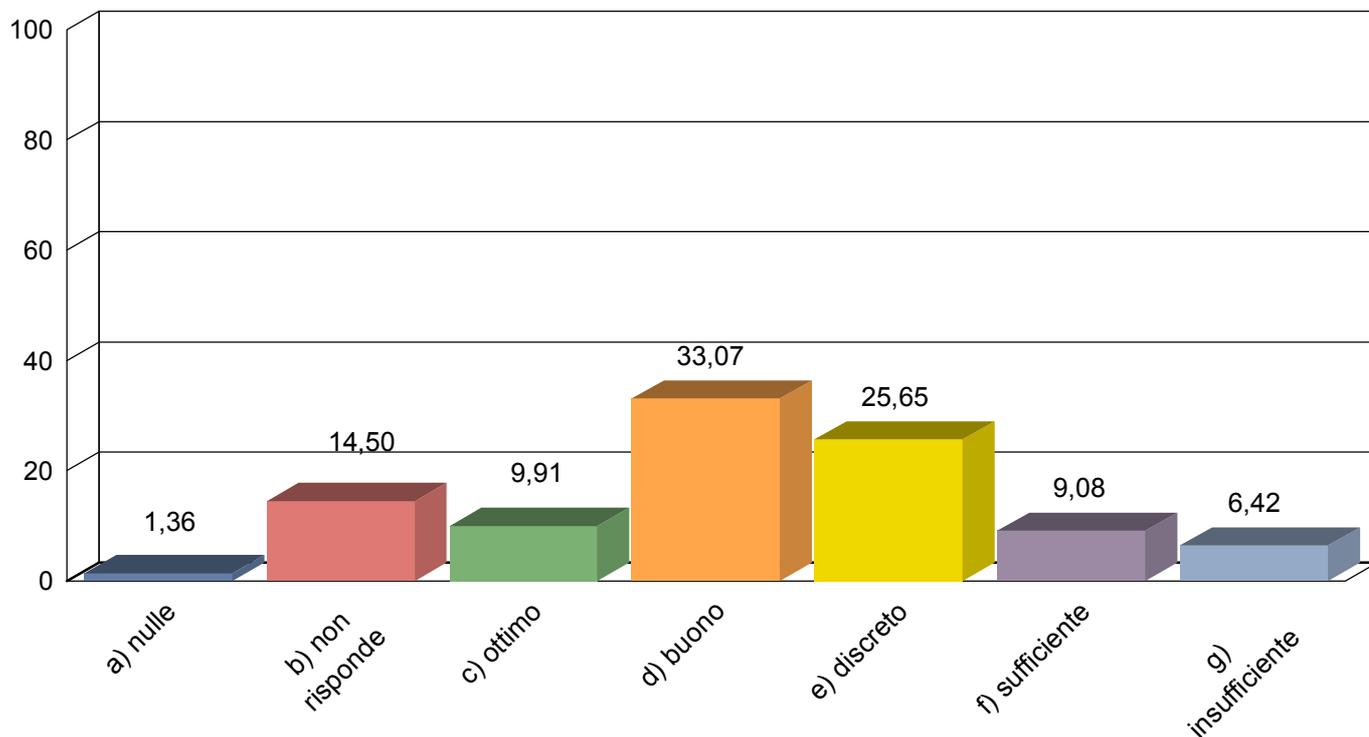


Frequenza servizio nei giorni feriali

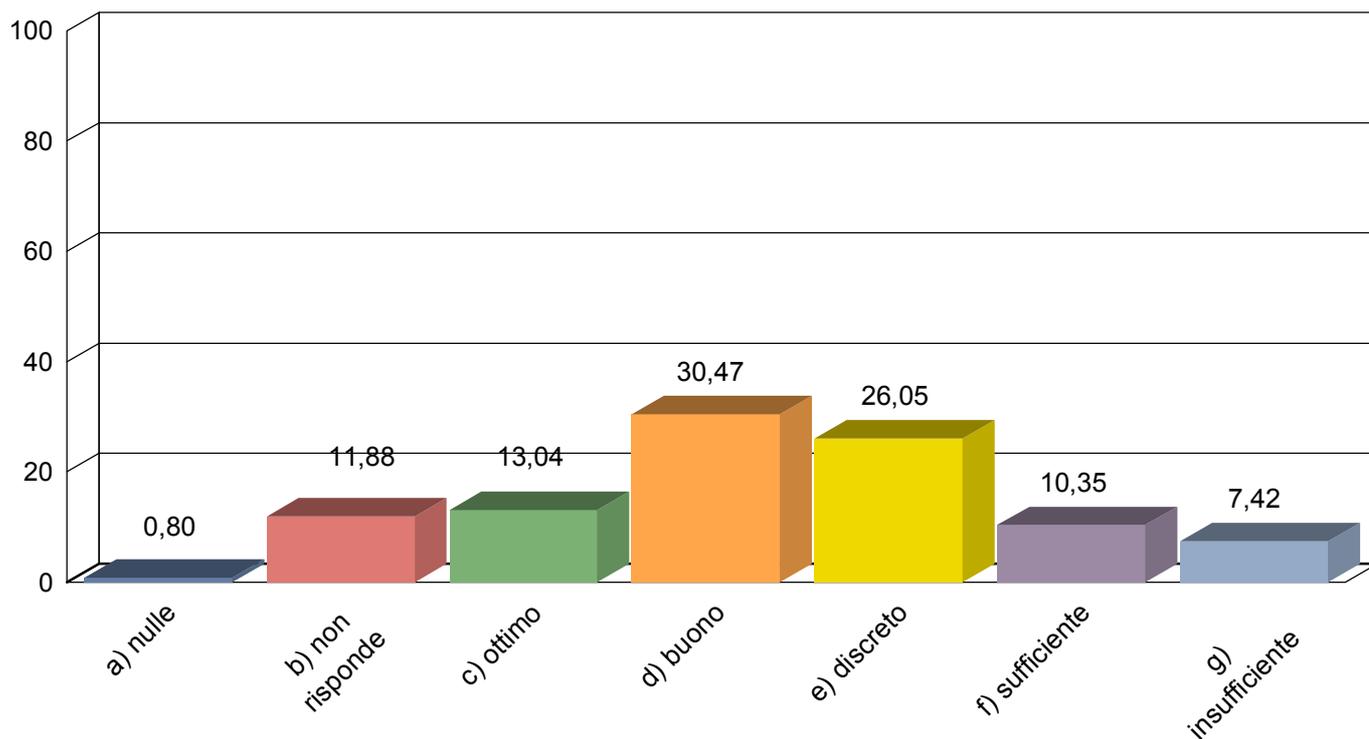




Copertura del servizio in estate e festivi

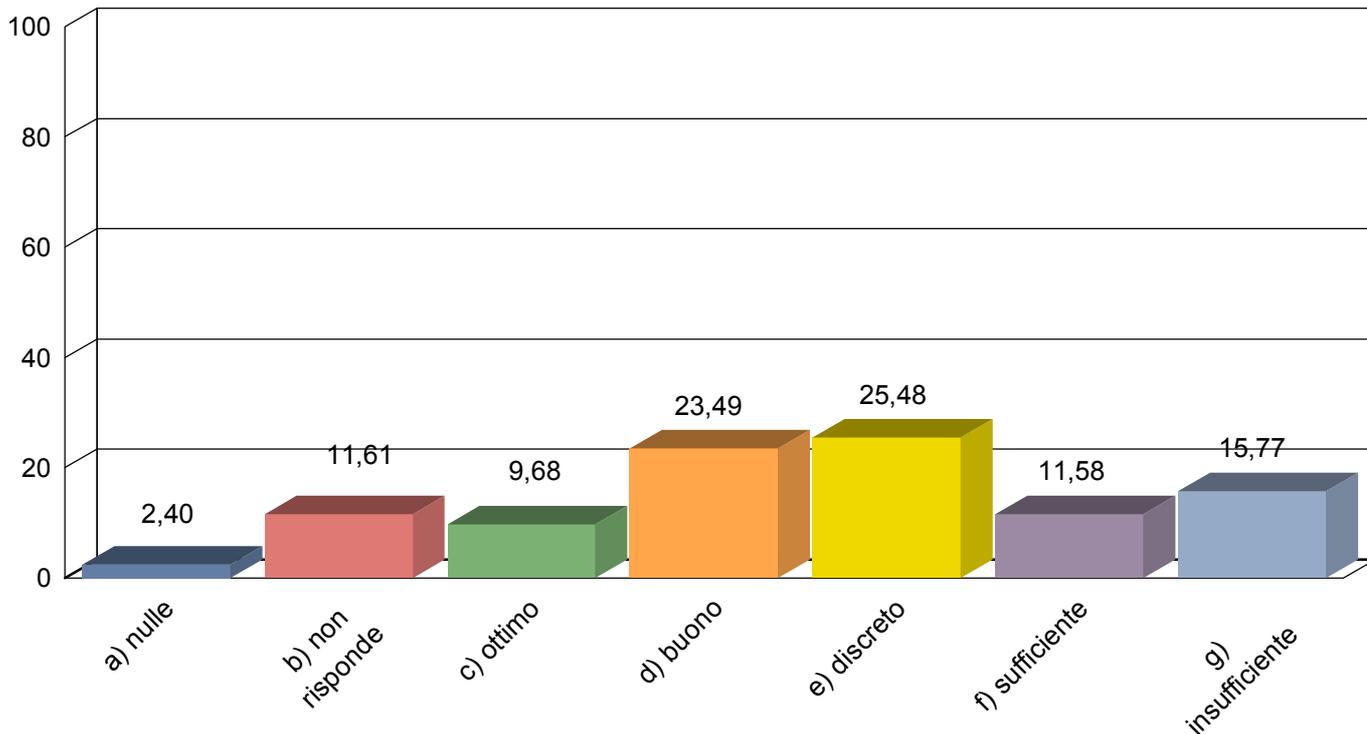


Funzionamento obliteratecrici

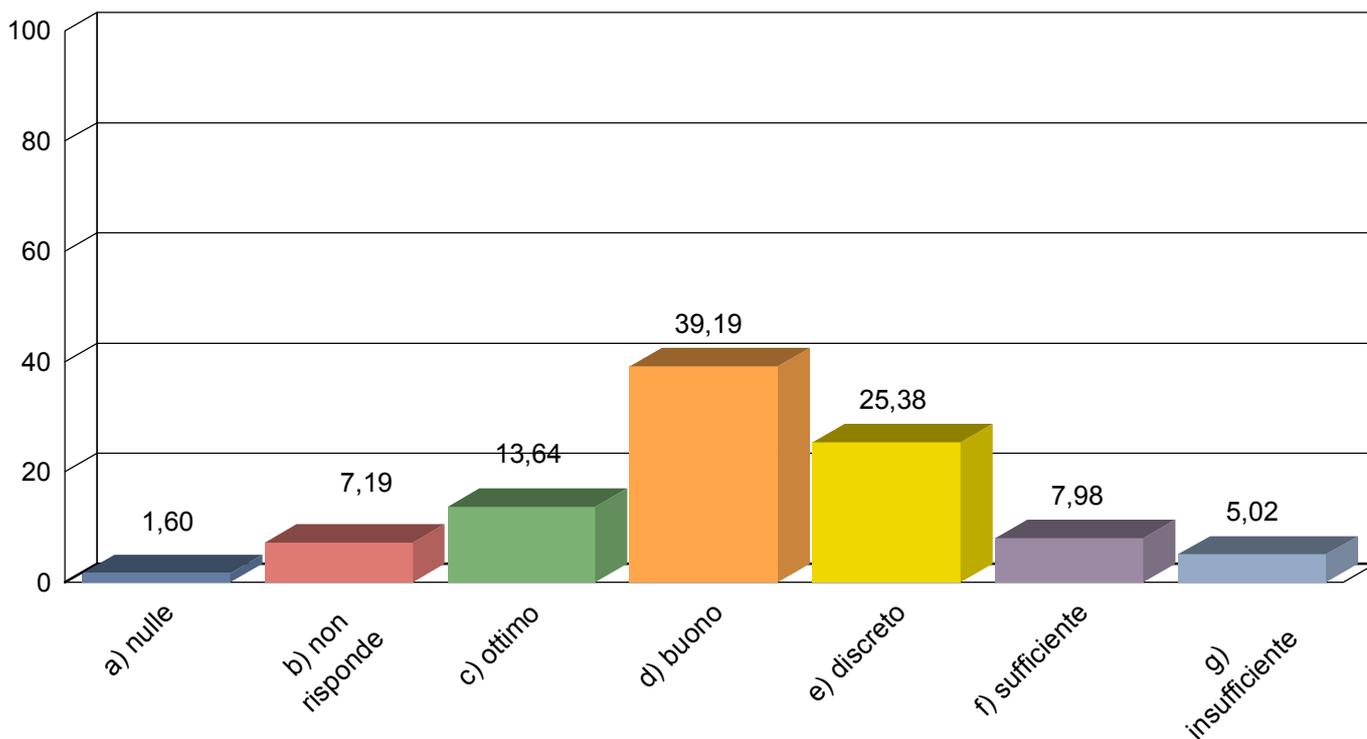




Funzionamento e pulizia bagni di stazioni

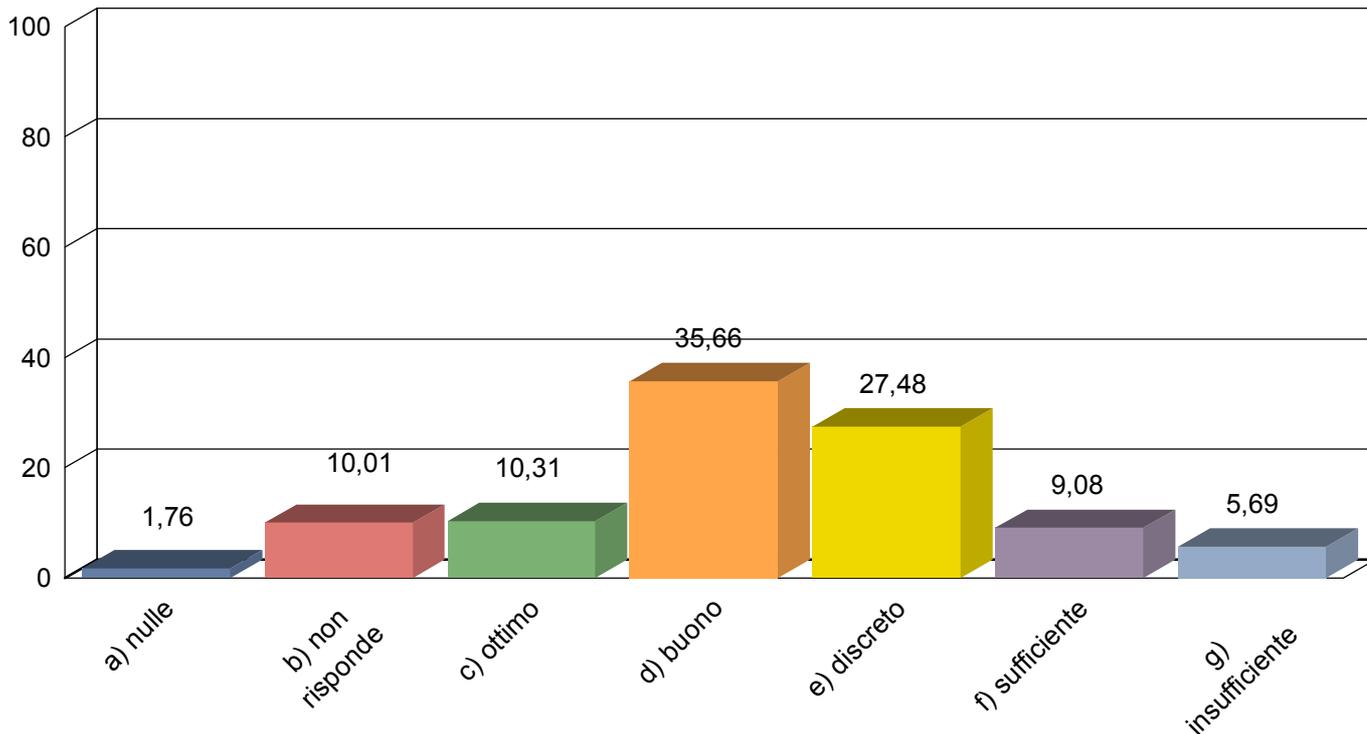


Pulizia del mezzo di trasporto

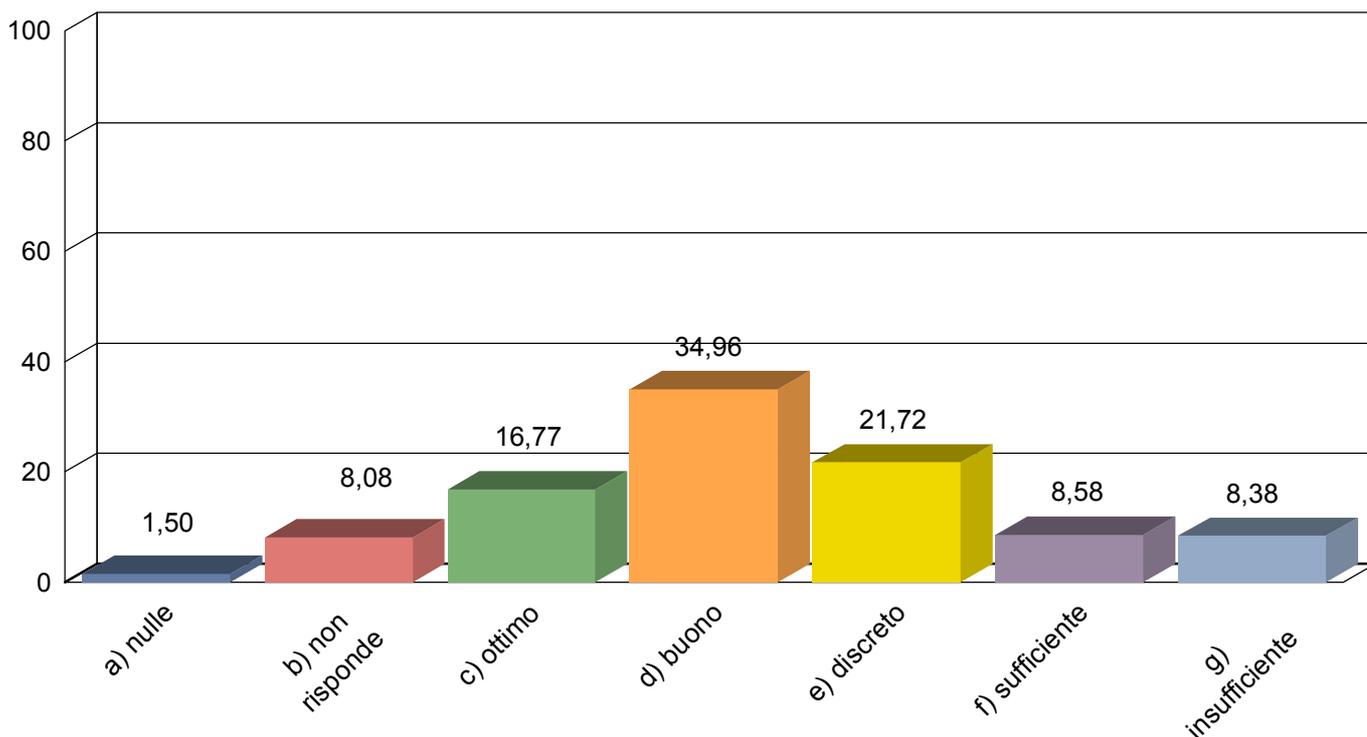




Pulizia stazioni

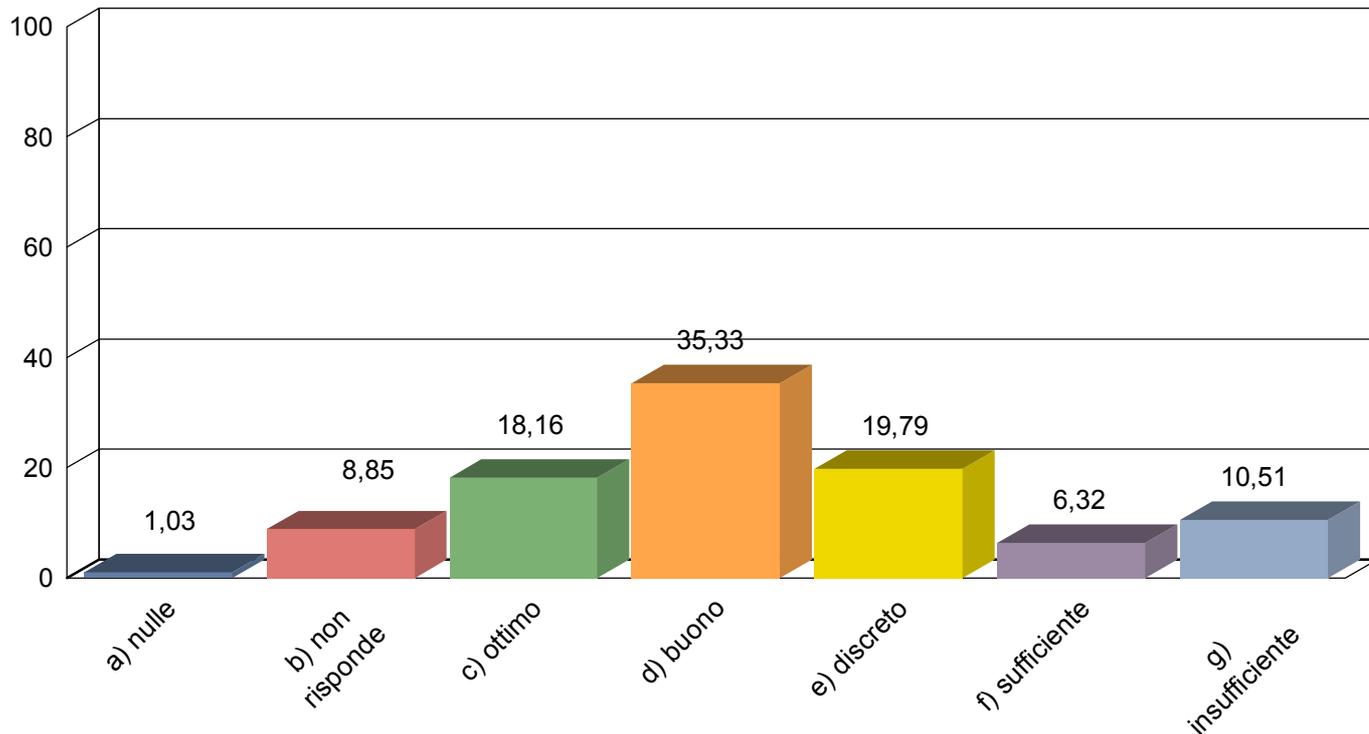


Efficienza climatizzazione estate / inverno

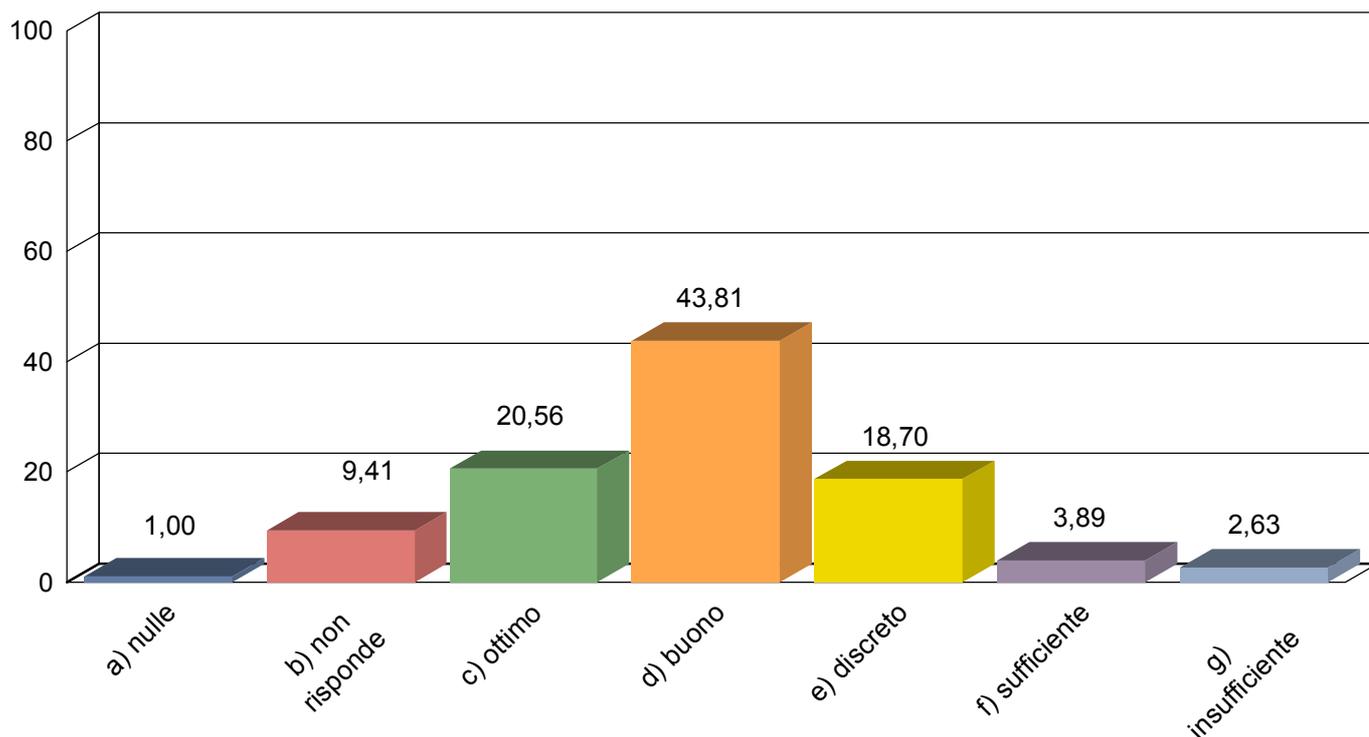




Gradimento intrattenimento musicale

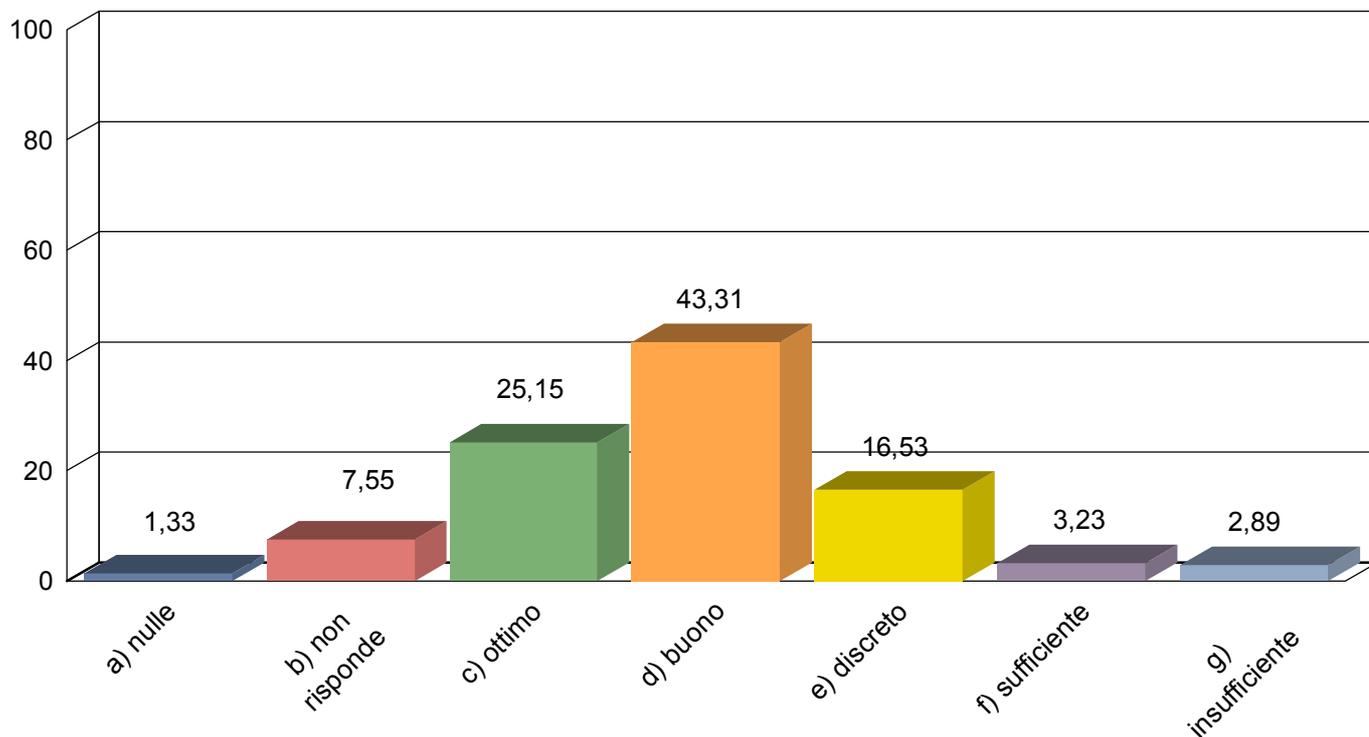


Sicurezza sul mezzo di persone e cose

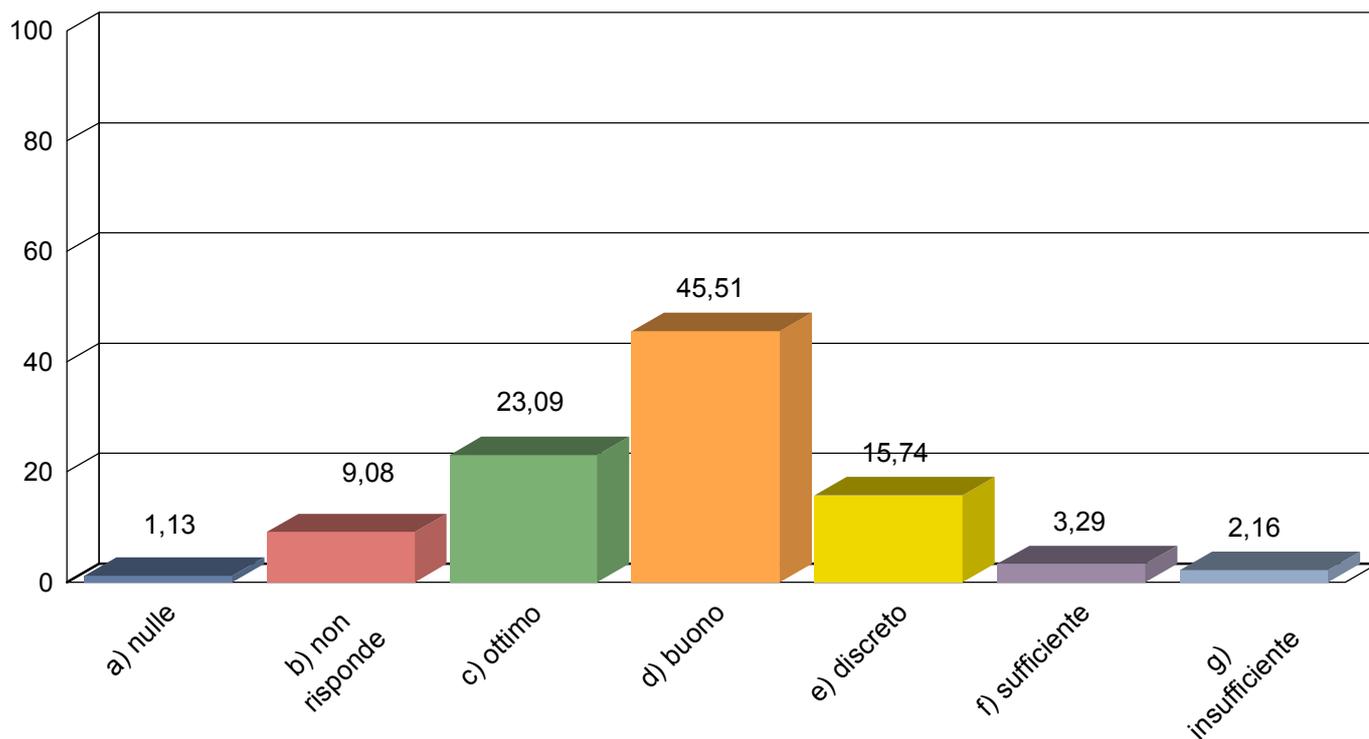




Cortesia / Disponibilità del personale

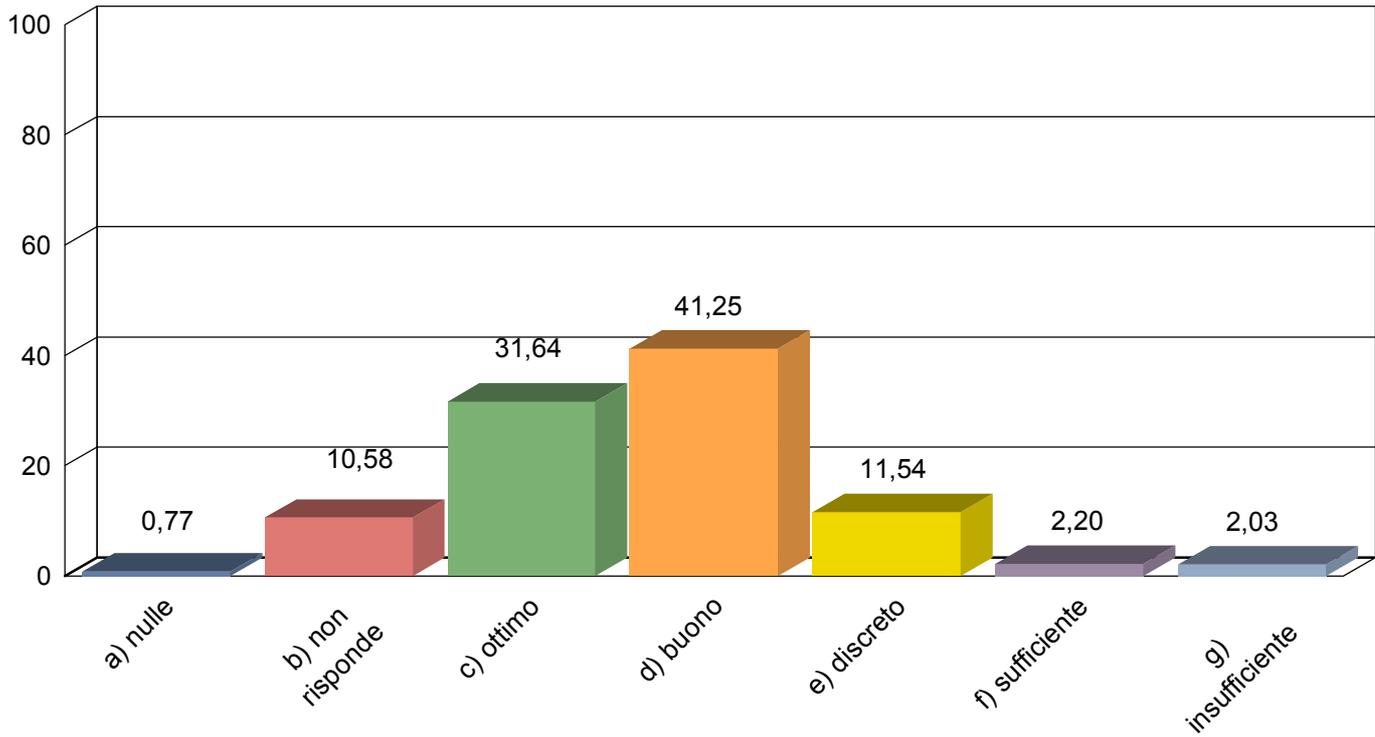


Competenza del personale





Riconoscibilità del personale



Indagine conoscitiva sulla soddisfazione dei viaggiatori

Linea: FERROVIA GIUGNO 2014

