



FERROTRAMVIARIA SPA
FERROVIE DEL NORD BARESE
AUTOLINEE

Indagine conoscitiva sulla soddisfazione dei viaggiatori della ferrovia

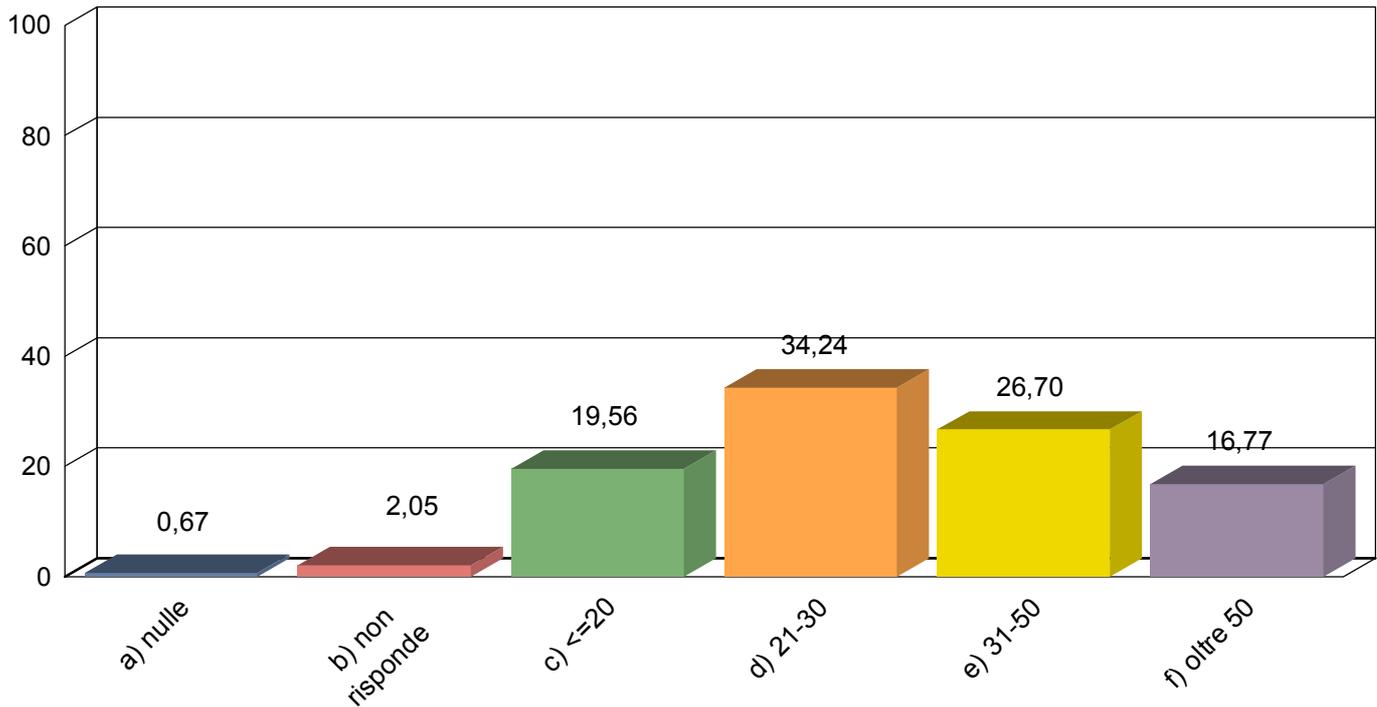
DICEMBRE 2014

(campione esaminato: 3262 viaggiatori)

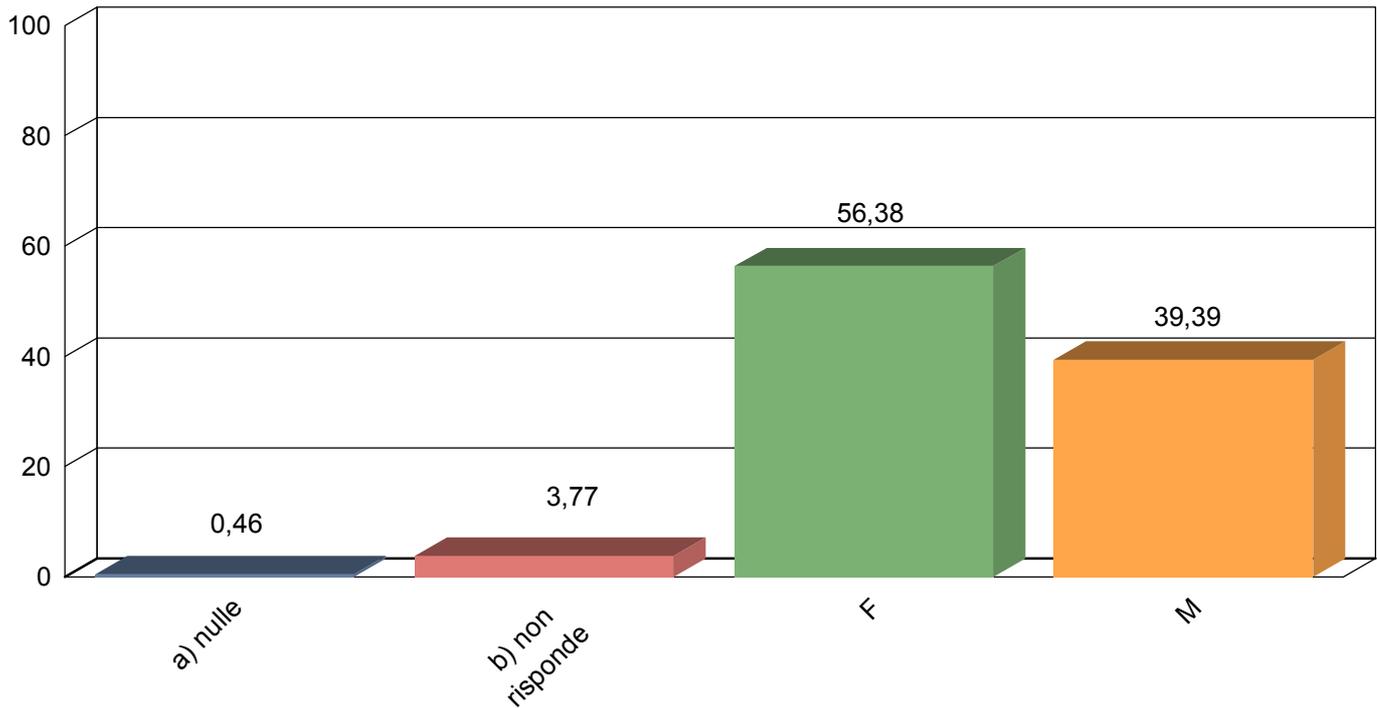




Età

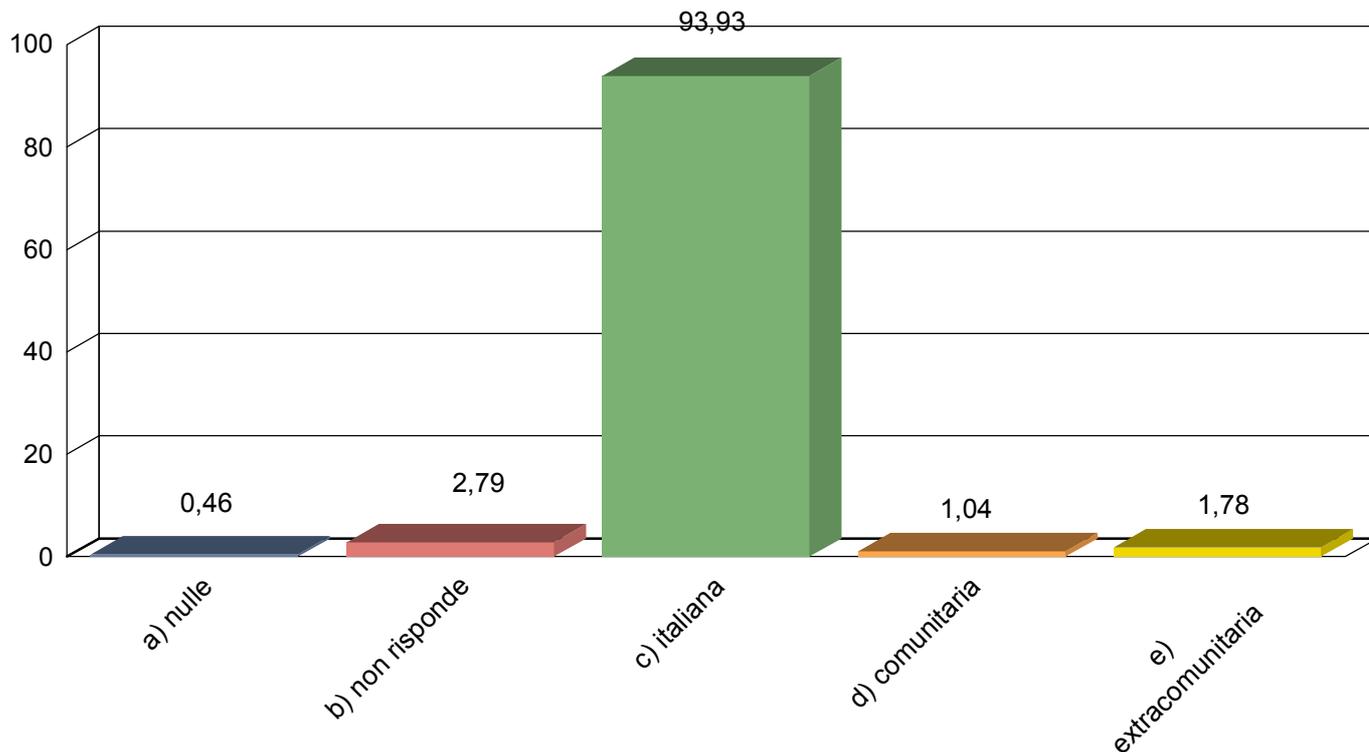


Sesso

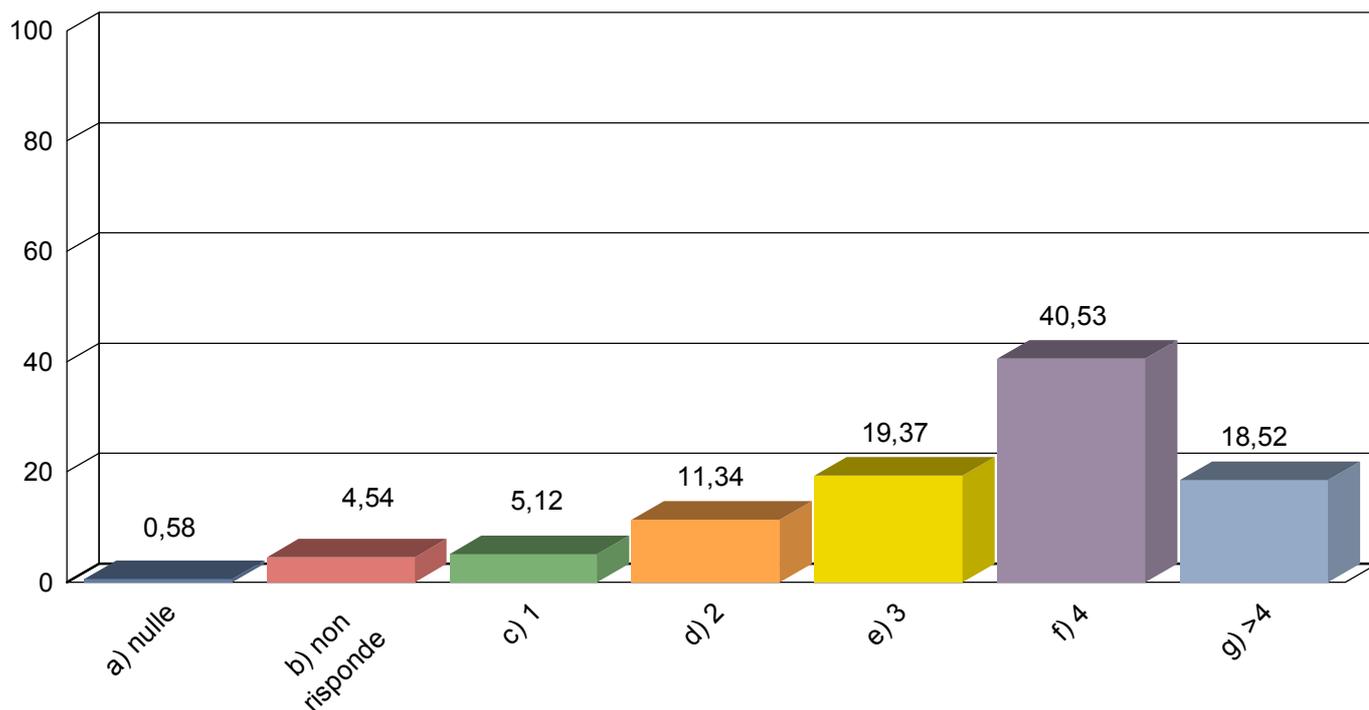




Nazionalità

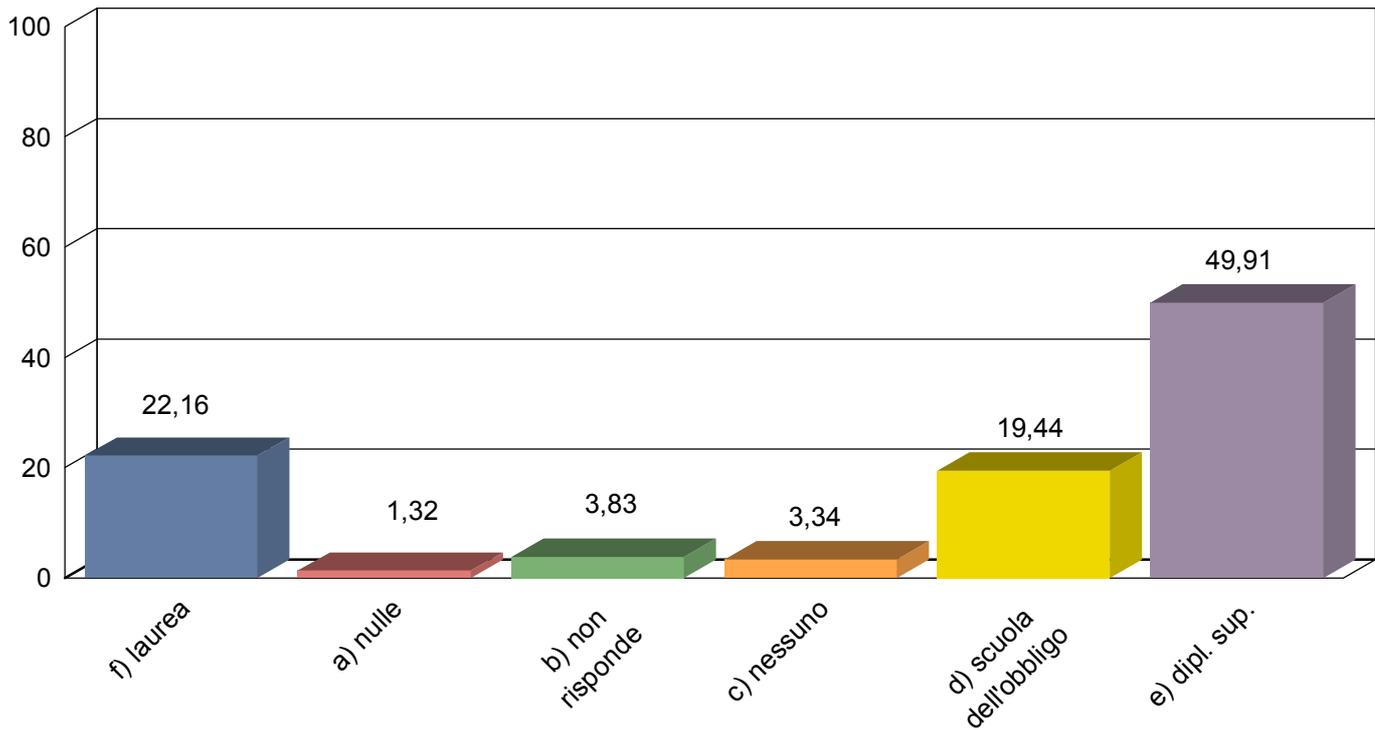


Nucleo familiare

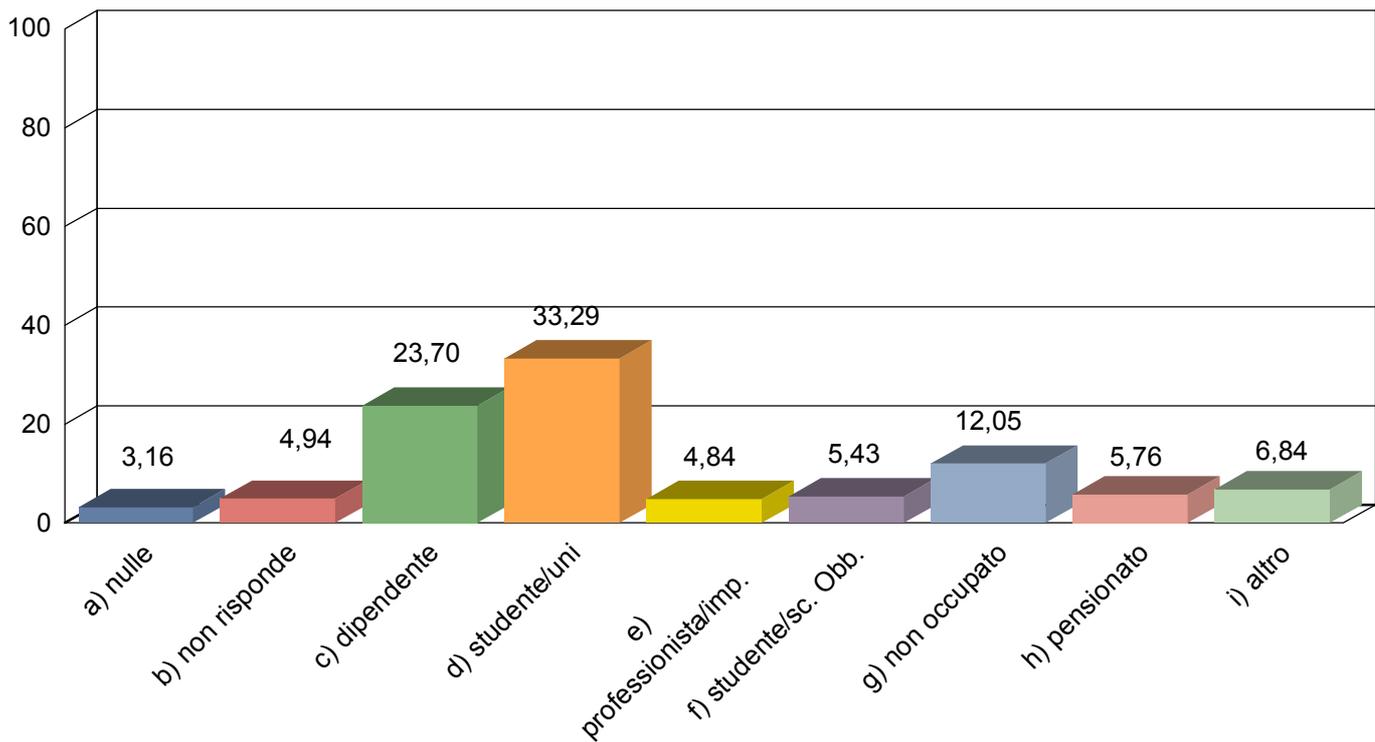




Titolo di studio

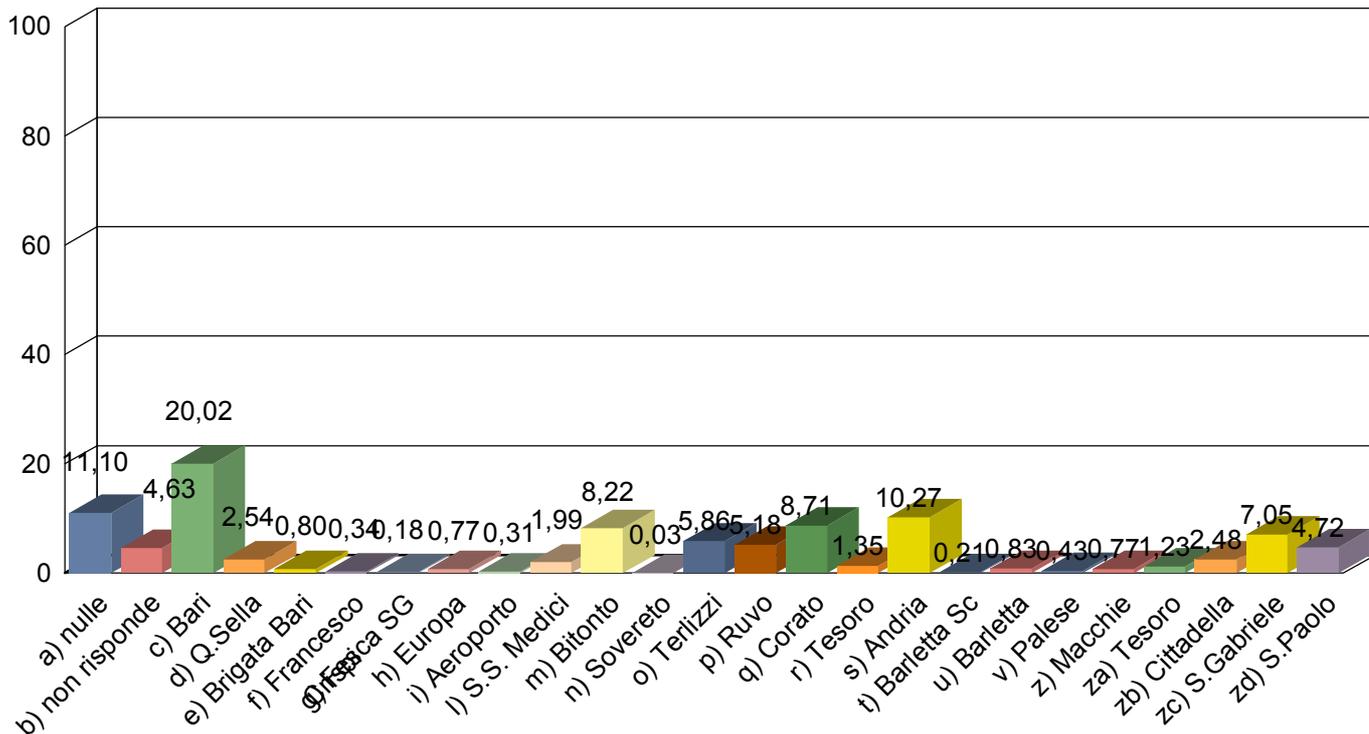


Occupazione

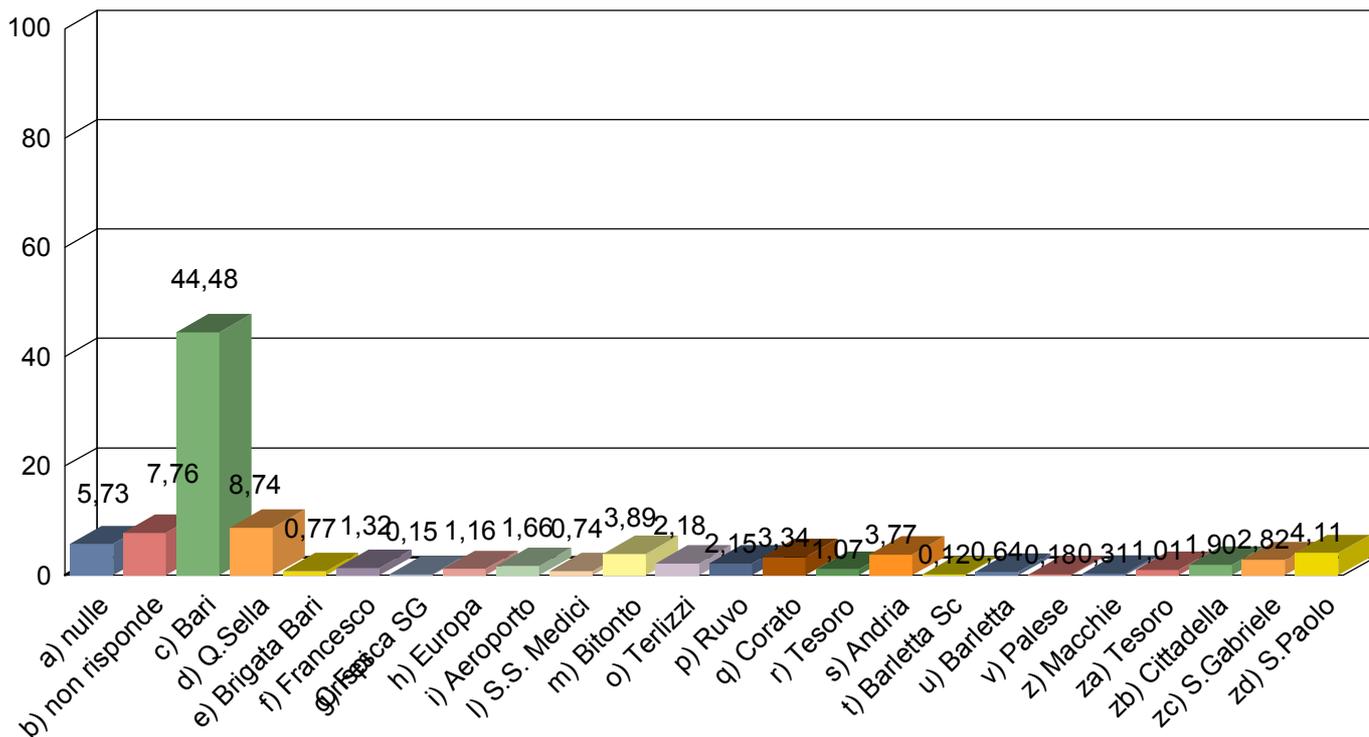




Città di partenza di questo viaggio

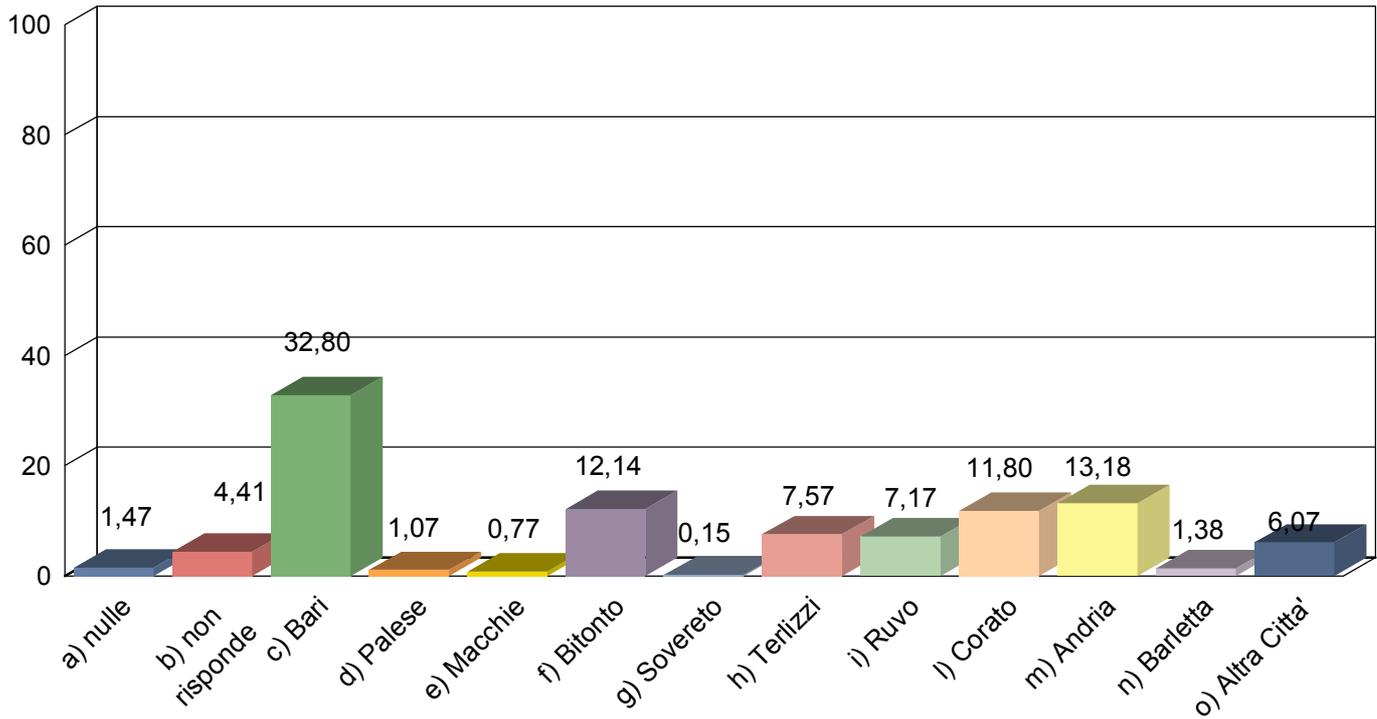


Città di arrivo di questo viaggio

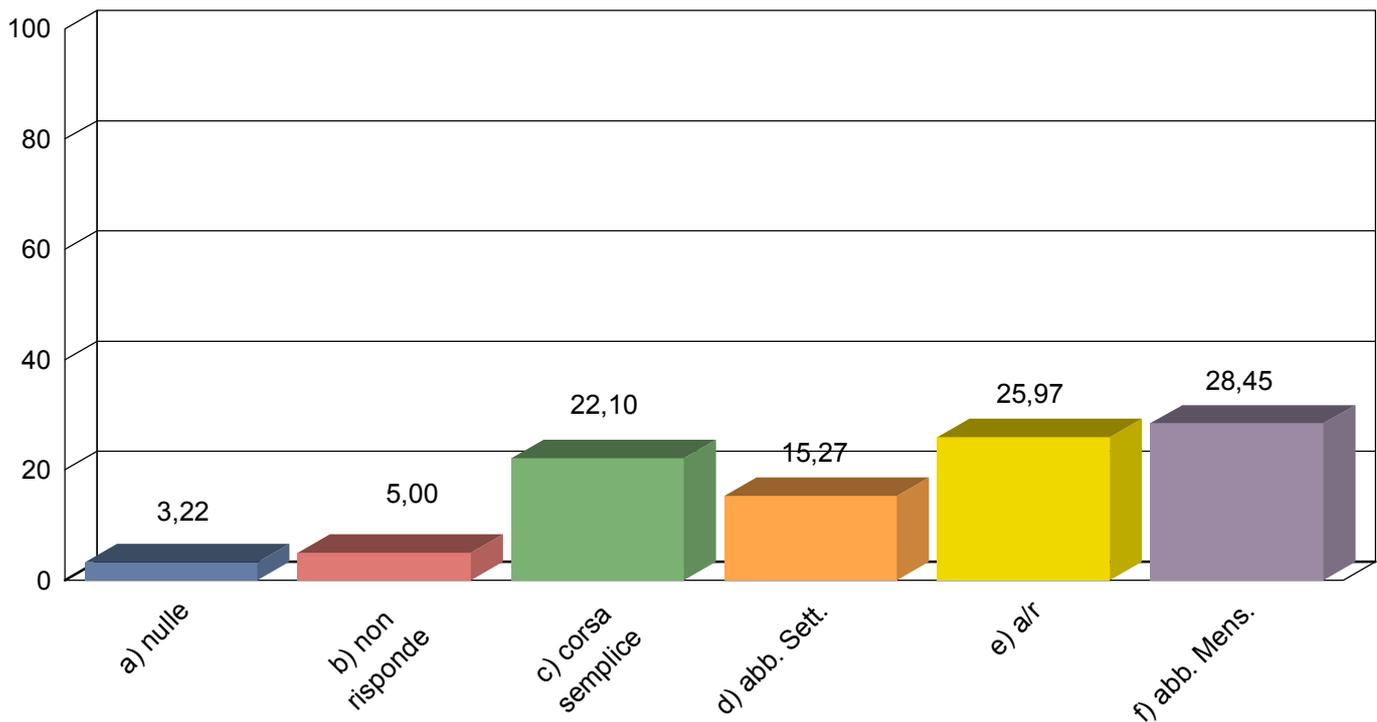




Citta' di residenza

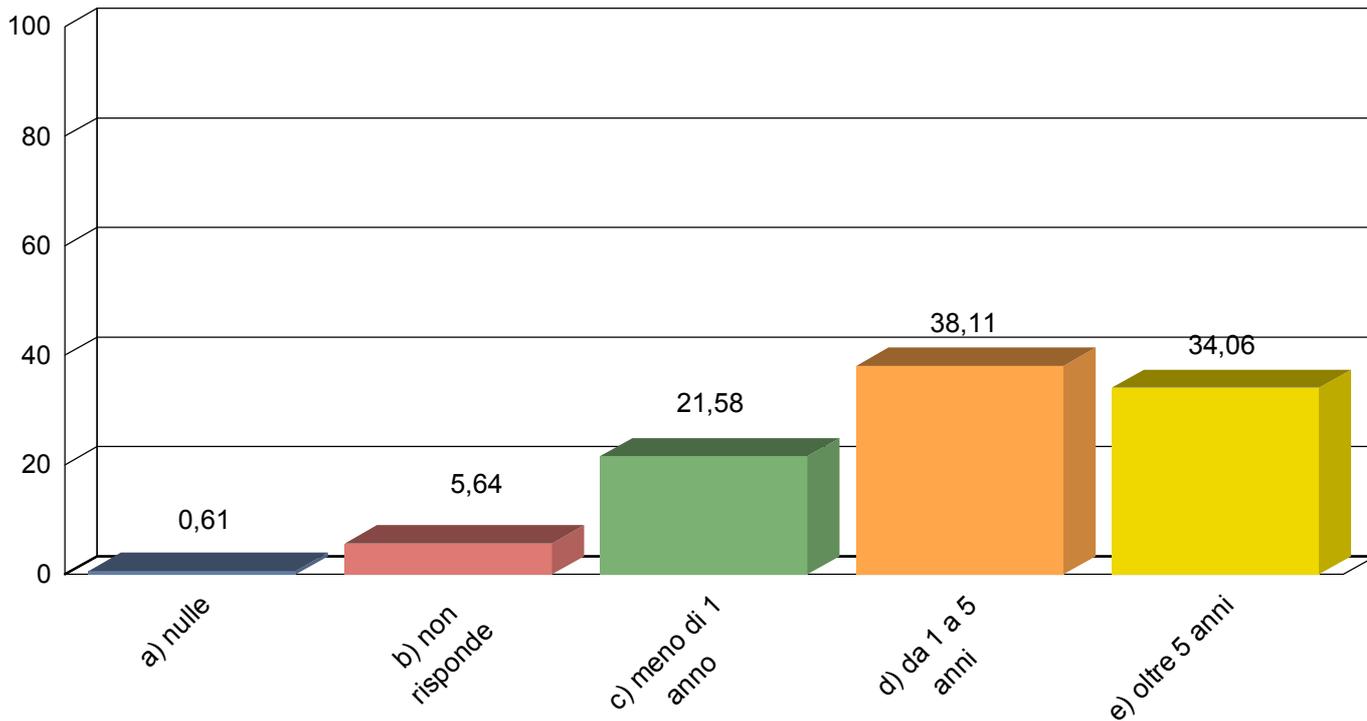


Tipo di biglietto utilizzato

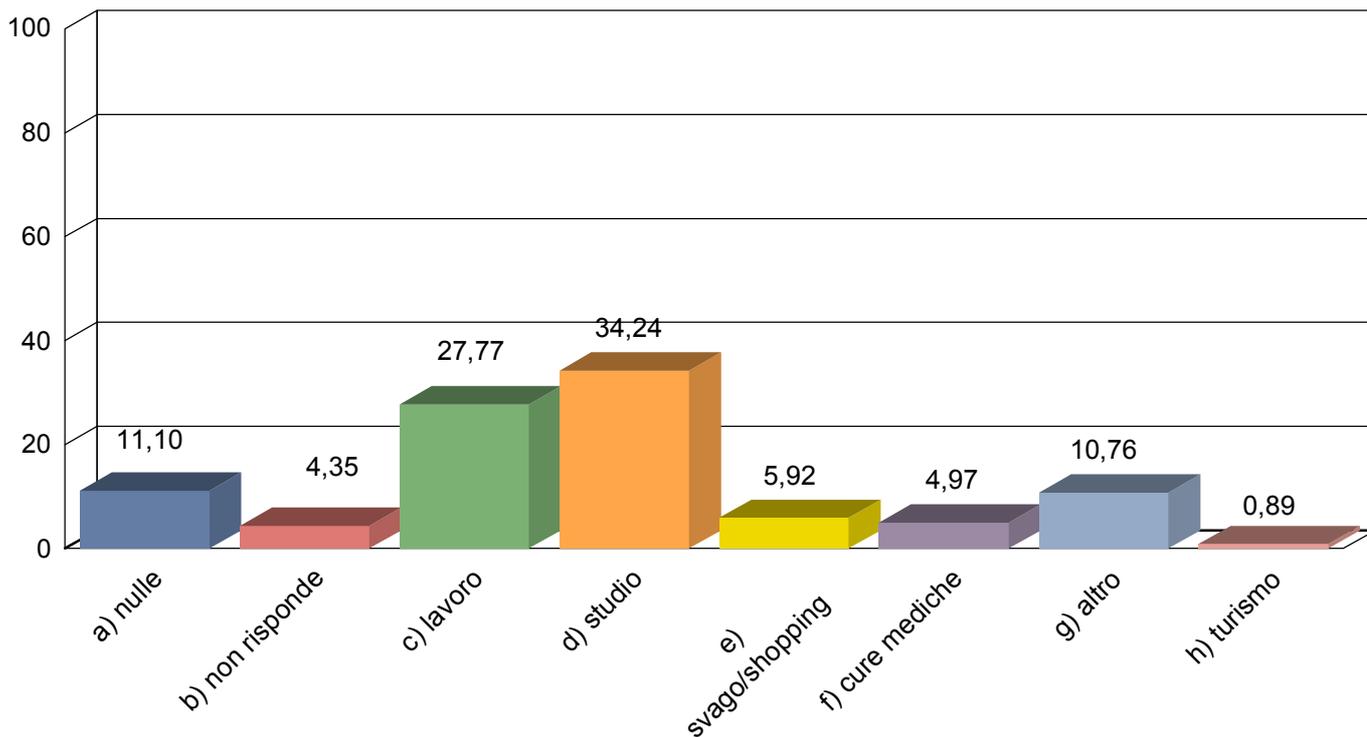




Da quanto tempo utilizza il treno

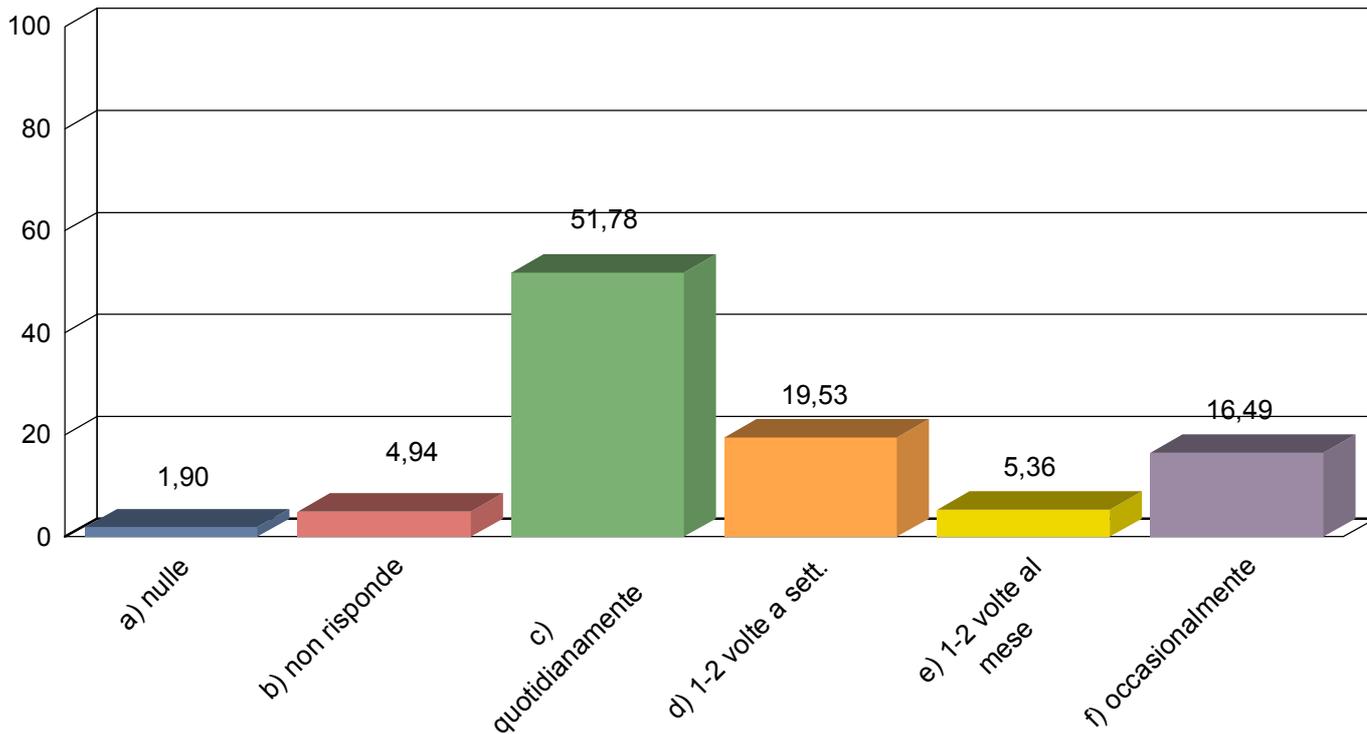


Scopo del viaggio

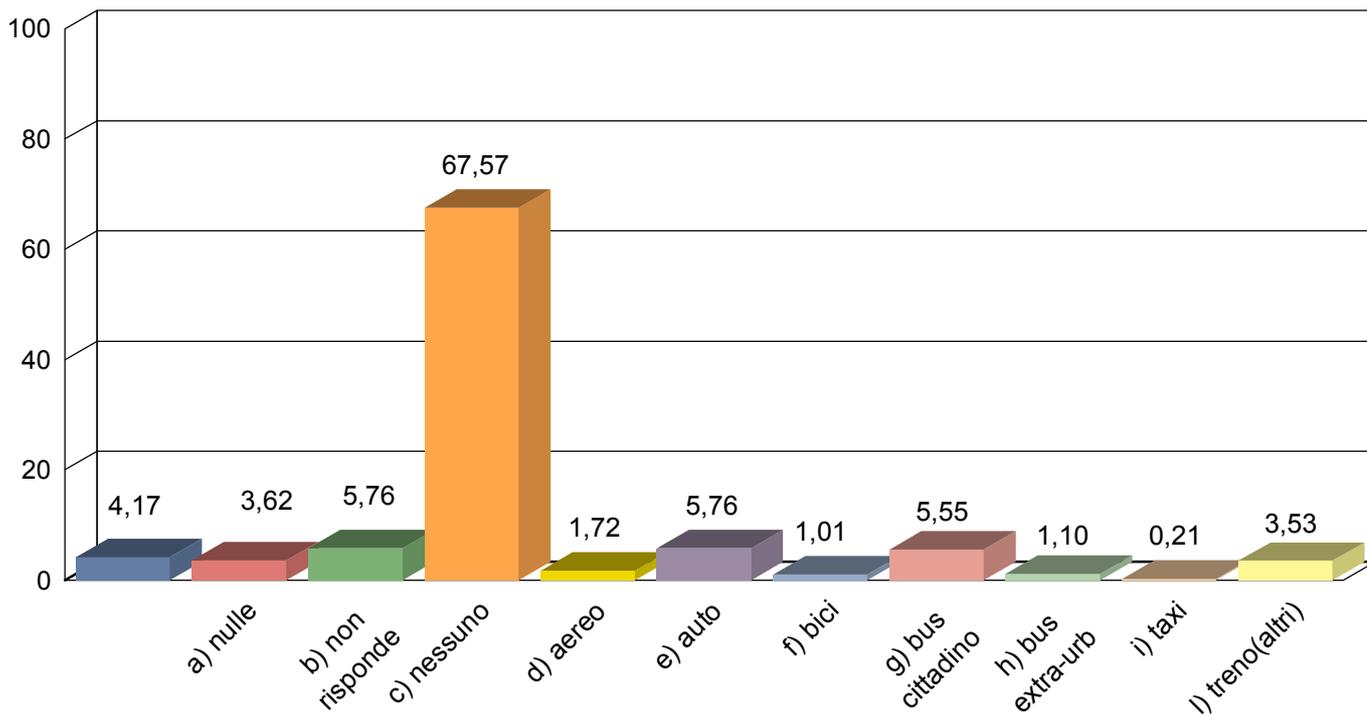




Frequenza di utilizzo

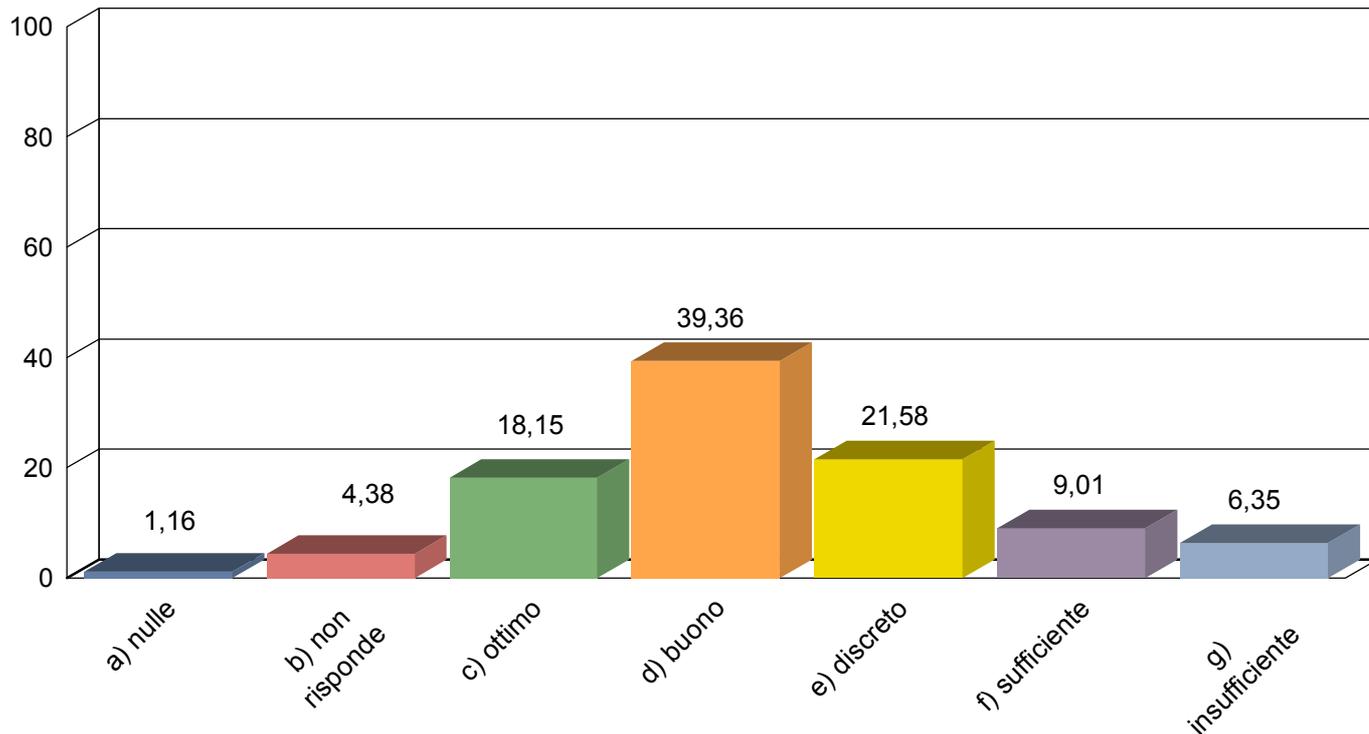


Con che mezzi prosegue questo viaggio

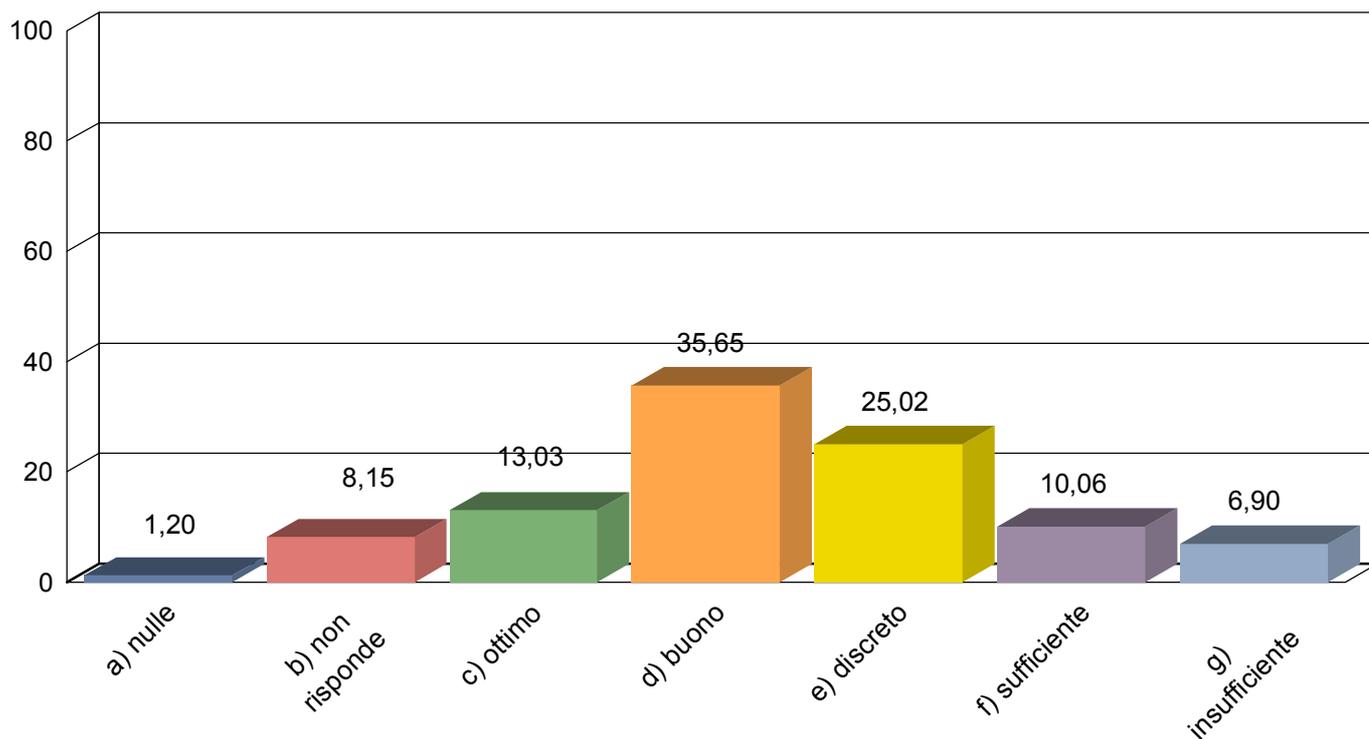




Puntualità delle corse

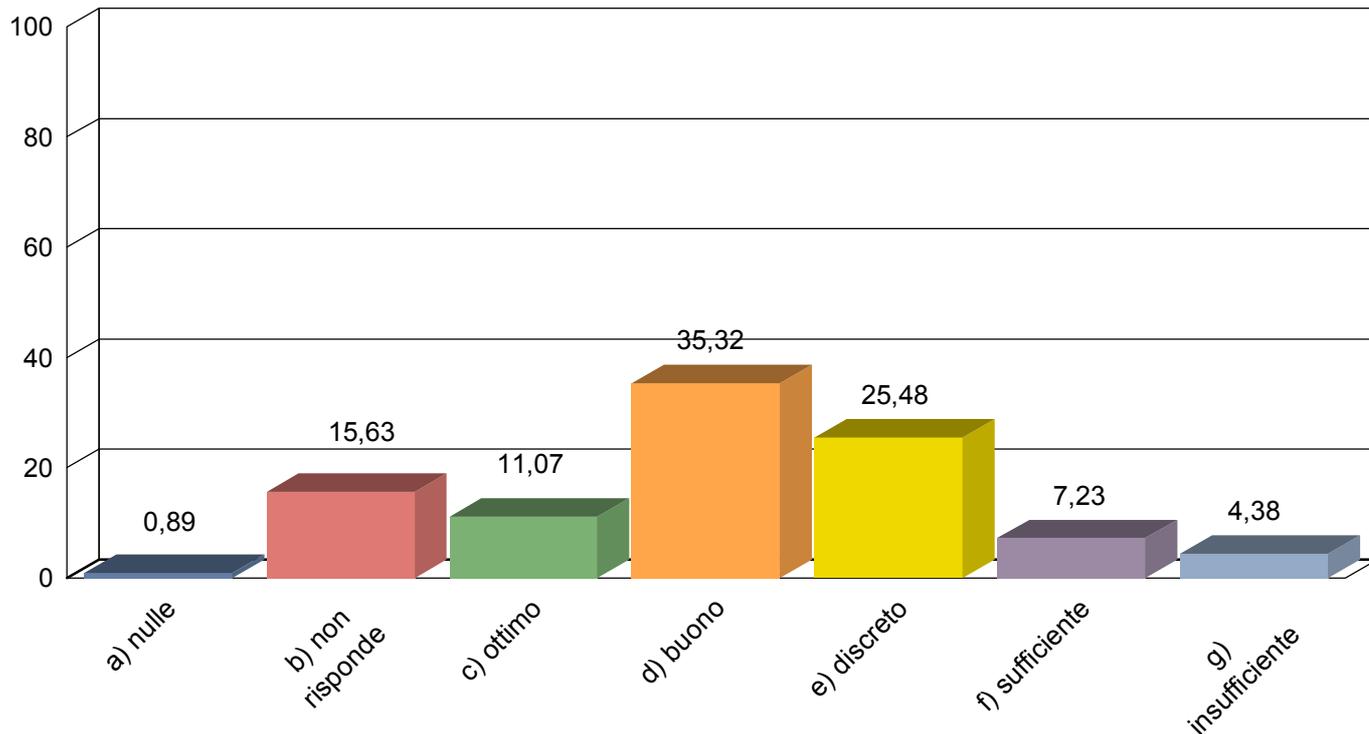


Frequenza delle corse

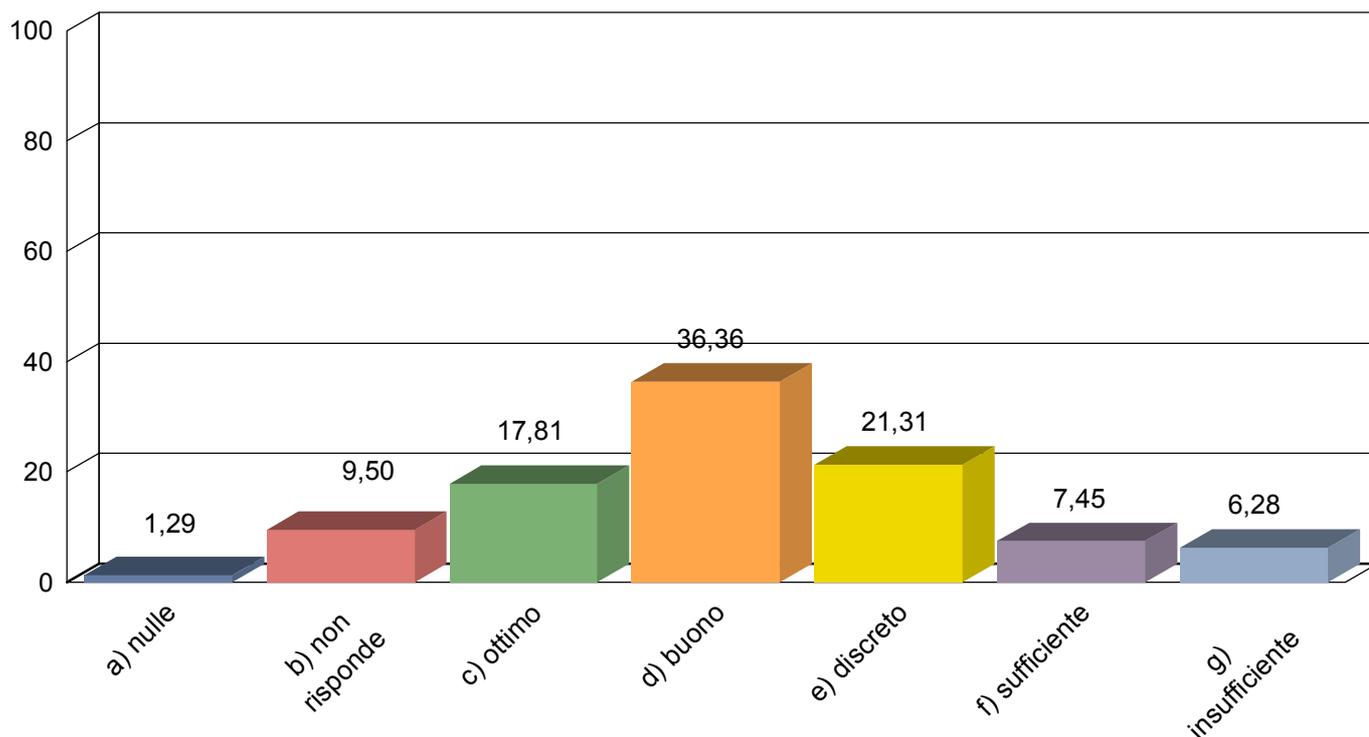




Adeguatezza coincidenze

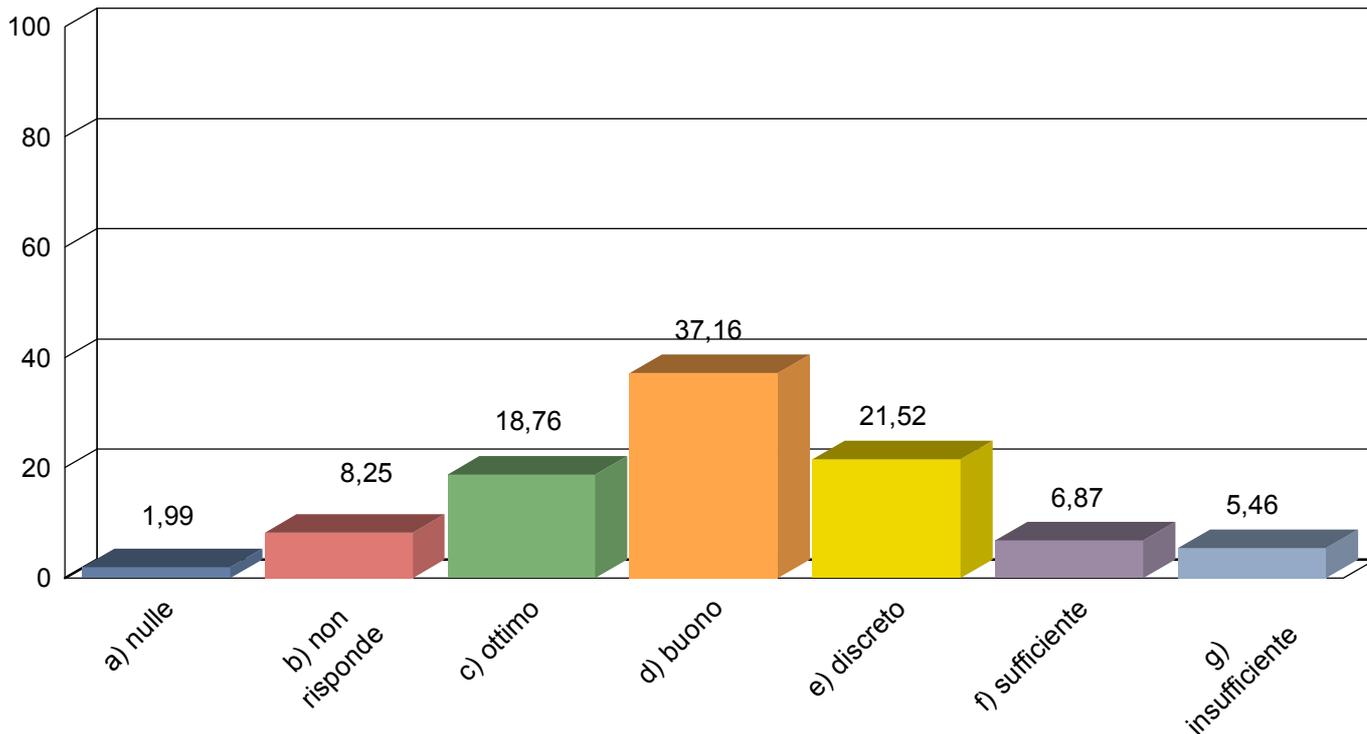


Informazioni nelle stazioni

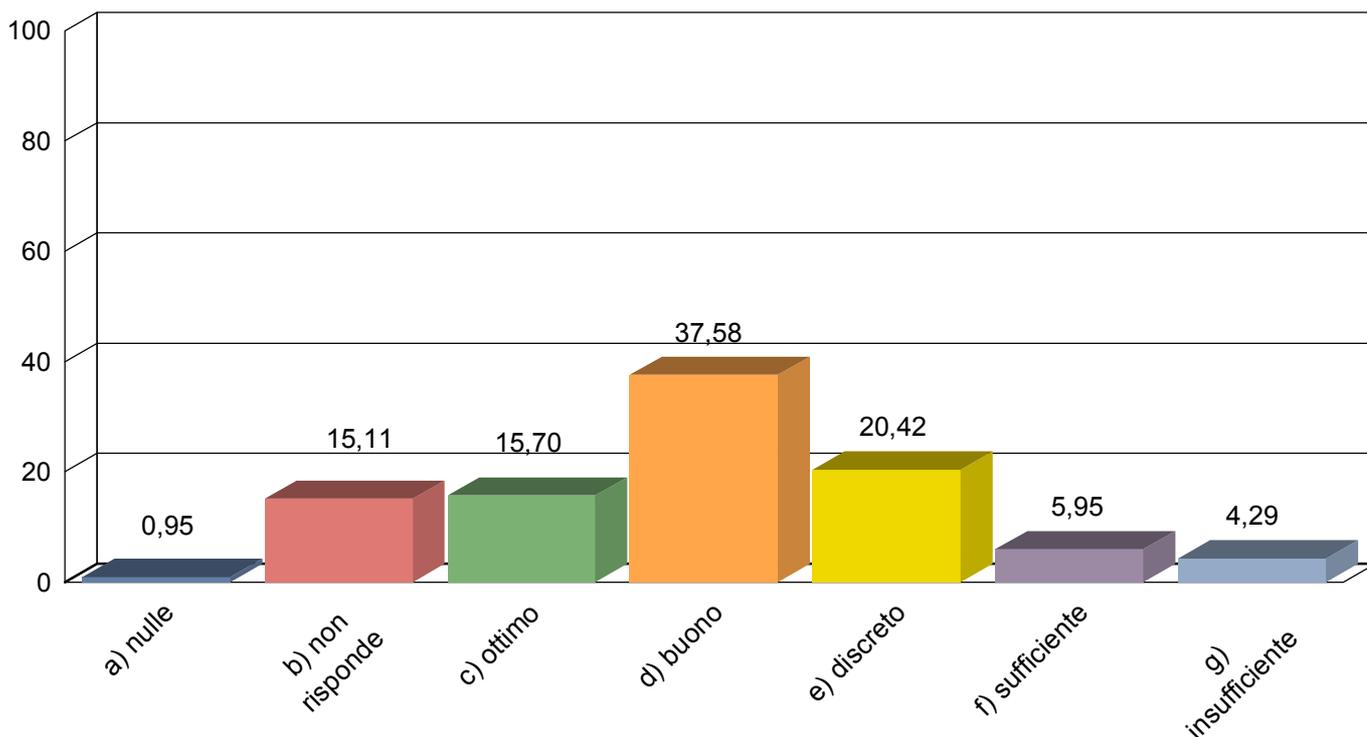




Informazioni a bordo

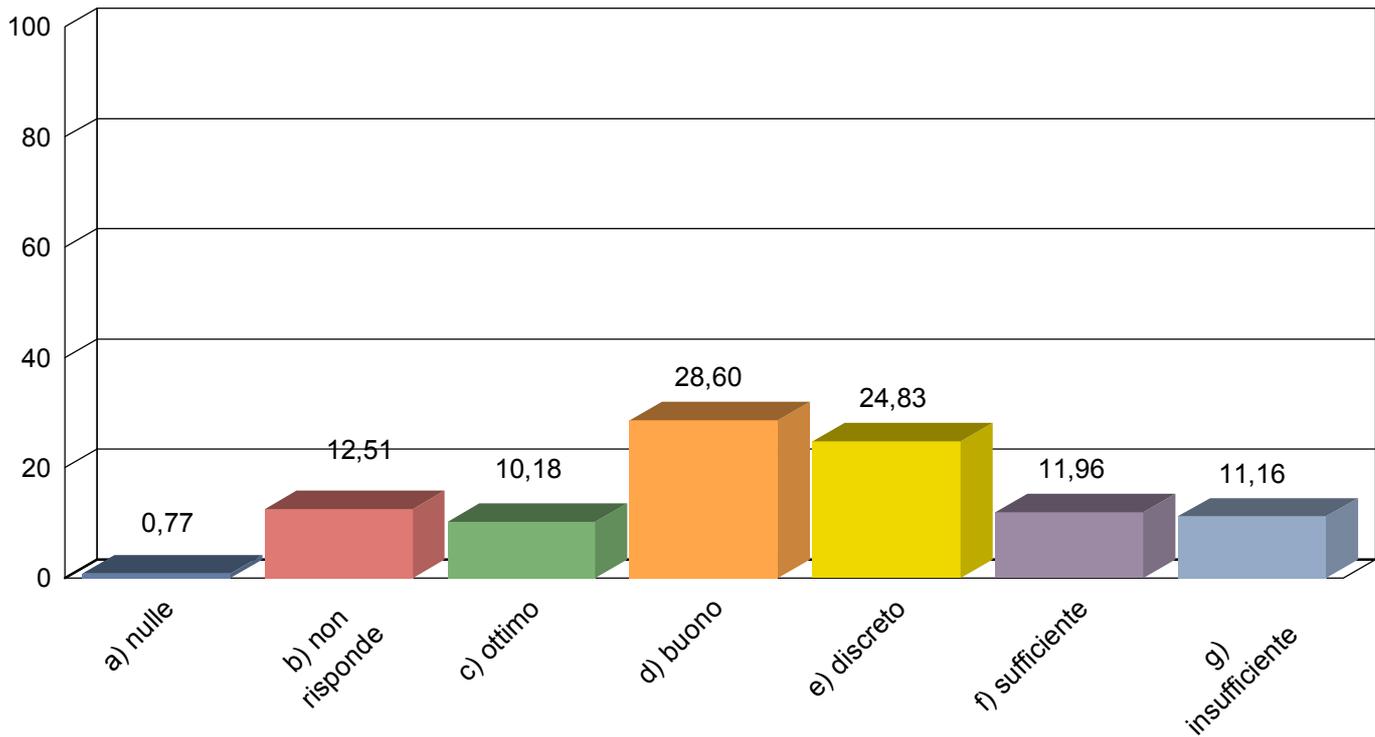


Informazioni via web (sito, carta ecc)

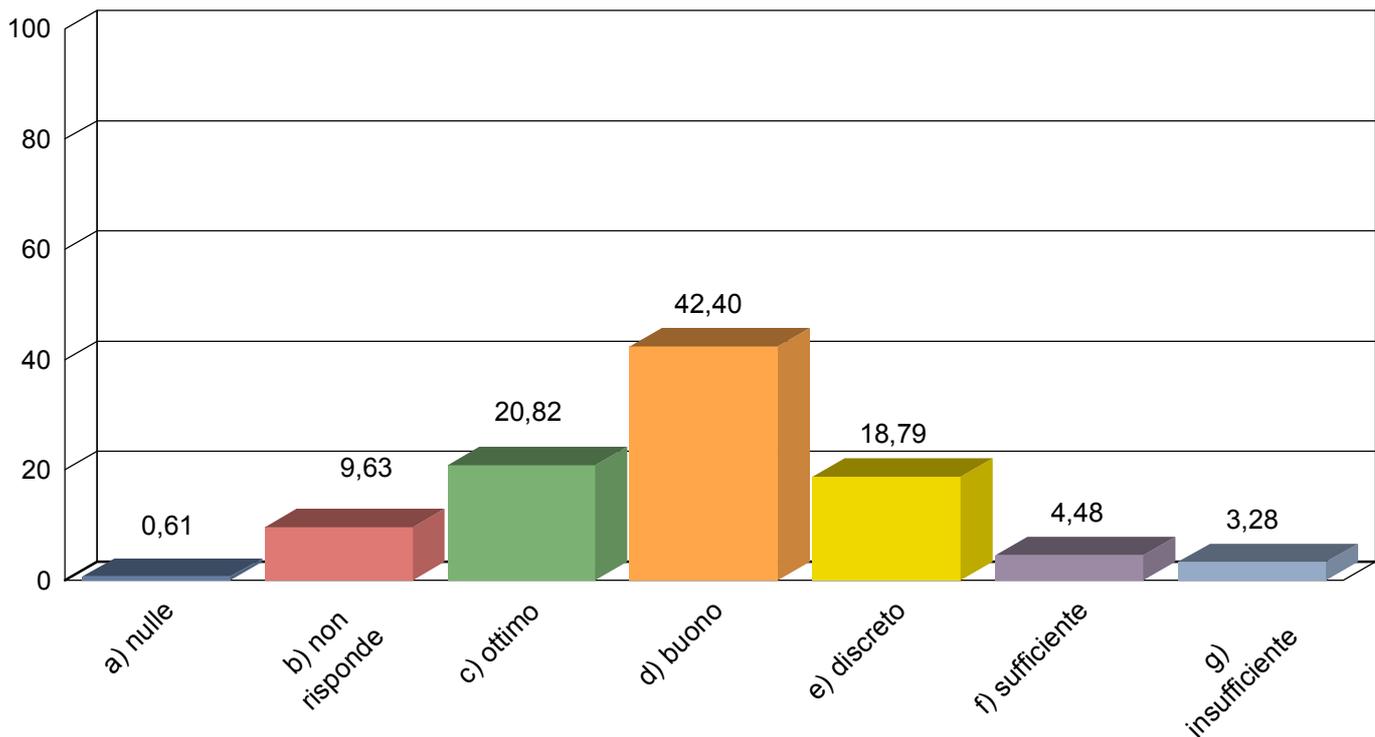




Rapidità nel fornire informazioni in caso di disservizio

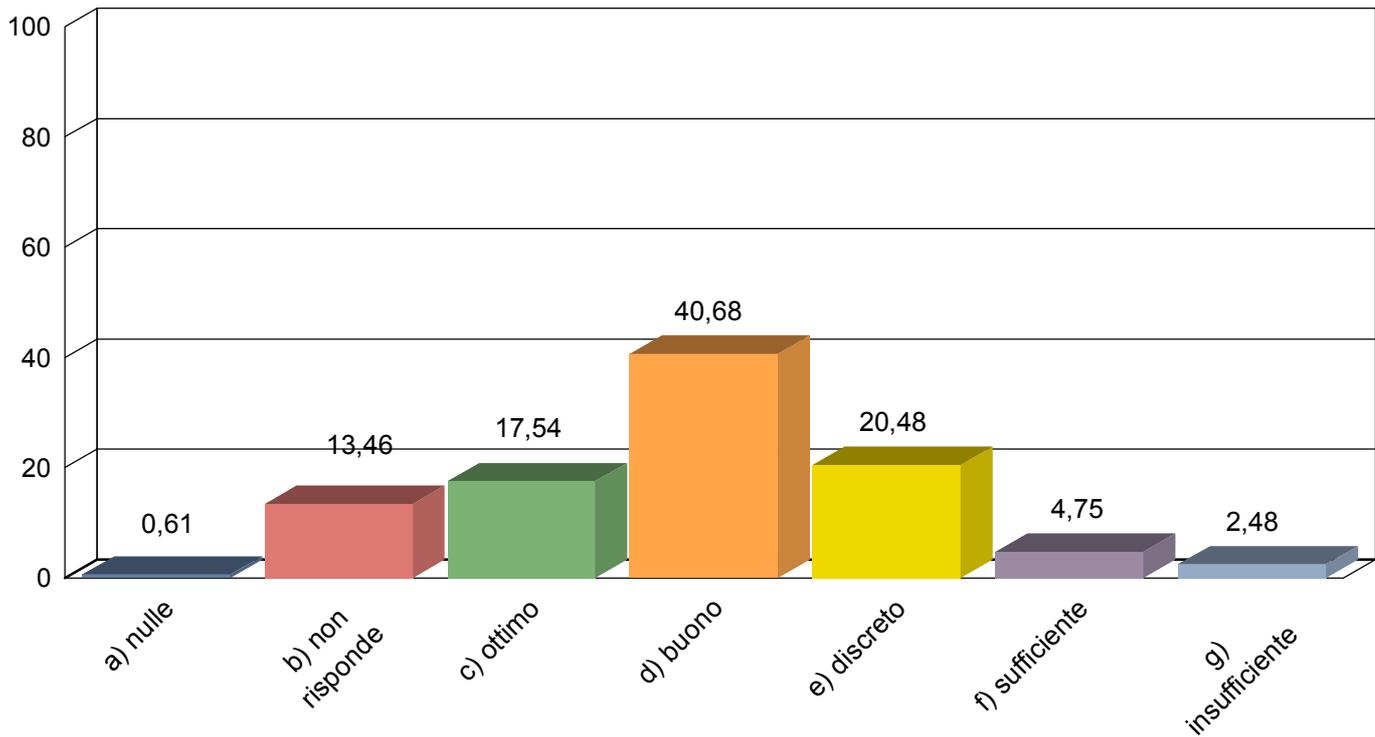


Reperibilità orari e tariffe

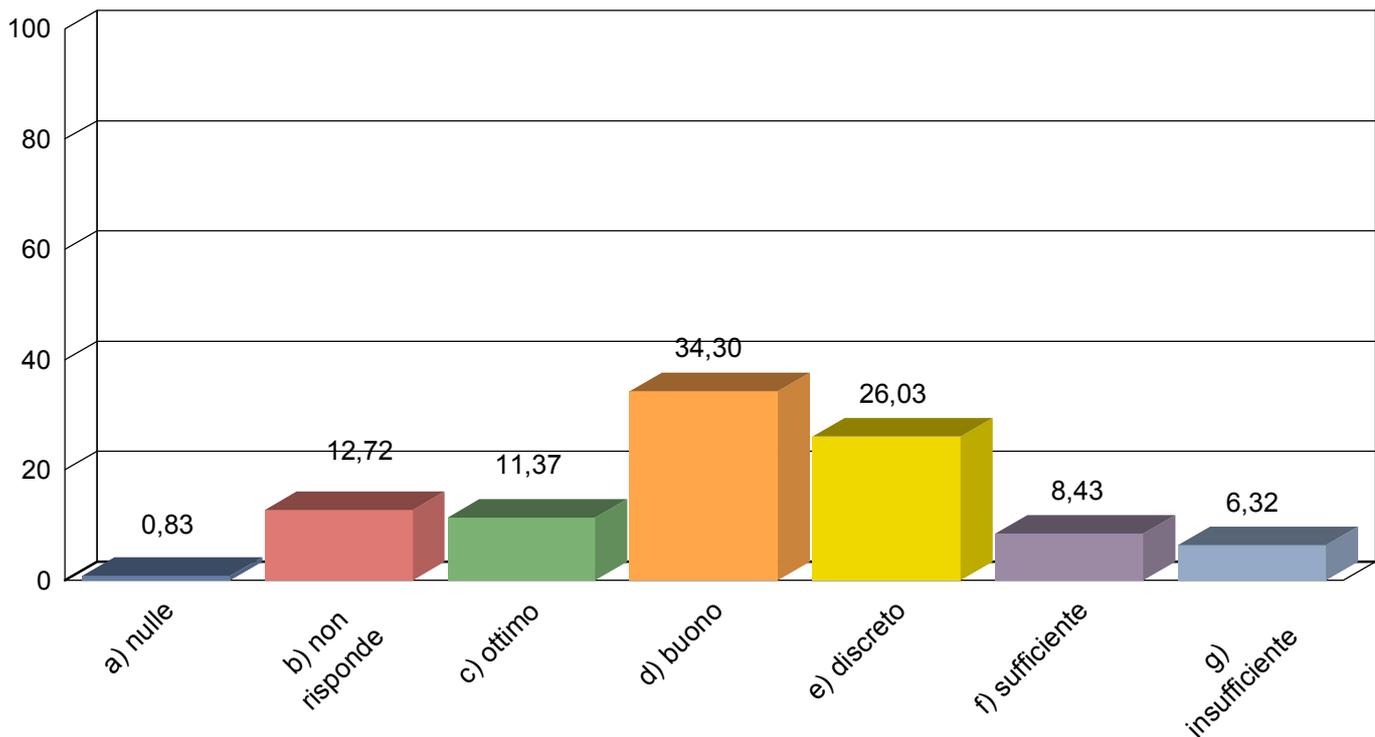




Reperibilità titoli di viaggio

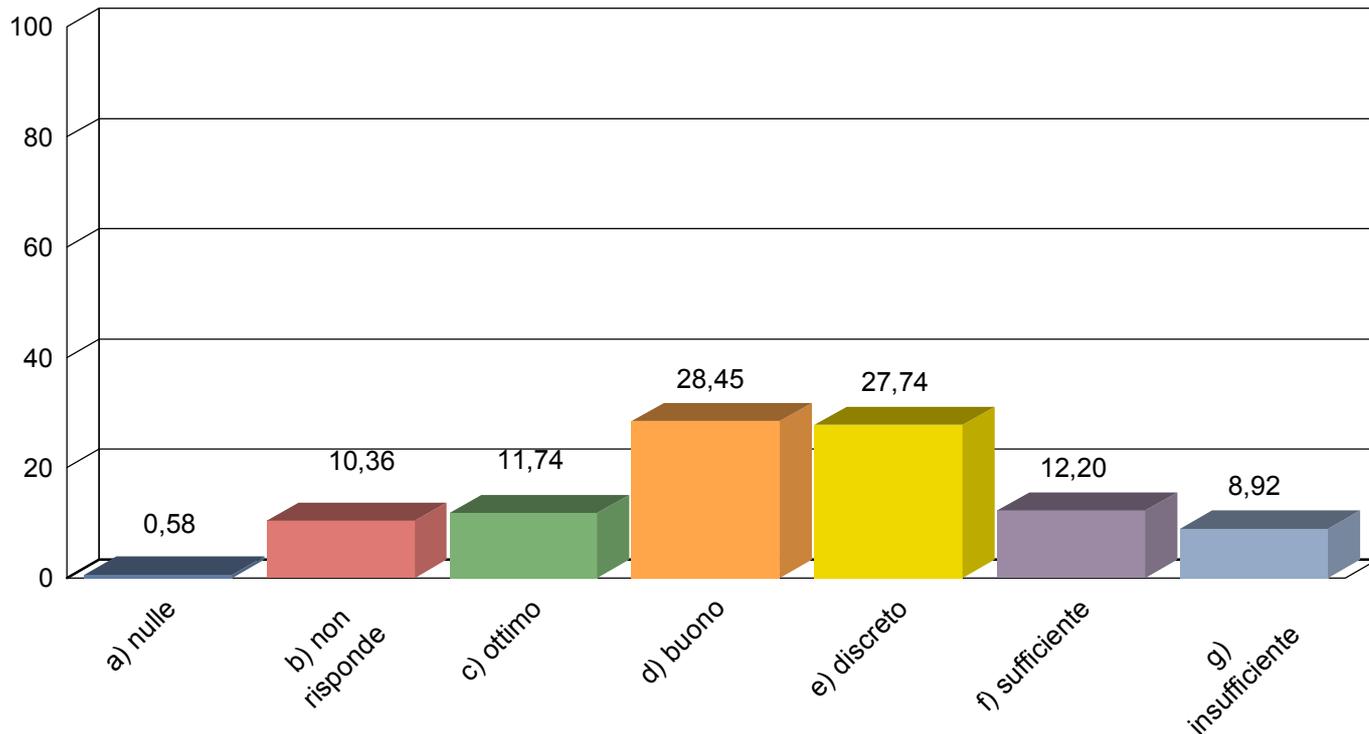


Copertura del servizio in estate e festivi

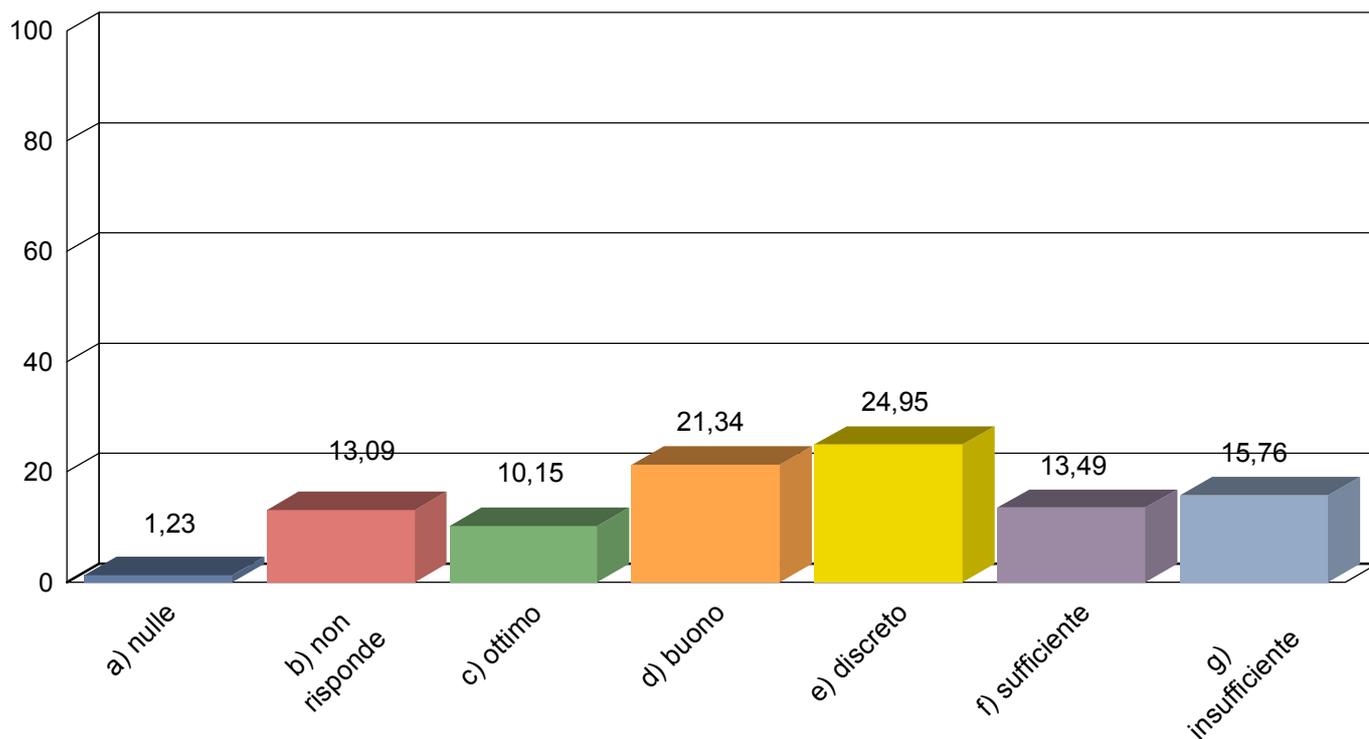




Funzionamento oblitteratrici

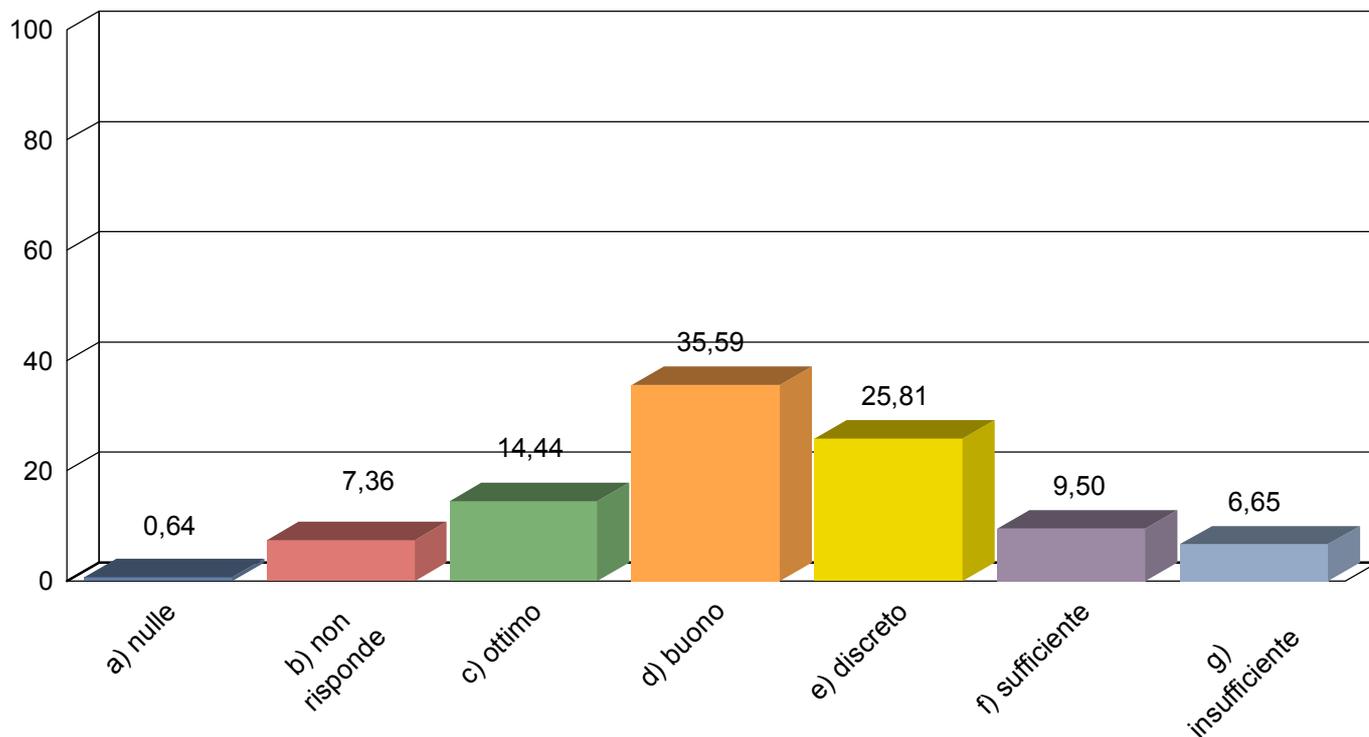


Funzionamento e pulizia bagni di stazione

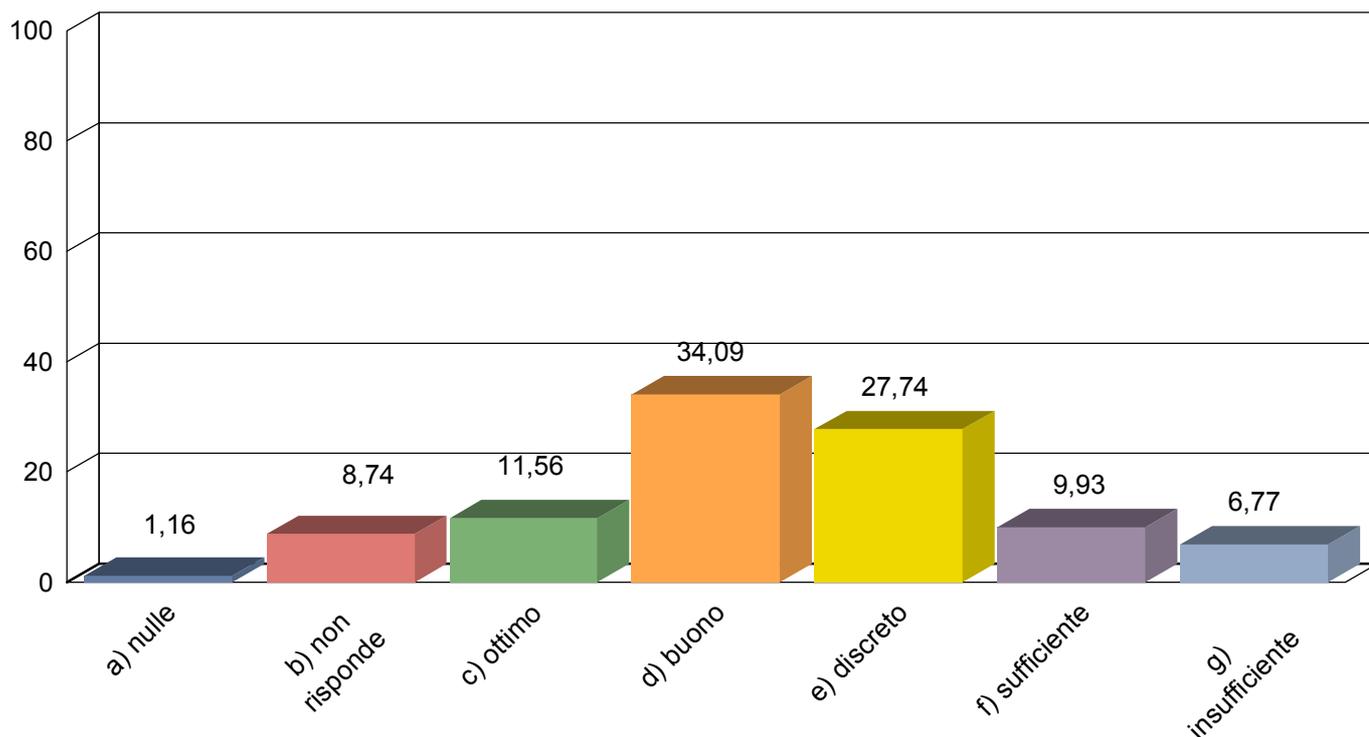




Pulizia del mezzo di trasporto

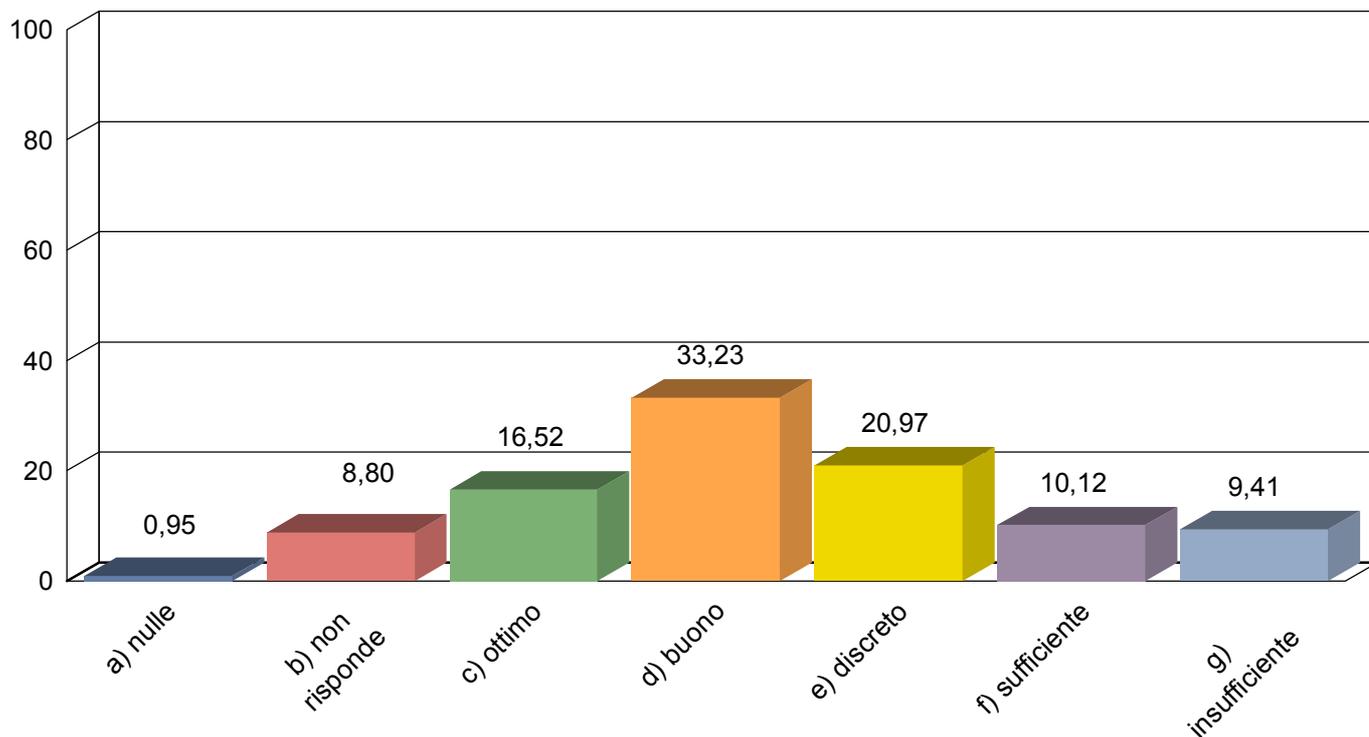


Pulizia stazioni

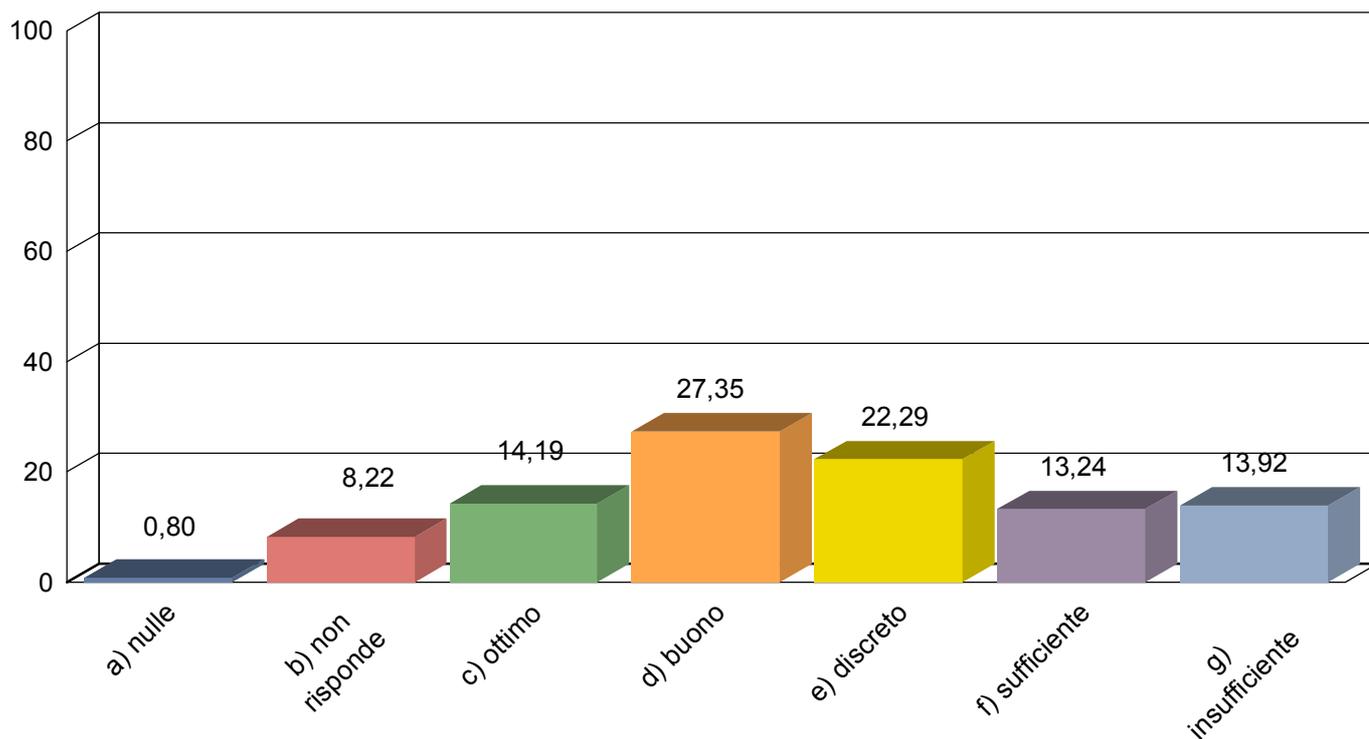




Efficienza climatizzazione estate / inverno

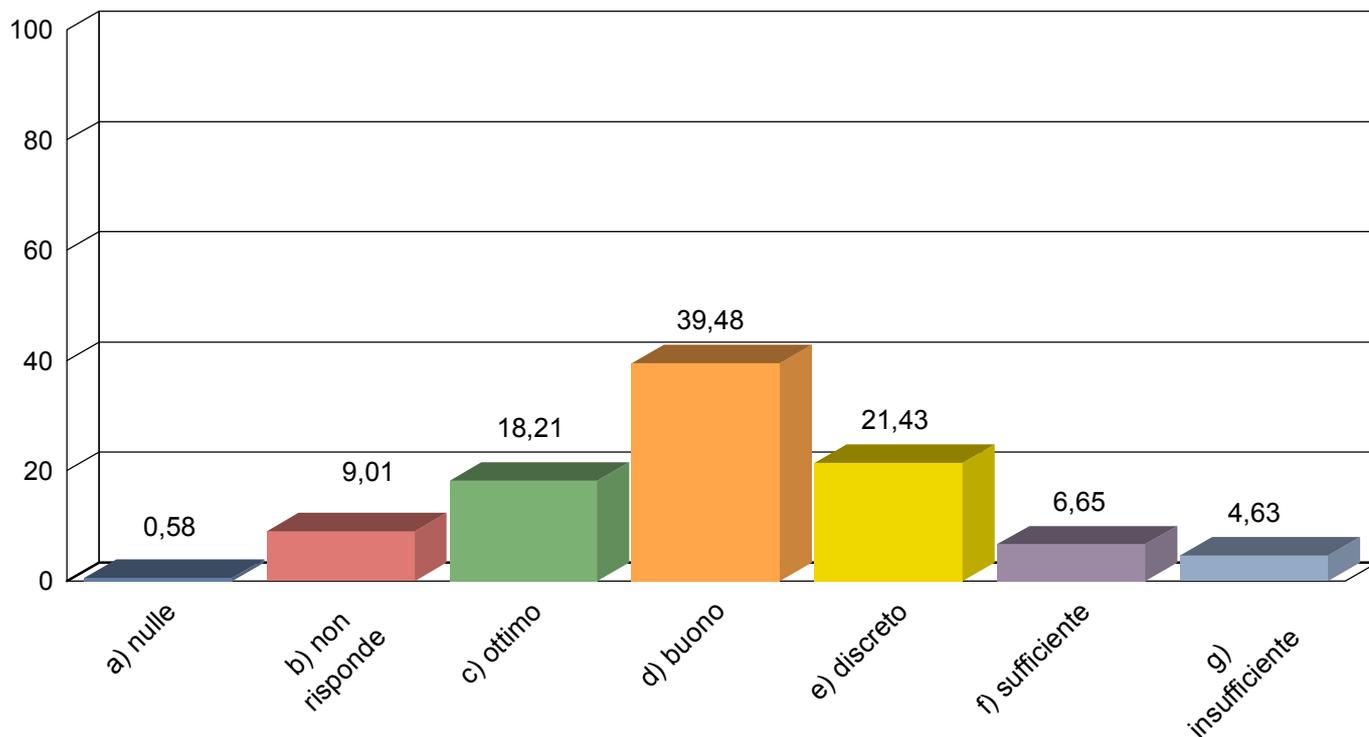


Disponibilita' dei posti a sedere

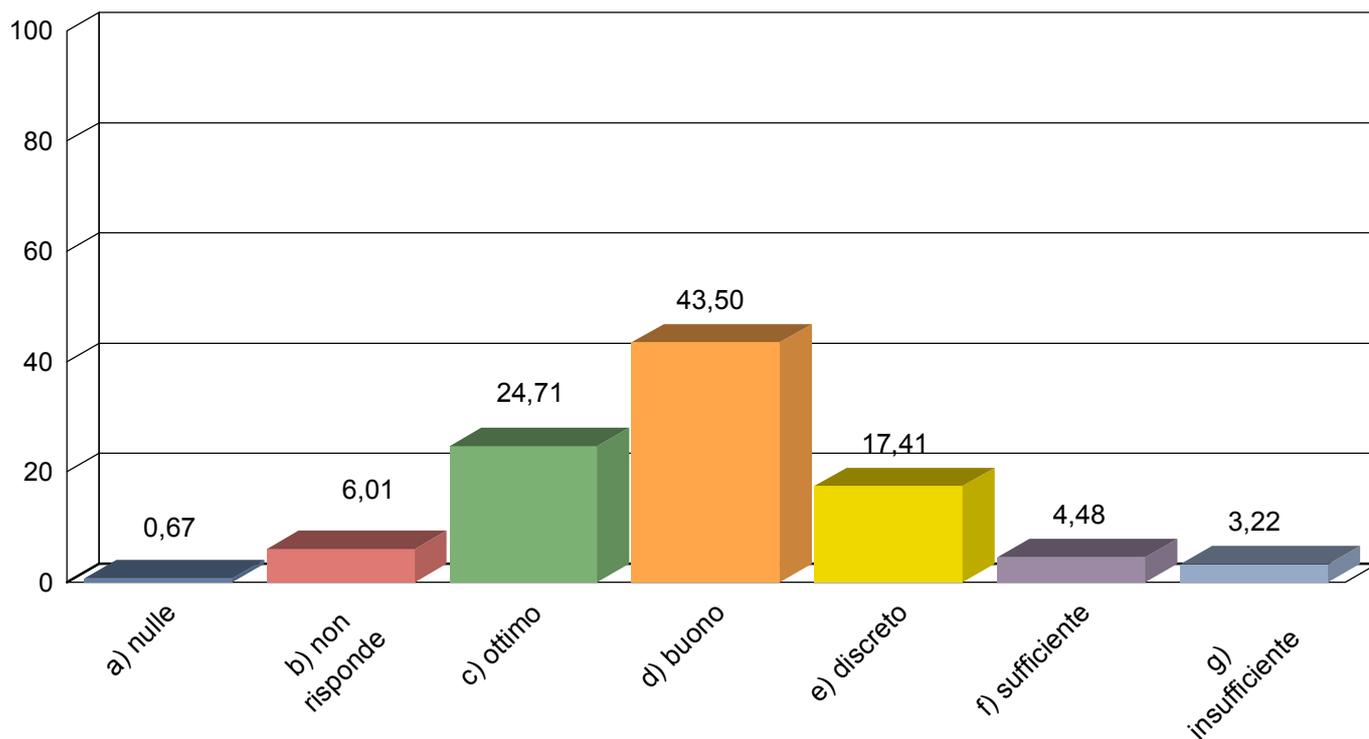




Sicurezza sul mezzo di persone e cose

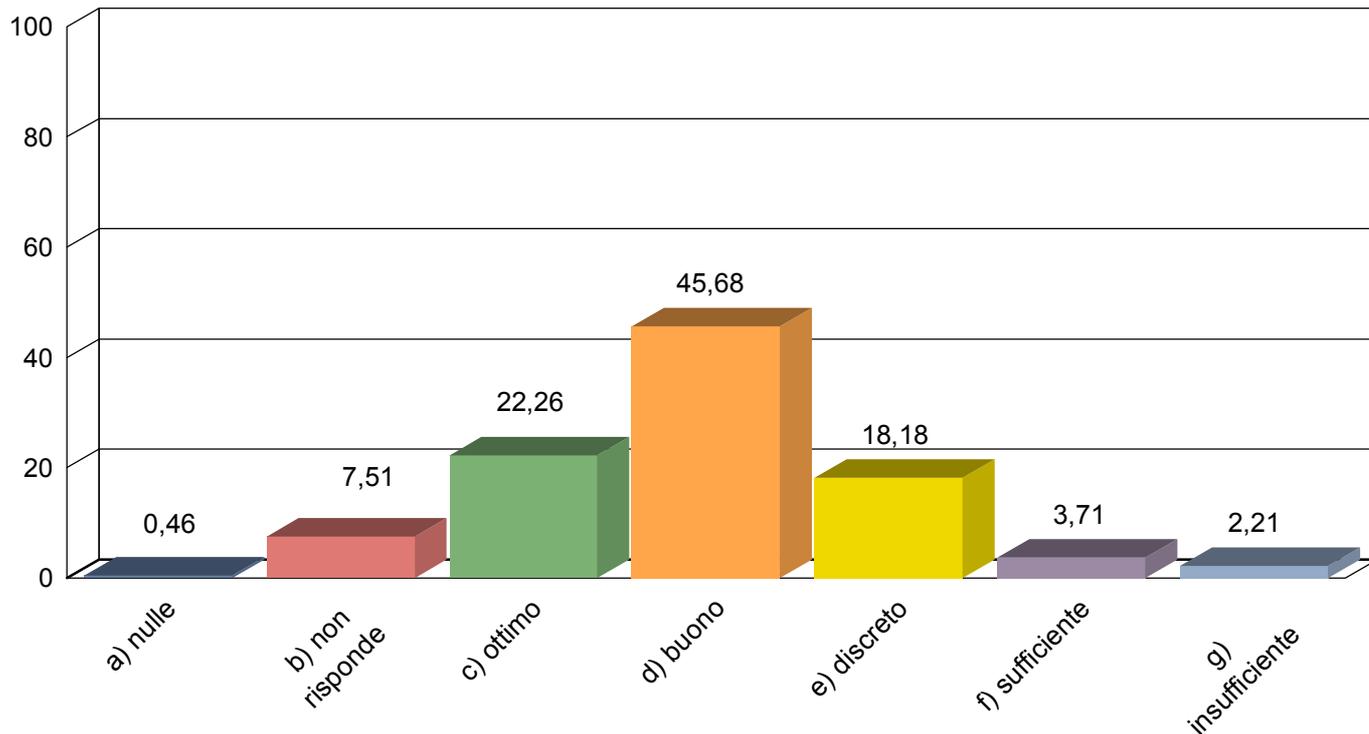


Cortesia / Disponibilità del personale

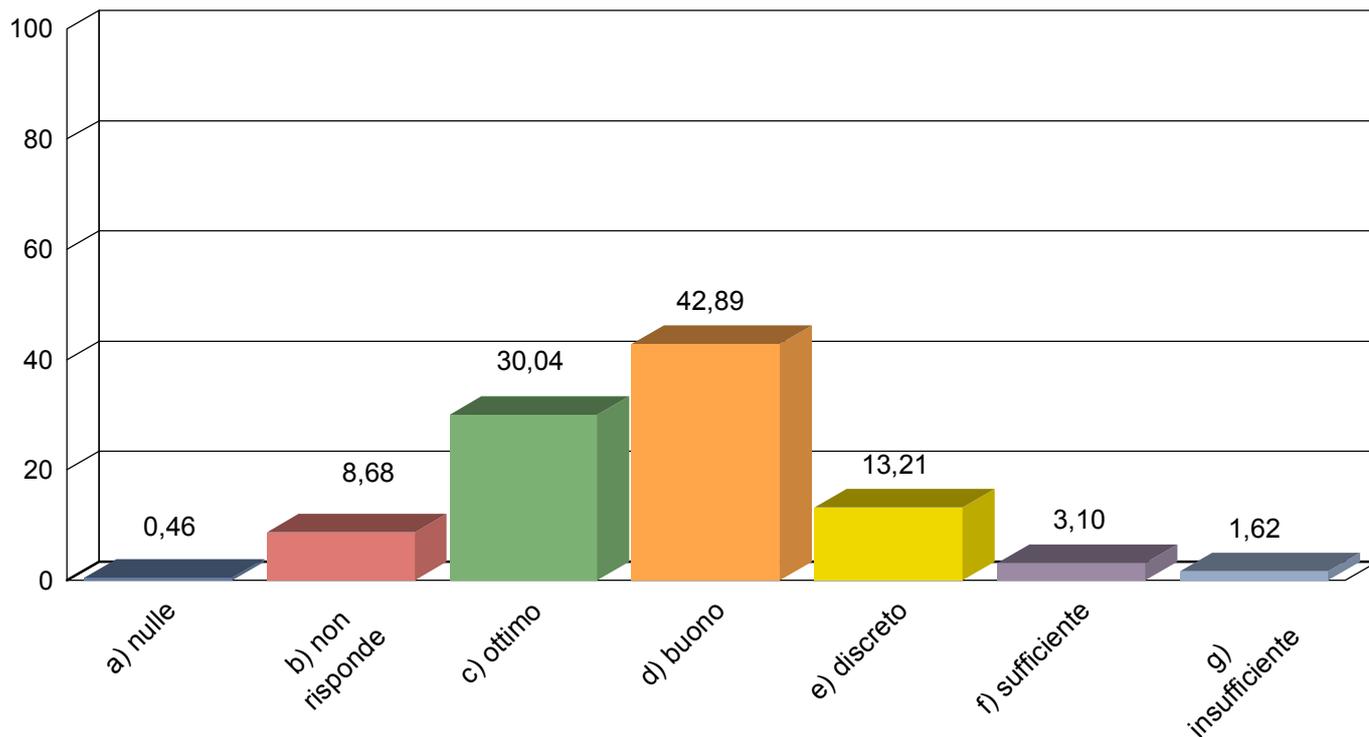




Competenza del personale

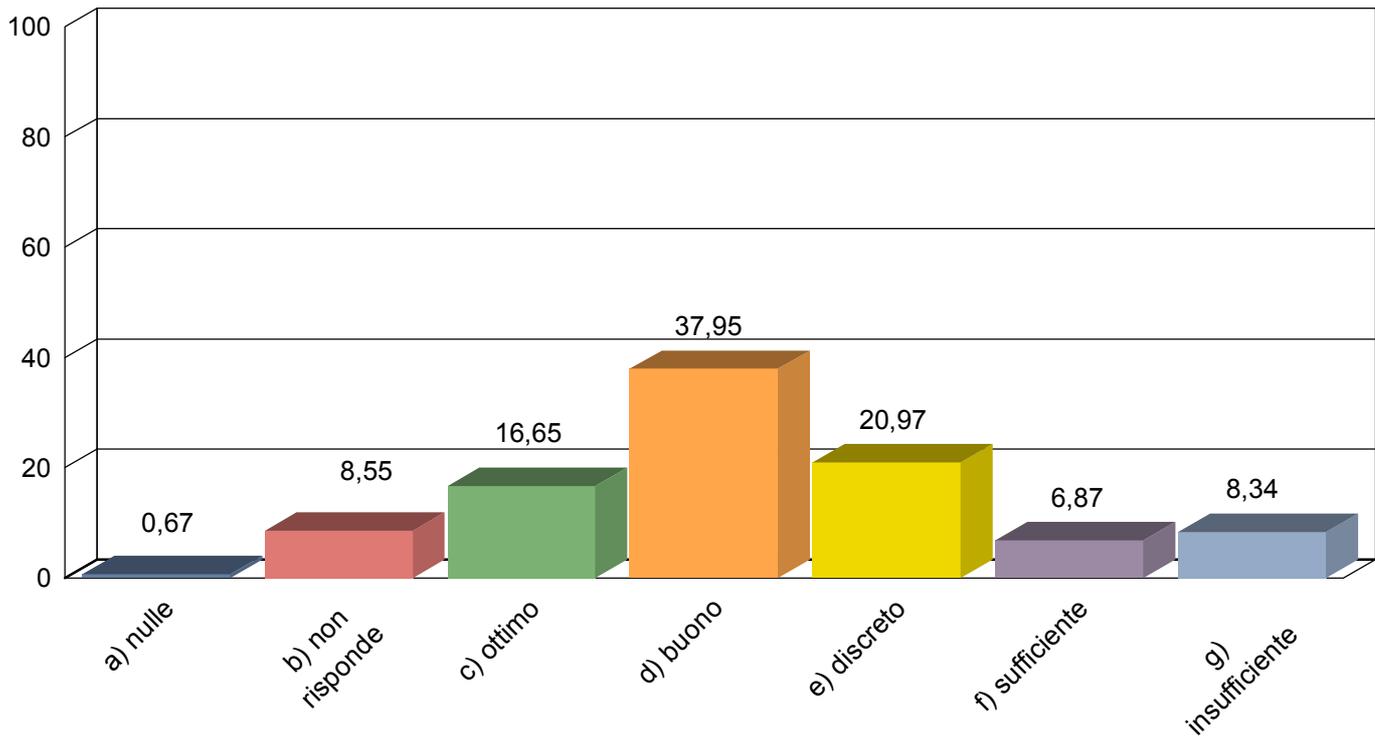


Riconoscibilità del personale

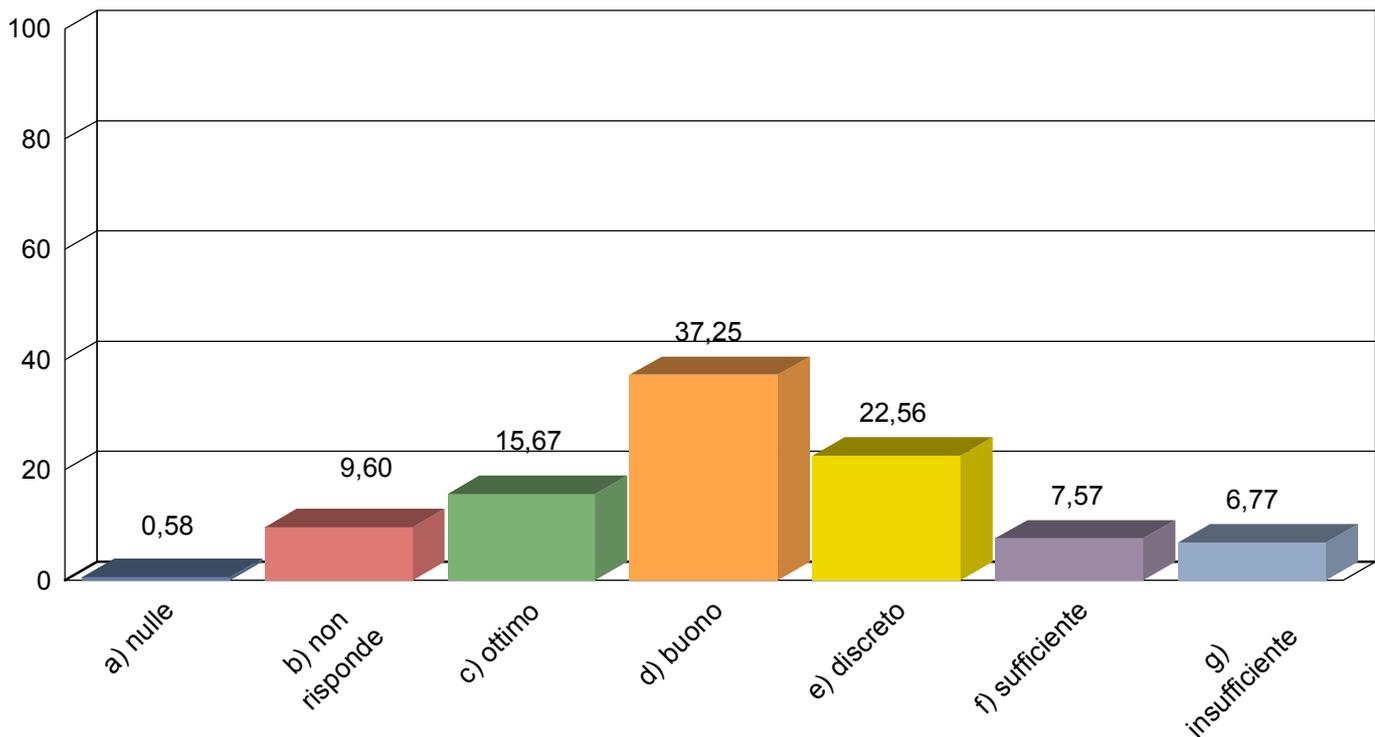




Gradimento dei contenuti trasmessi

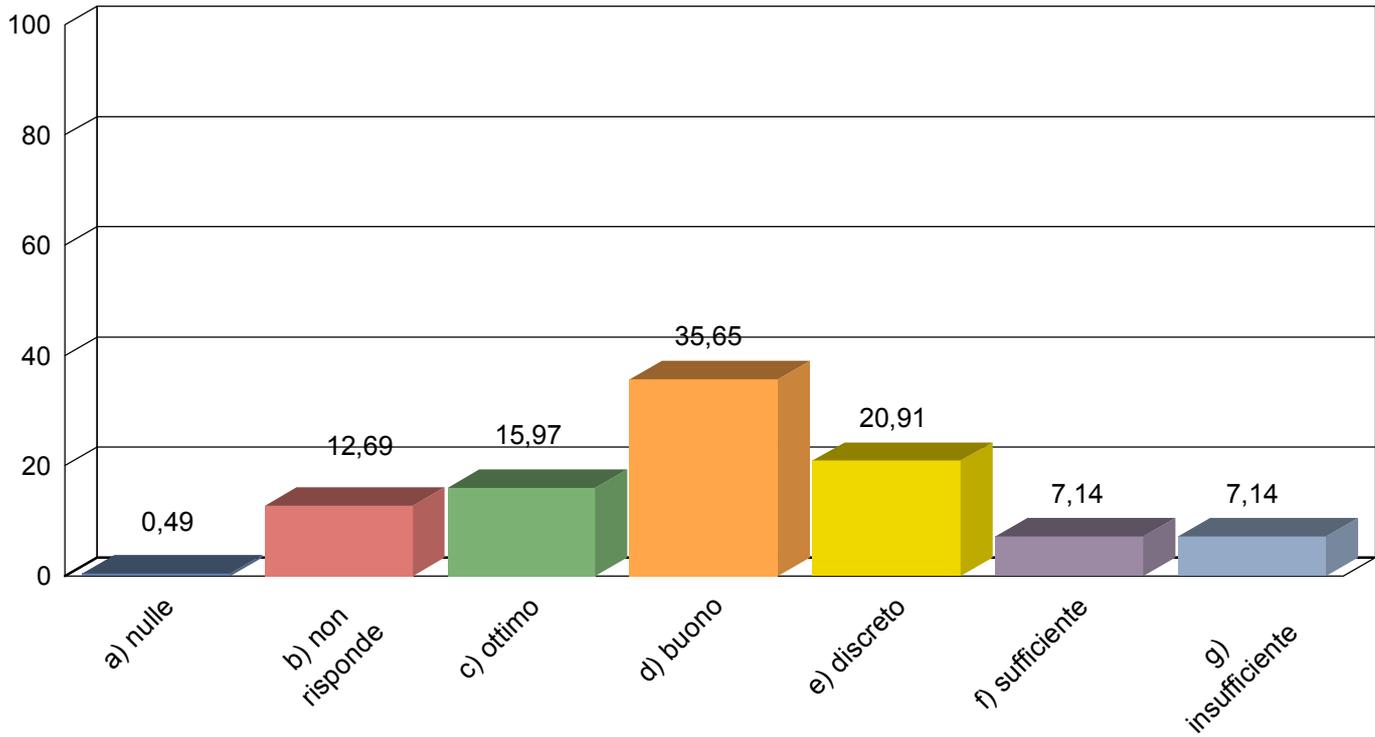


Qualita' audio delle trasmissioni radio





Adeguatezza del volume delle trasmissioni



Indagine conoscitiva sulla soddisfazione dei viaggiatori

Linea: FERROVIA

DICEMBRE 2014

