



FERROTRAMVIARIA SPA
FERROVIE DEL NORD BARESE
AUTOLINEE

Indagine conoscitiva sulla soddisfazione dei viaggiatori delle autolinee

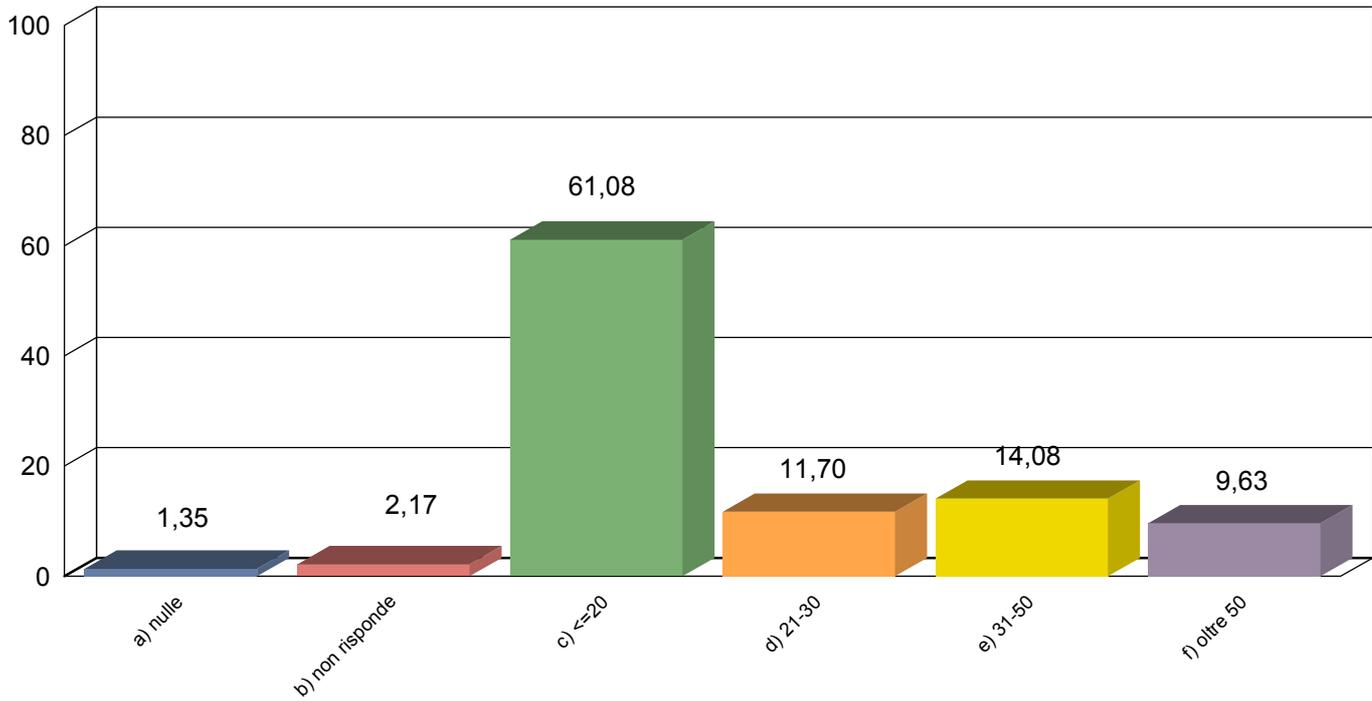
GENNAIO 2016

(campione esaminato: 966 viaggiatori)

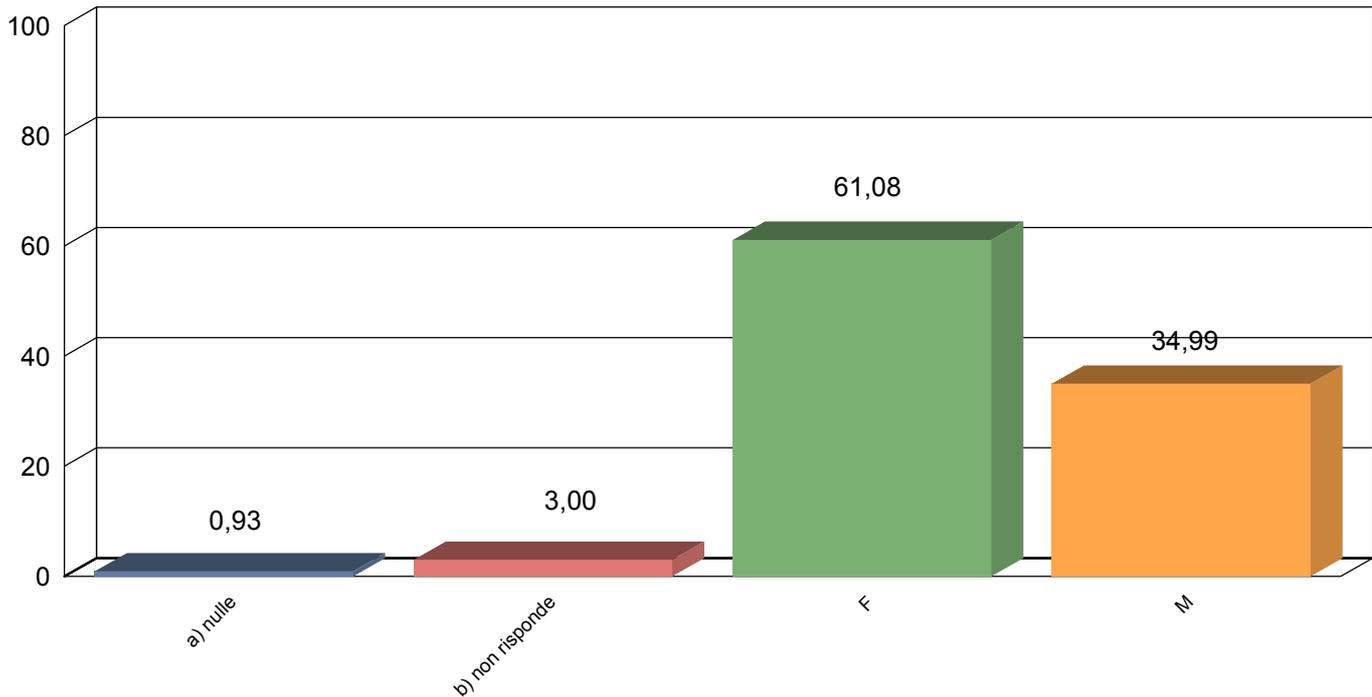




Età

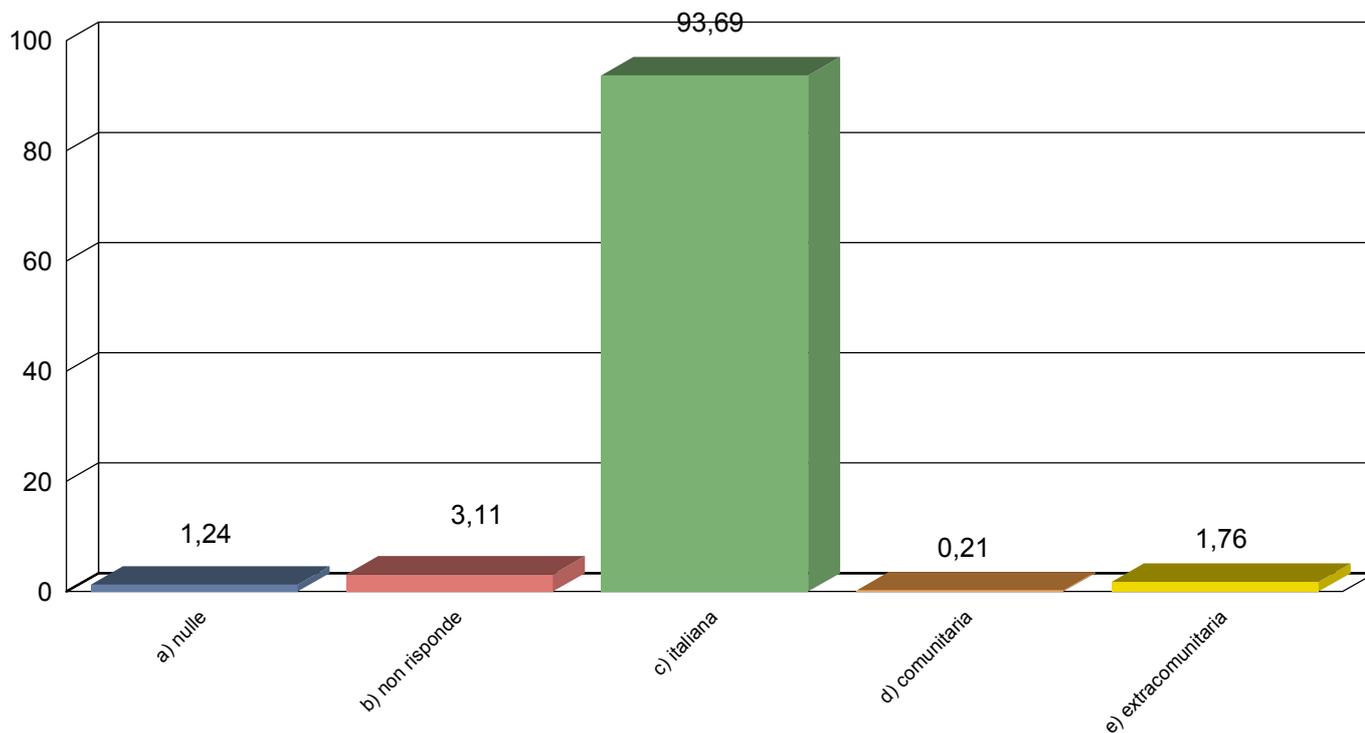


Sesso

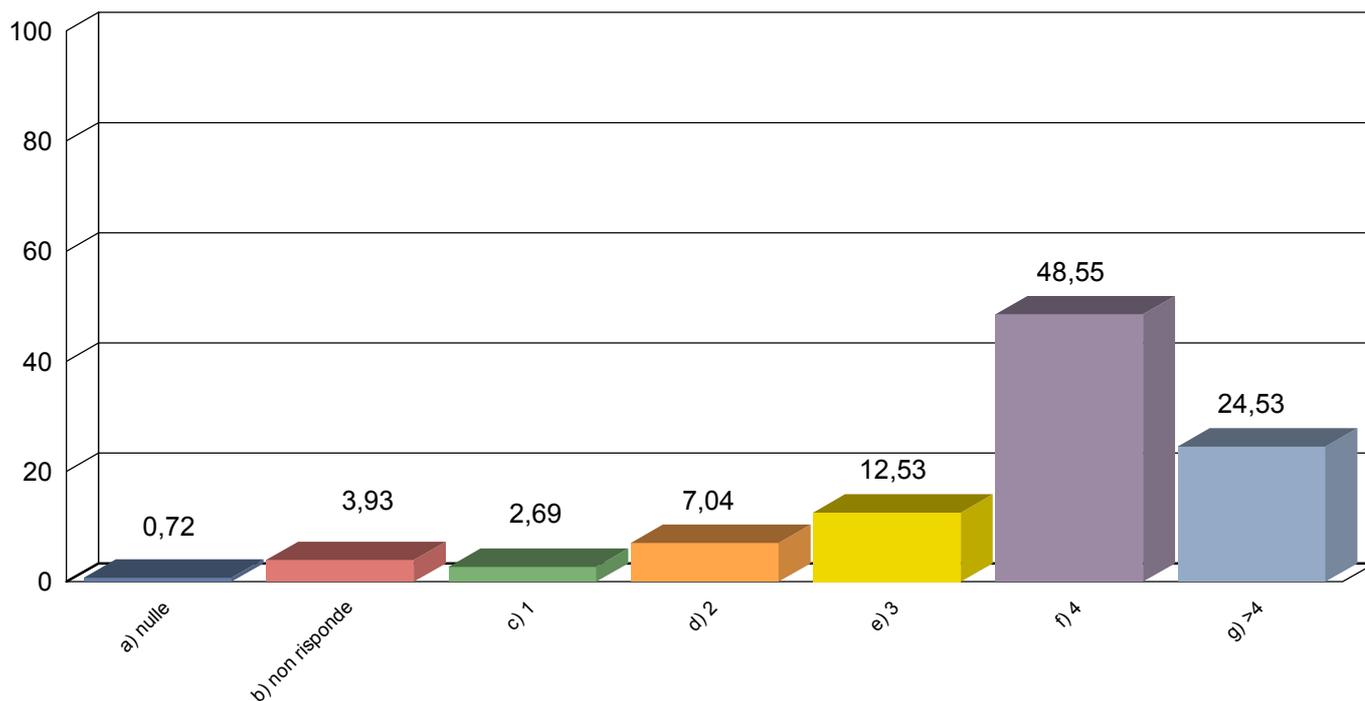




Nazionalità

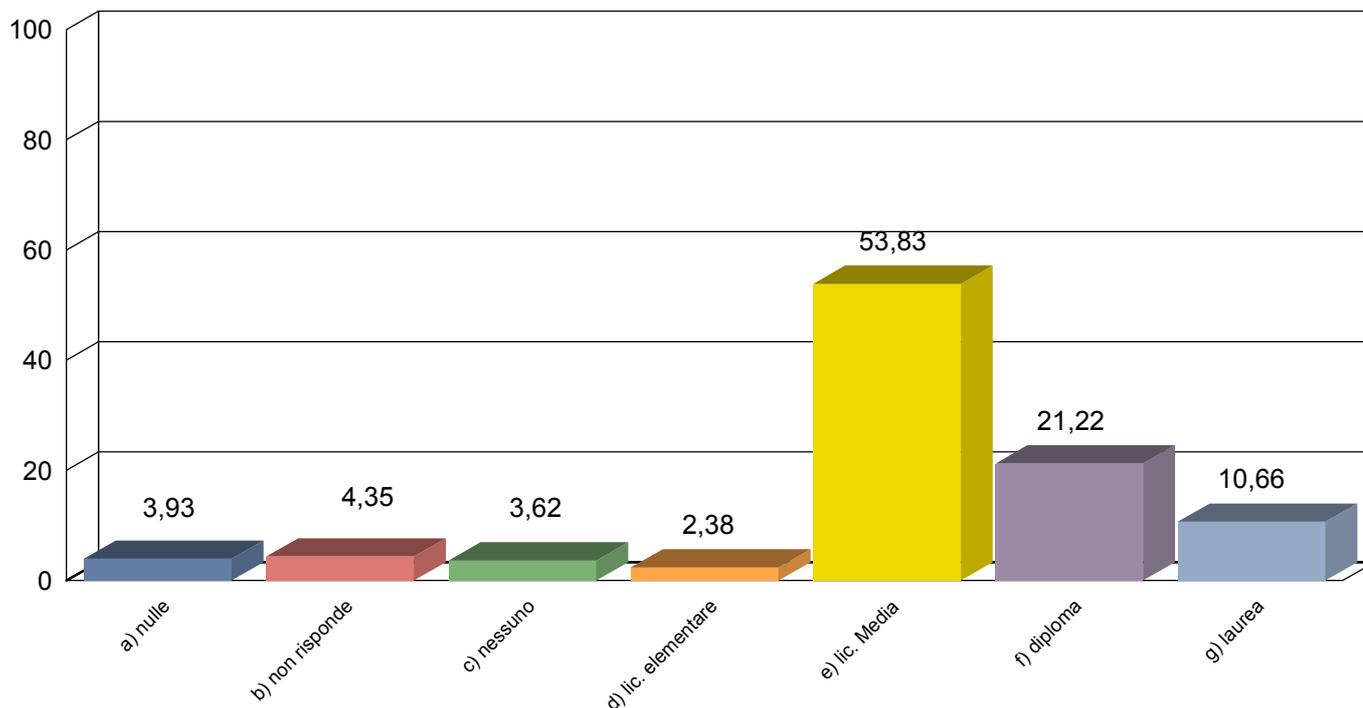


Nucleo familiare

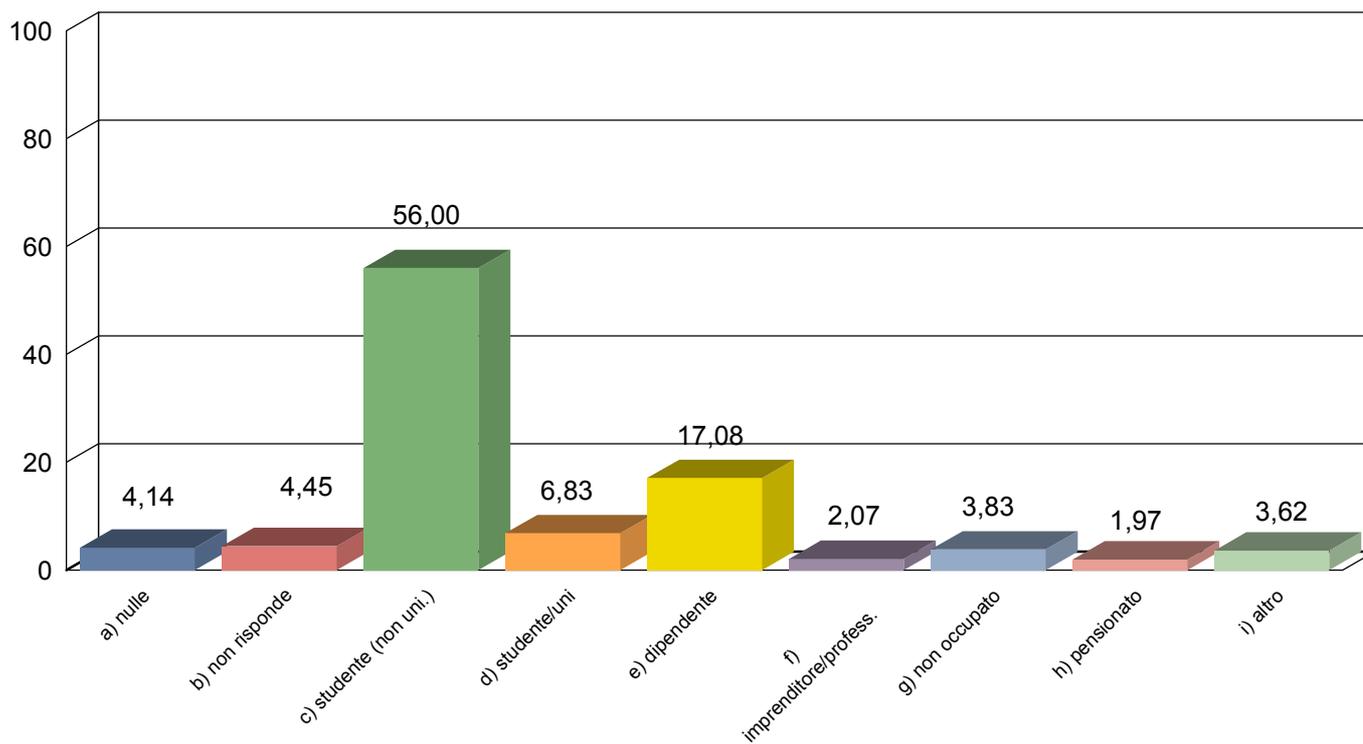




Titolo di studio

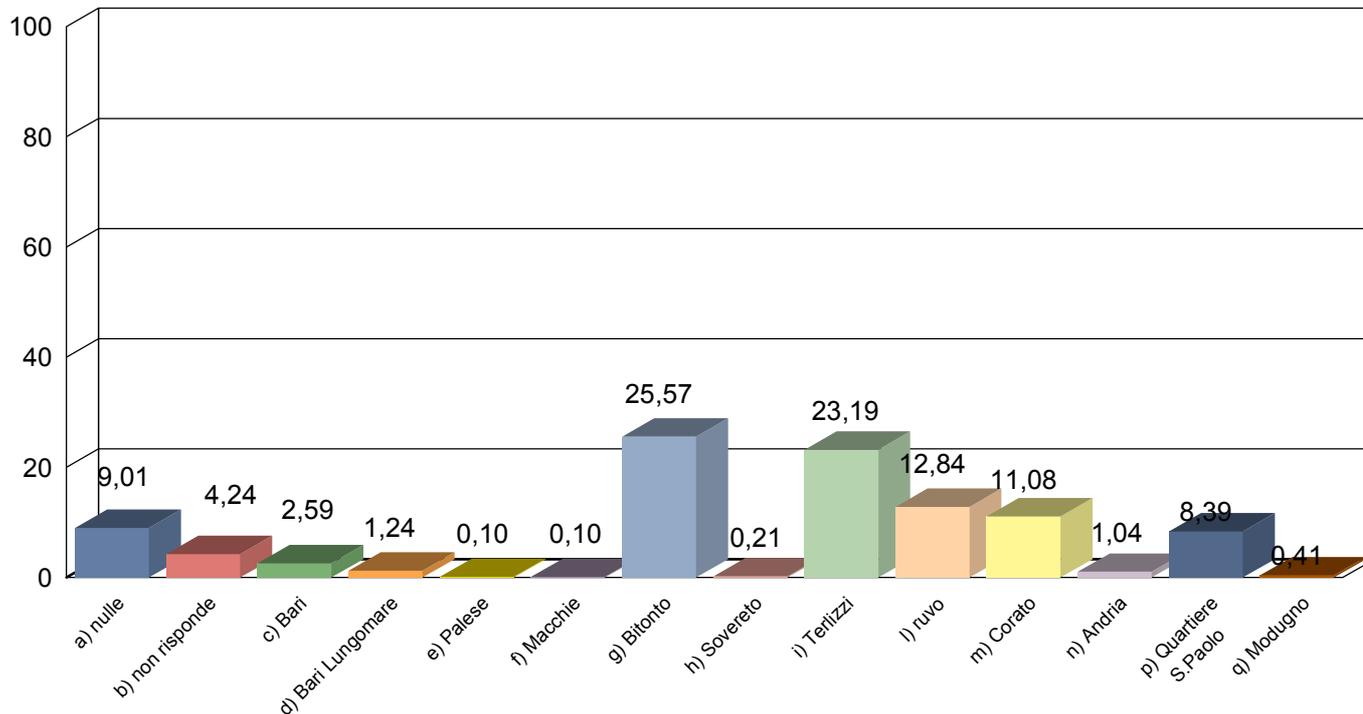


Occupazione

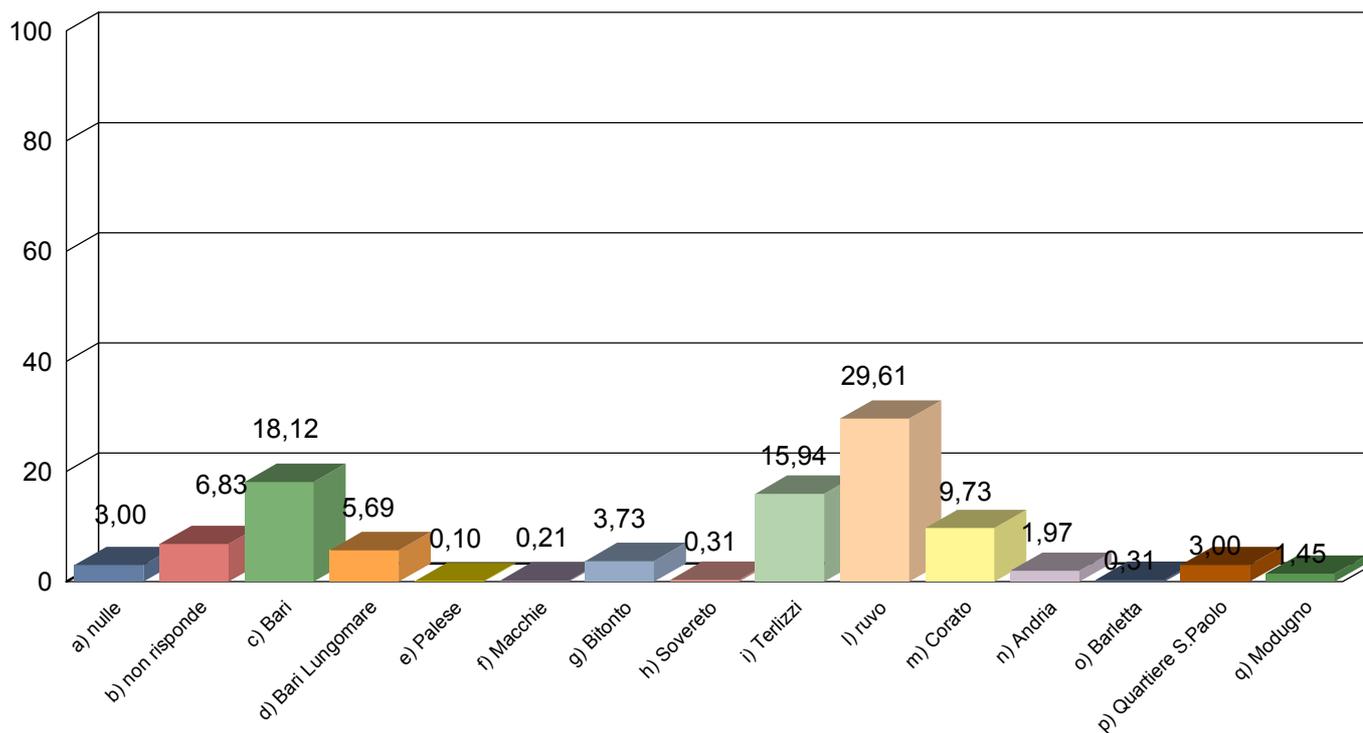




Città di partenza di questo viaggio

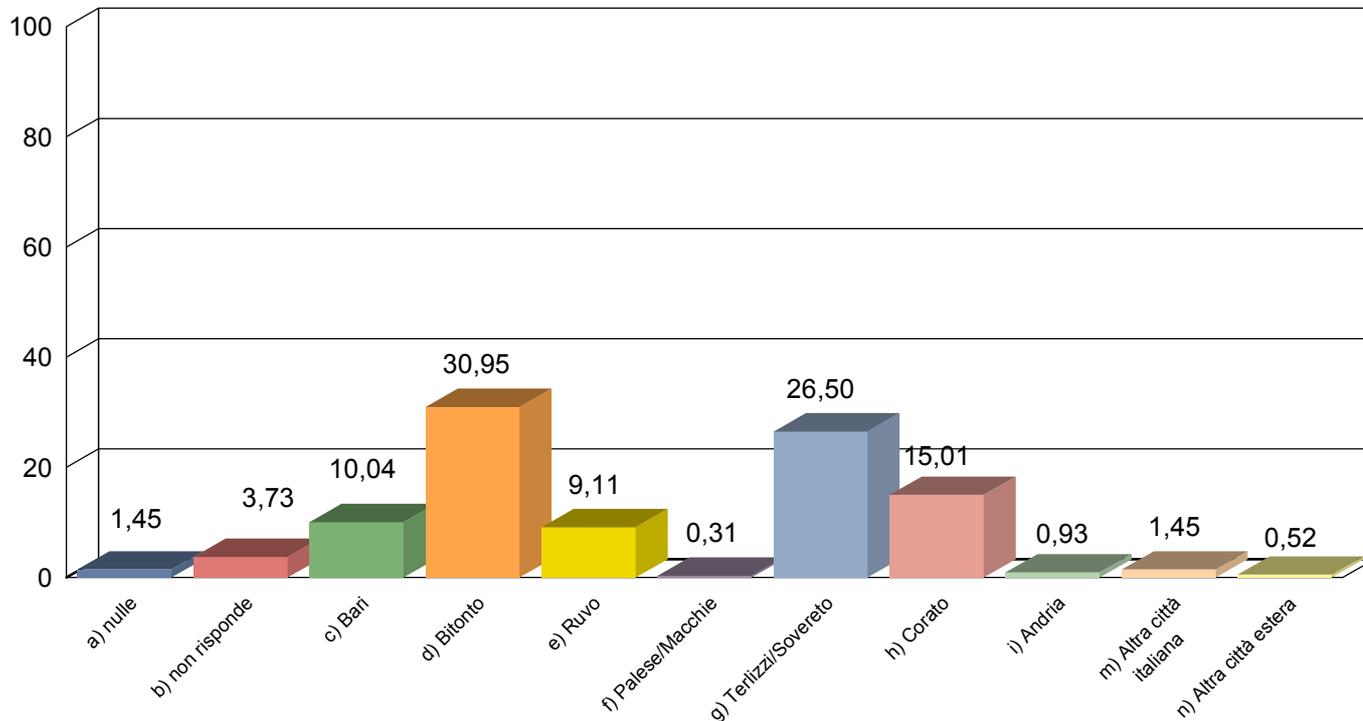


Città di arrivo di questo viaggio

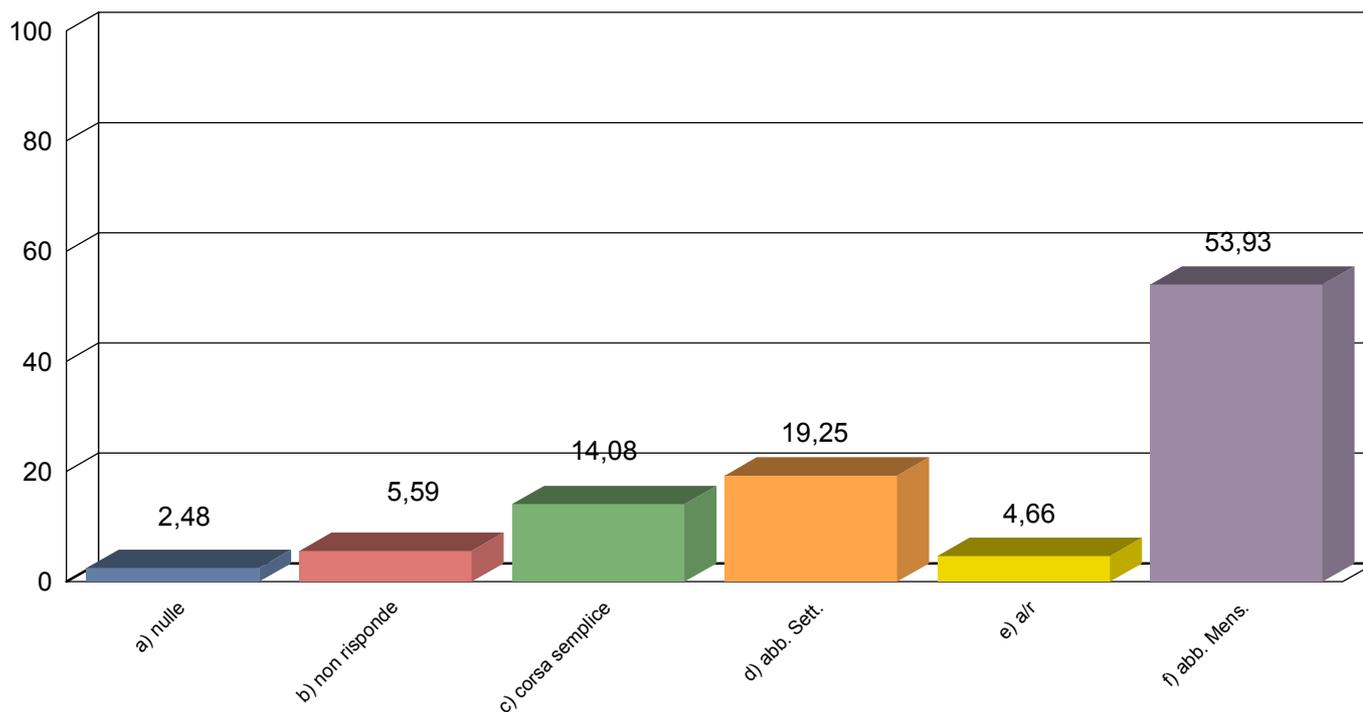




Citta' di residenza

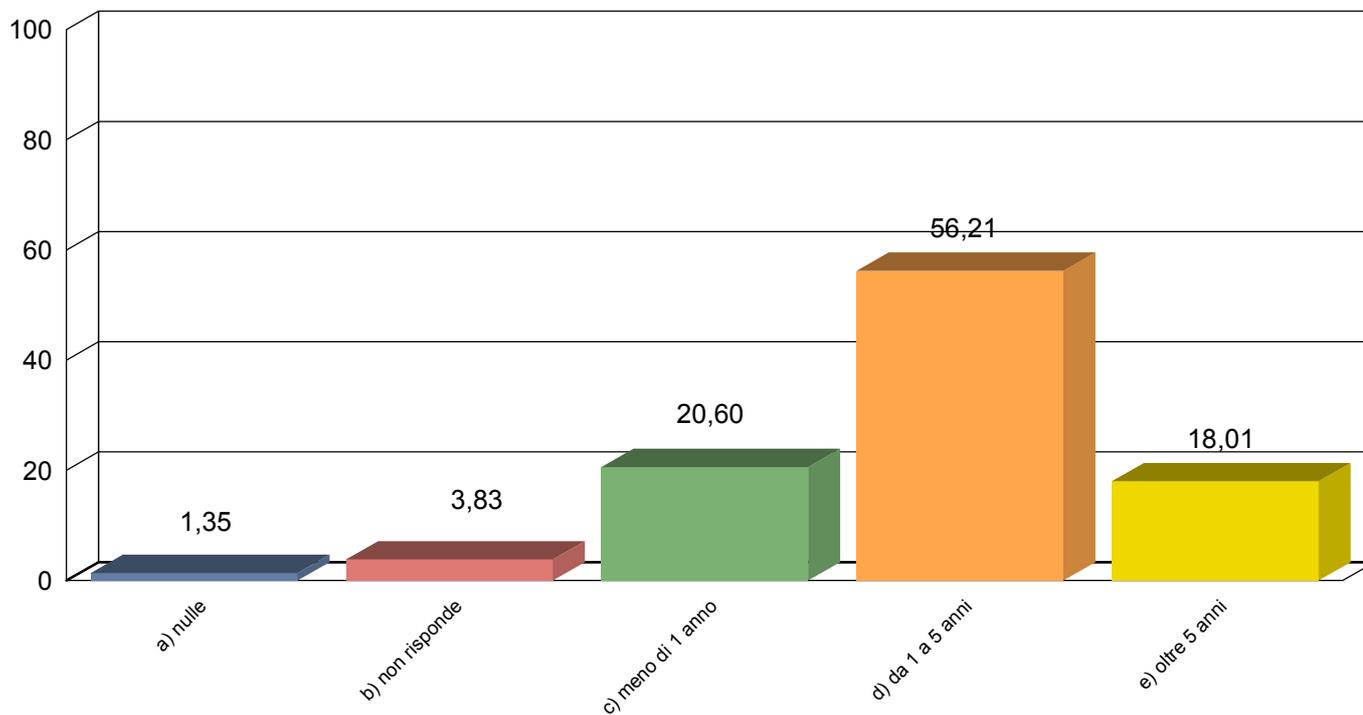


Tipo di biglietto utilizzato

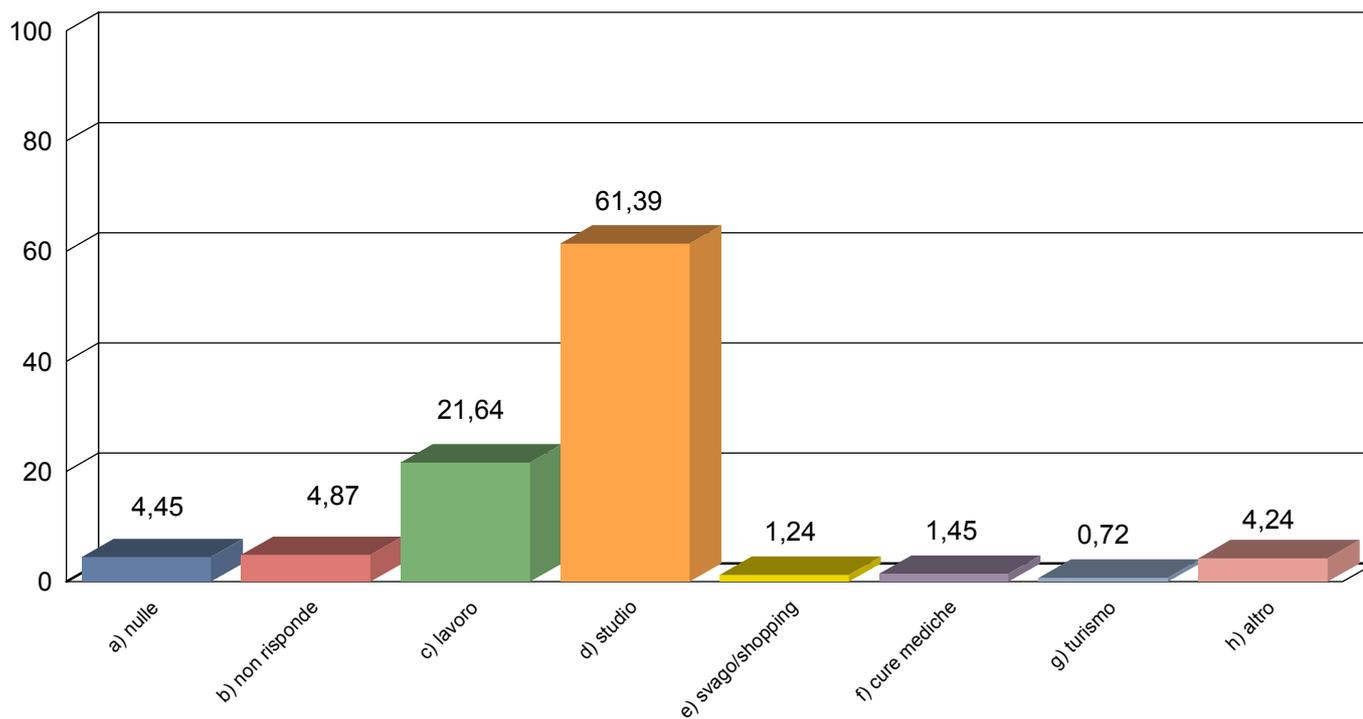




Da quanto tempo utilizza il bus

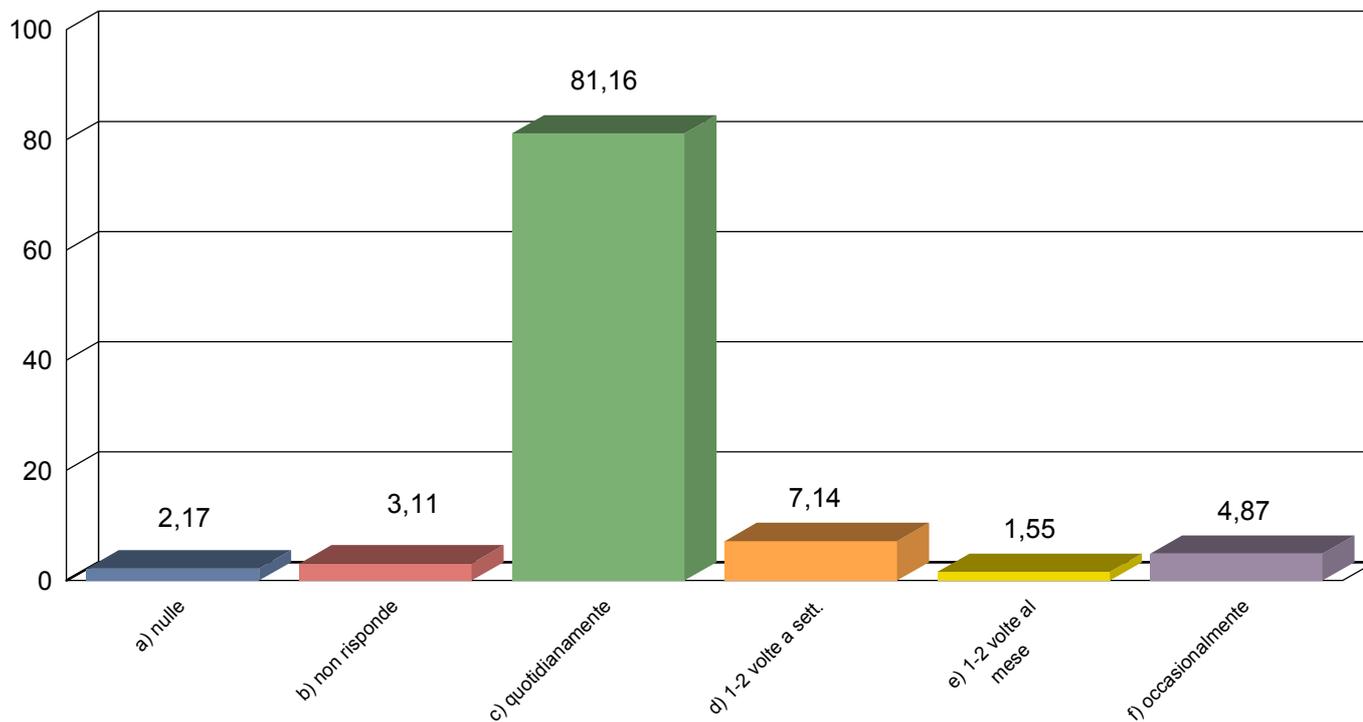


Scopo del viaggio

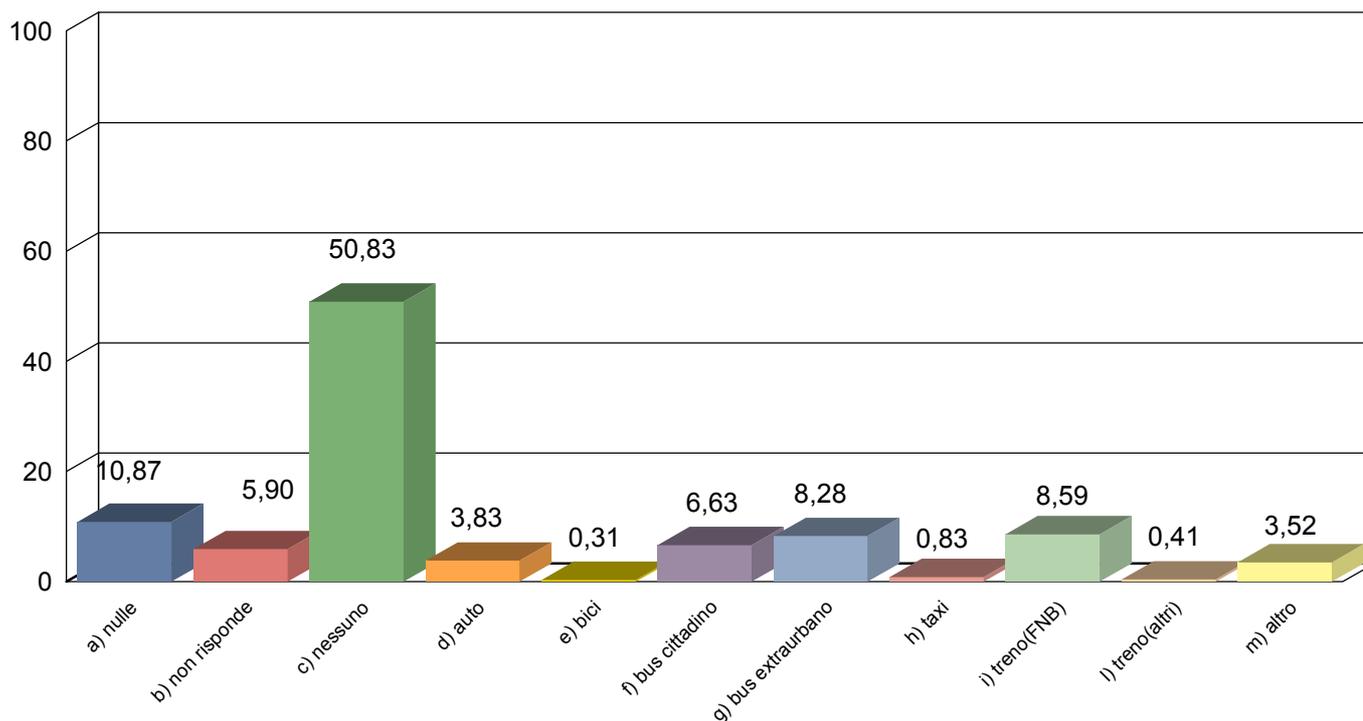




Frequenza di utilizzo

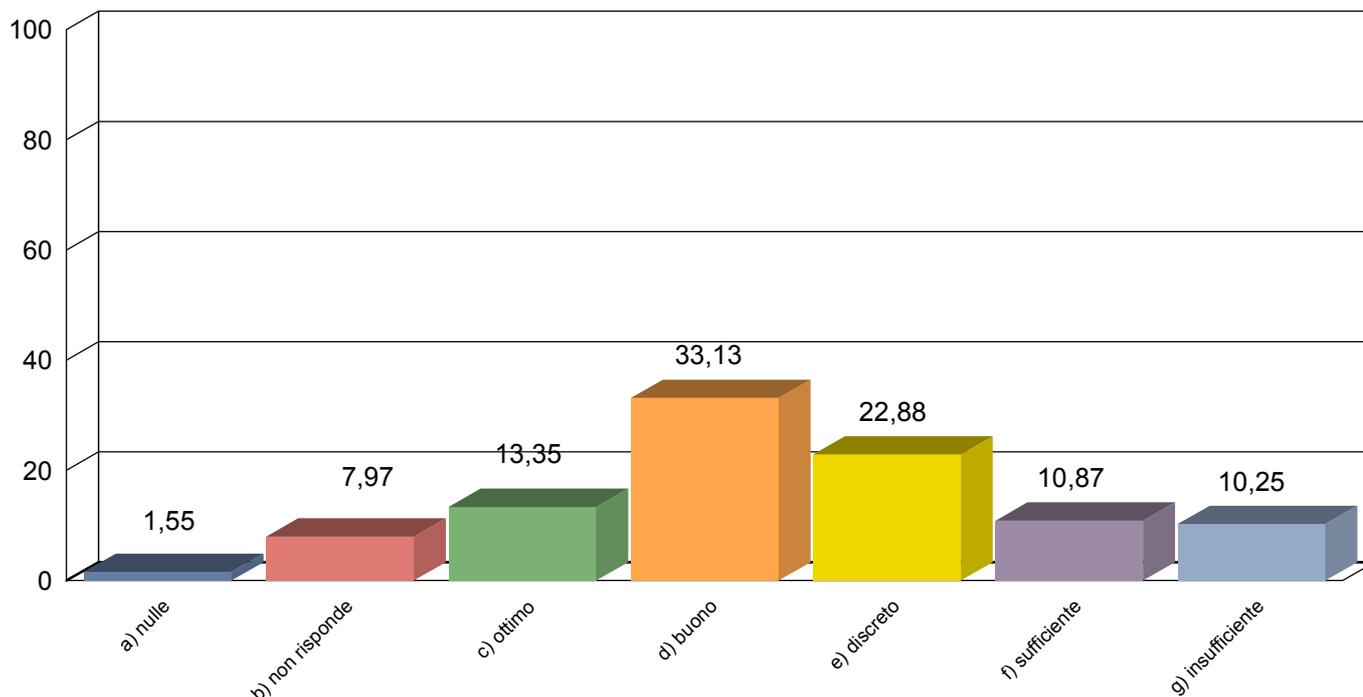


Con che mezzi prosegue questo viaggio

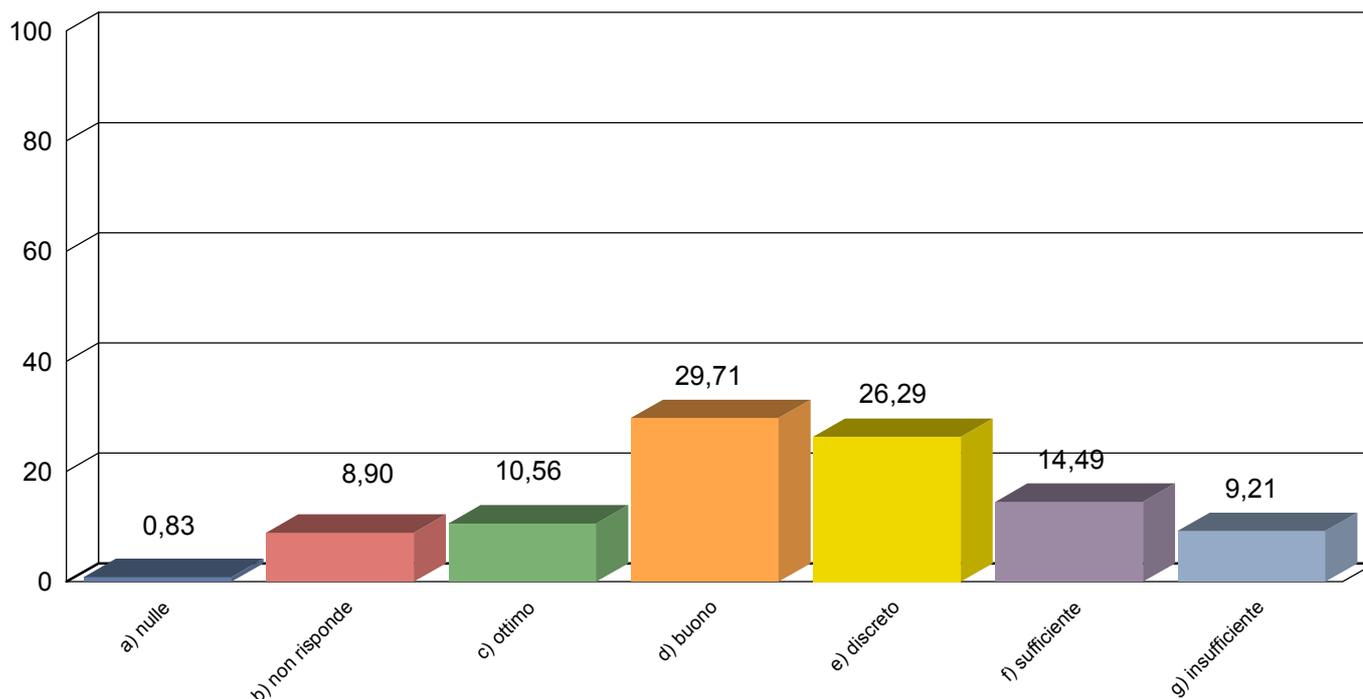




Puntualità delle corse

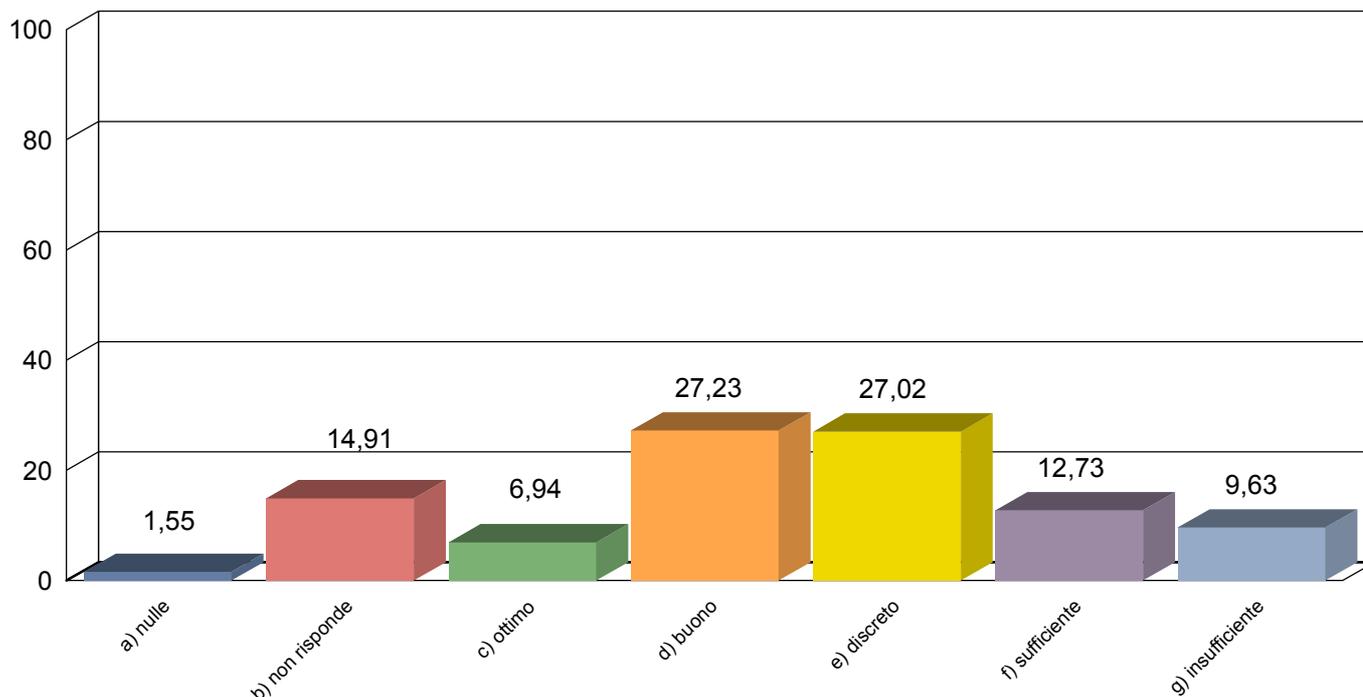


Frequenza delle corse

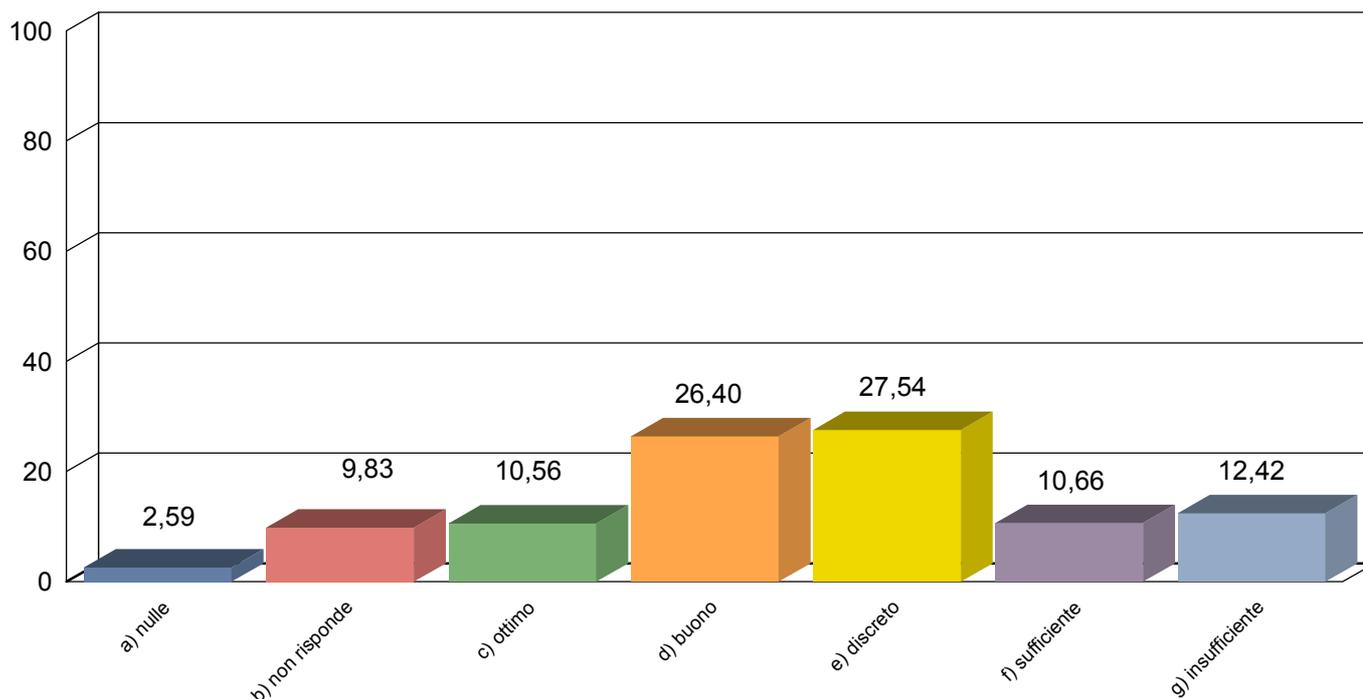




Adeguatezza coincidenze

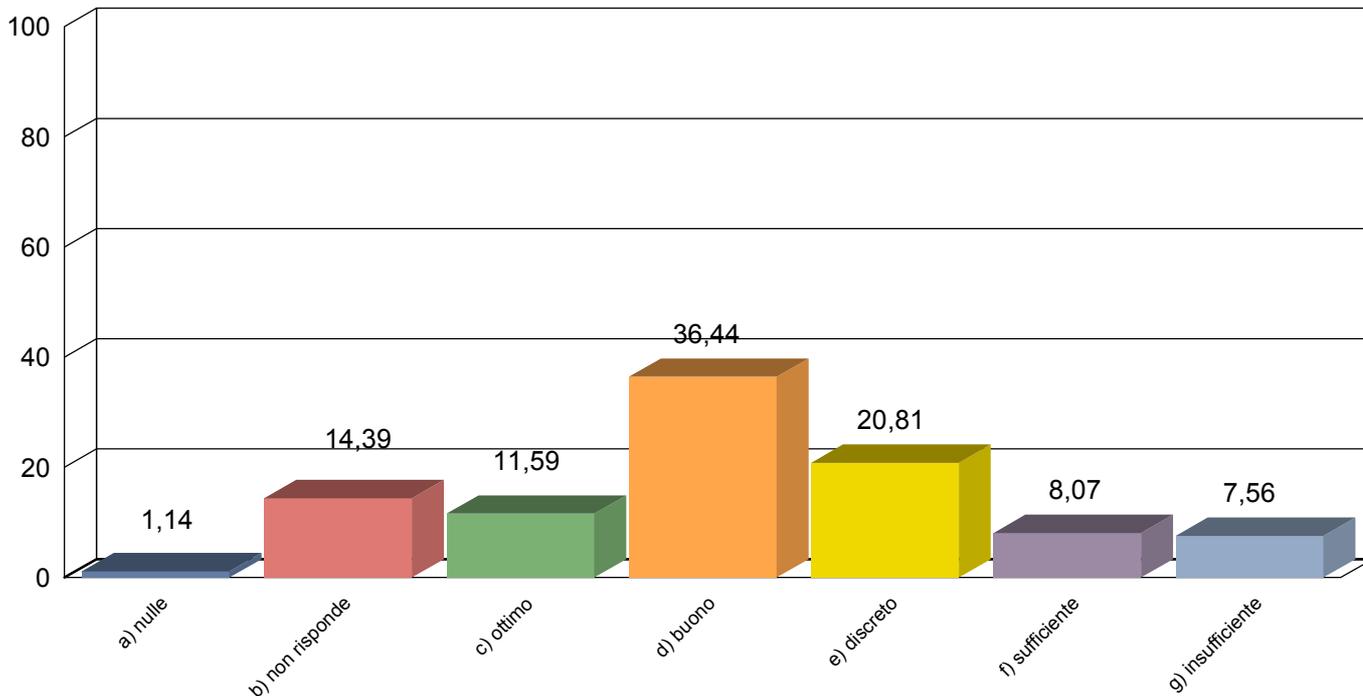


Informazioni a bordo

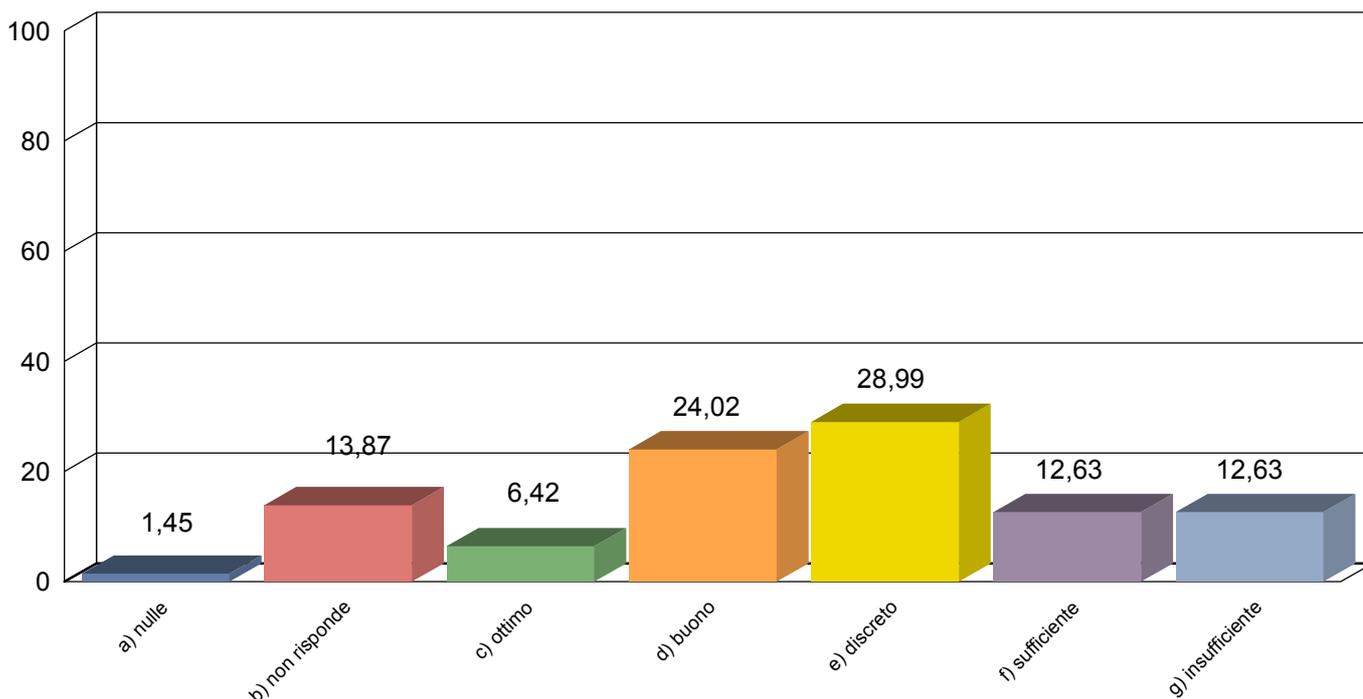




Informazioni via web (sito, carta ecc)

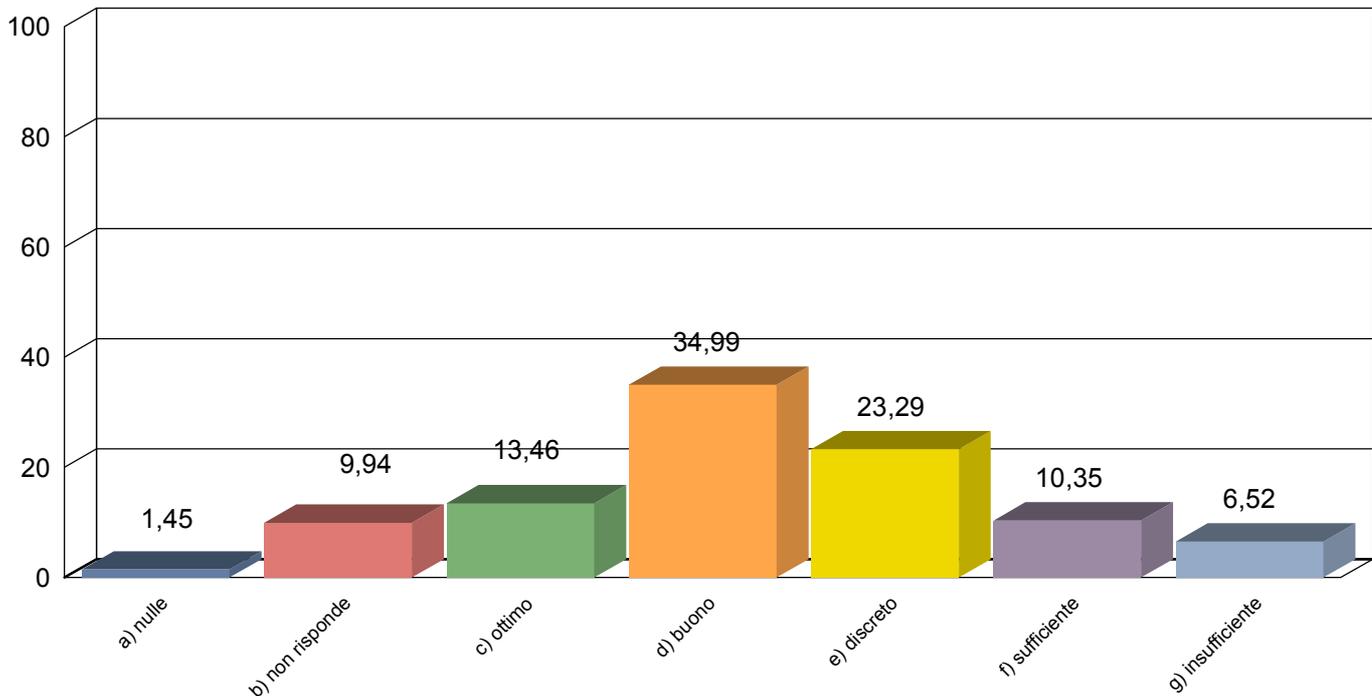


Rapidita' nel fornire informazioni in caso di disservizio

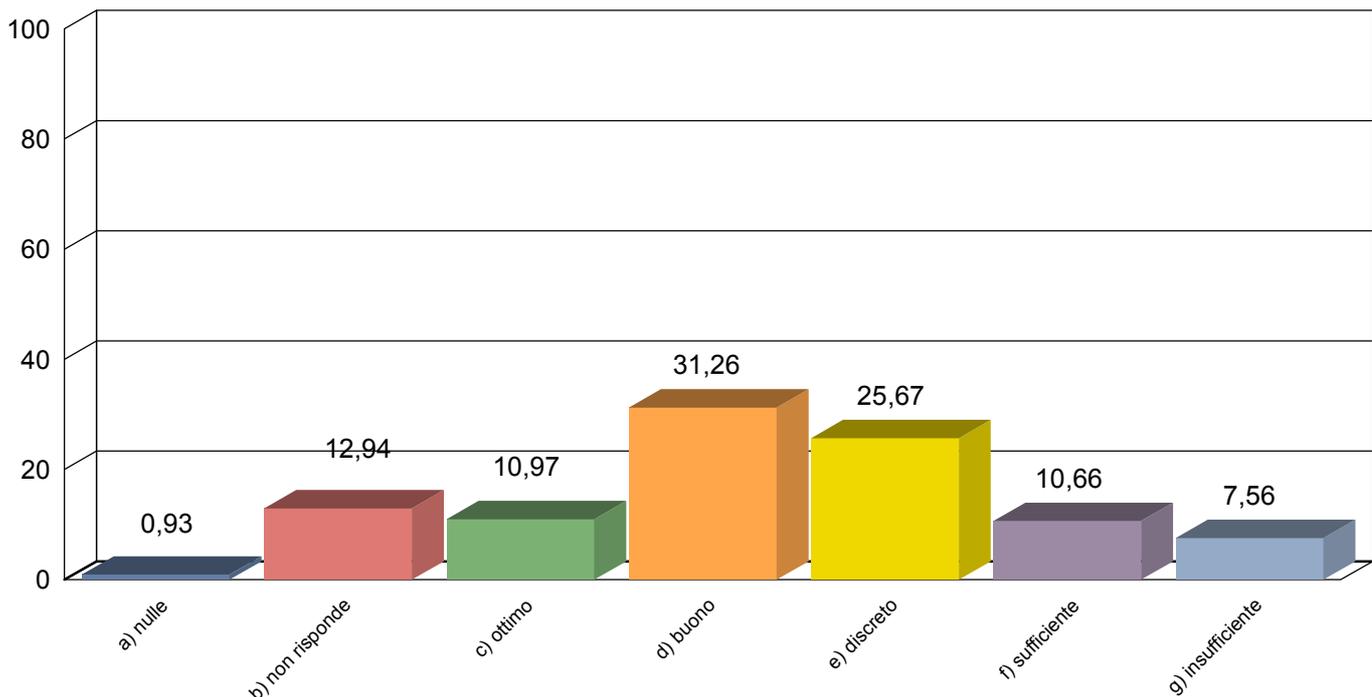




Reperibilità orari e tariffe

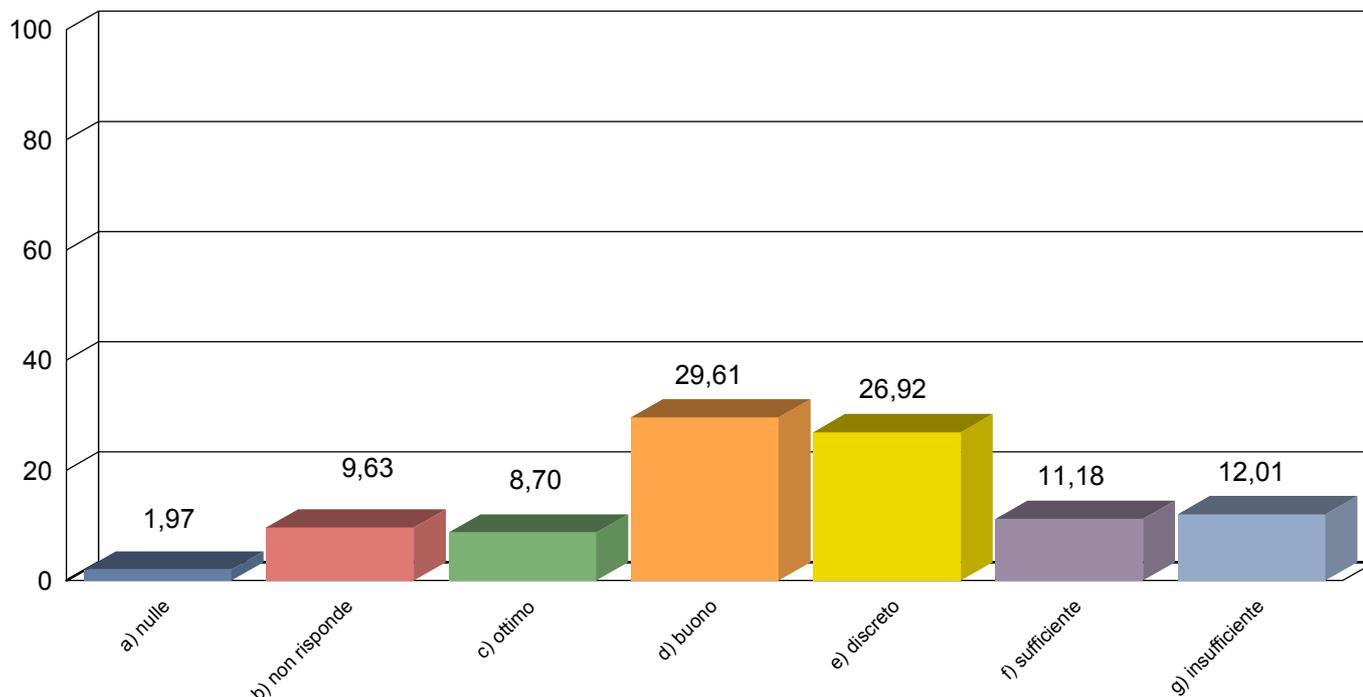


Reperibilità titoli di viaggio

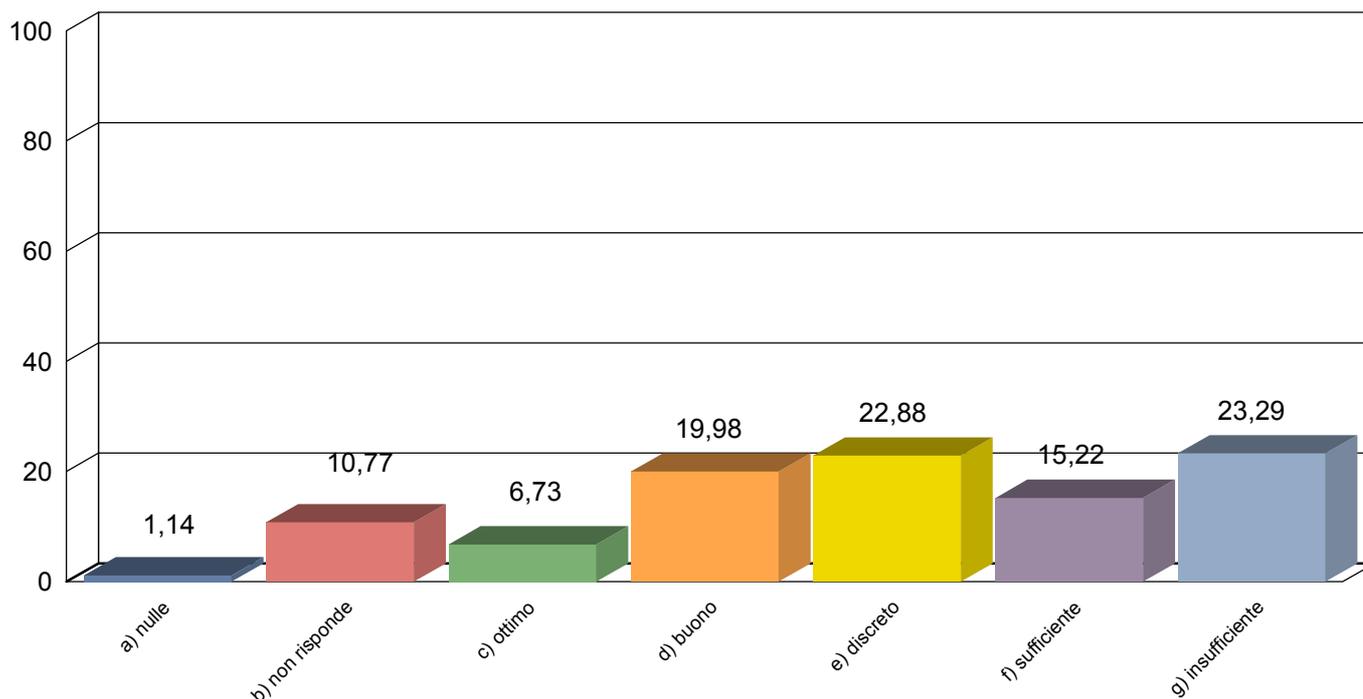




Pulizia esterna del mezzo

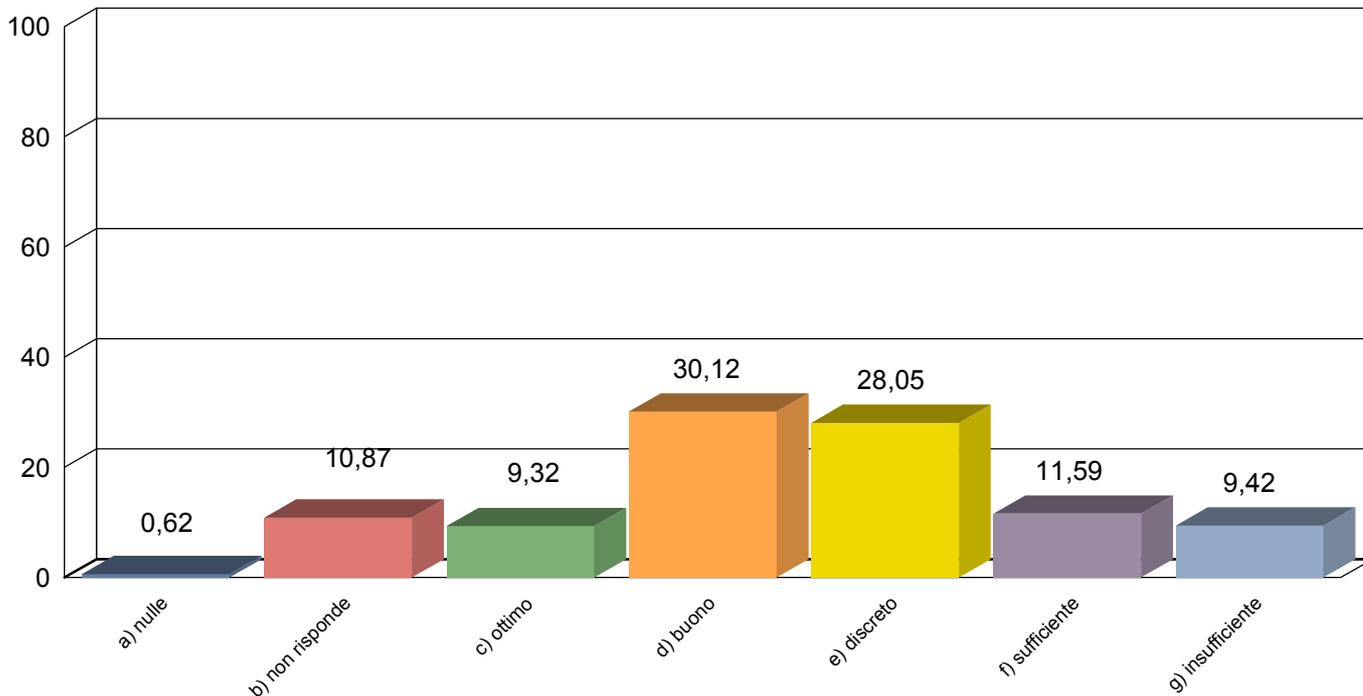


Comfort dei punti di fermata (pensilina e sedute)

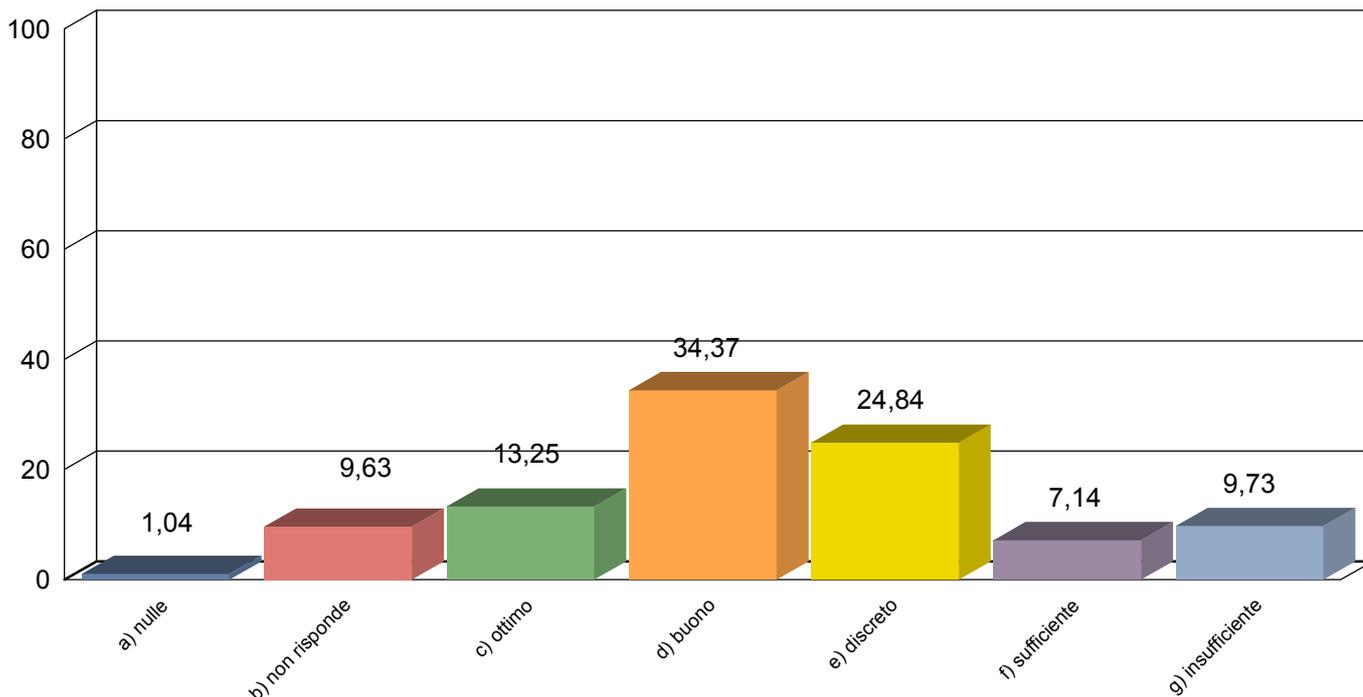




Segnalazione delle fermate

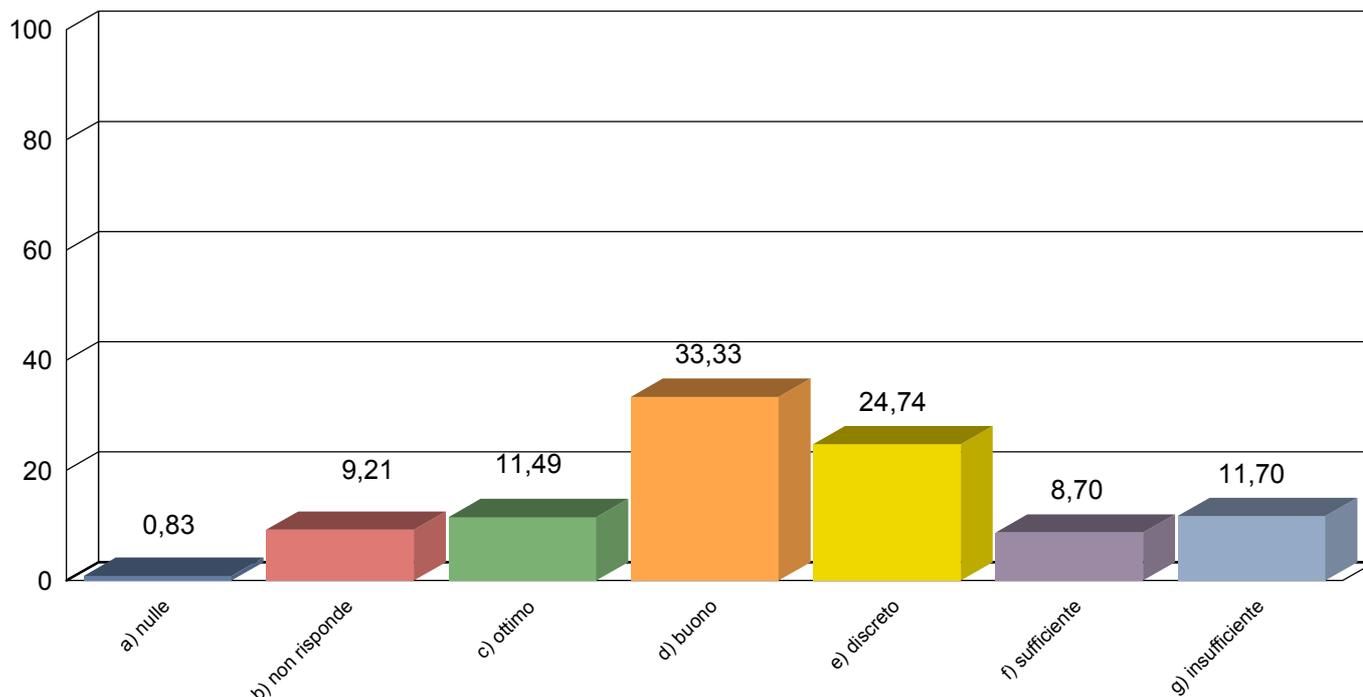


Sicurezza sul mezzo di persone e cose

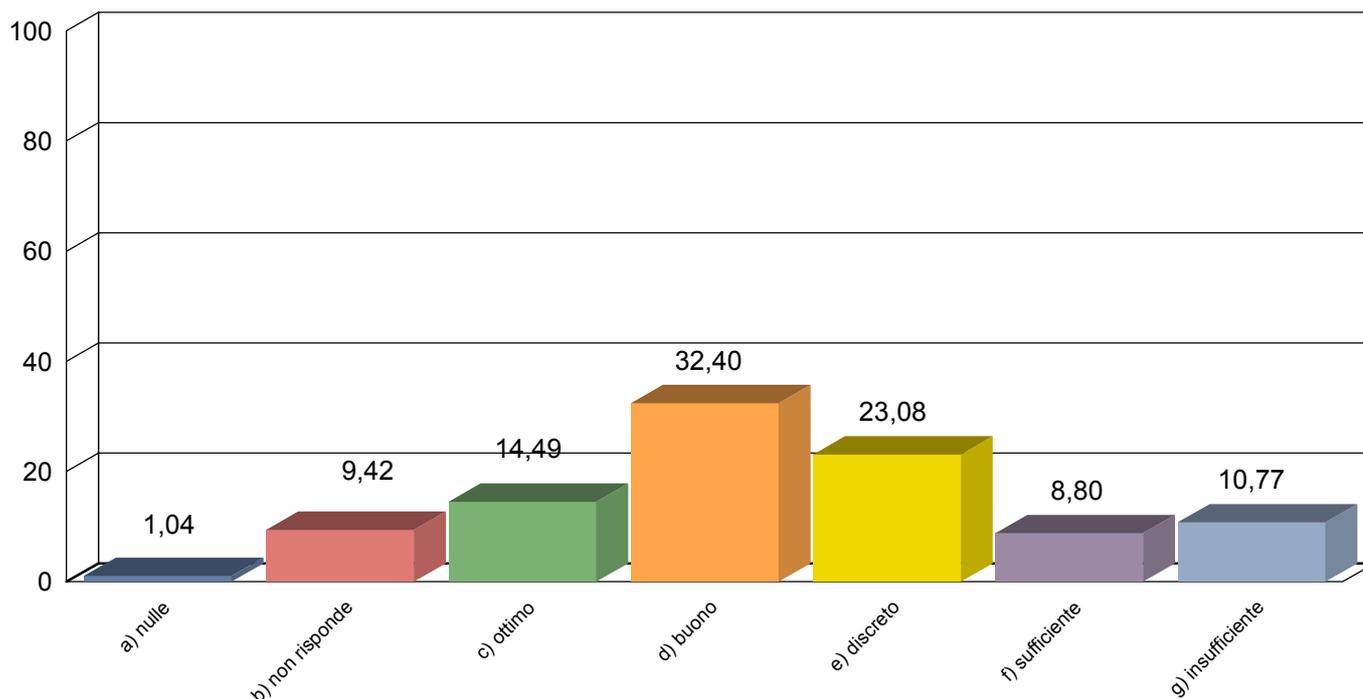




Efficienza climatizzazione estate/inverno

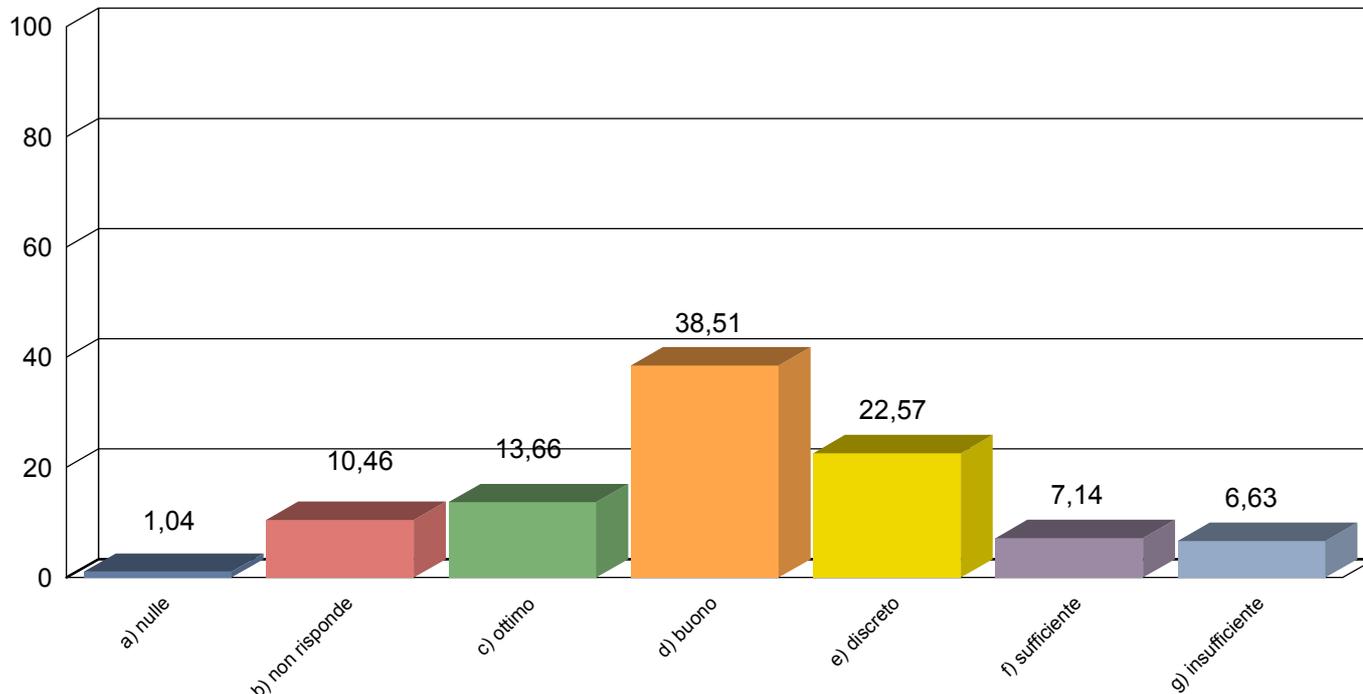


Cortesia/Disponibilità del personale

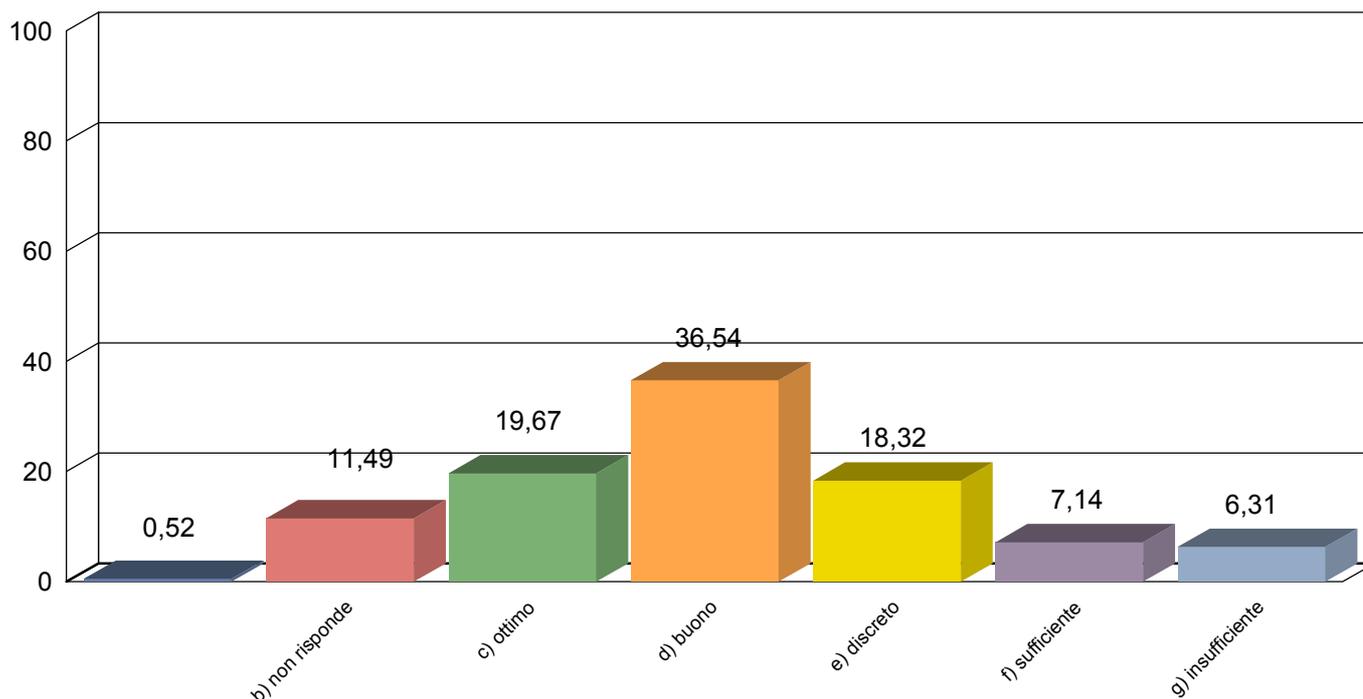




Competenza del personale



Riconoscibilità del personale



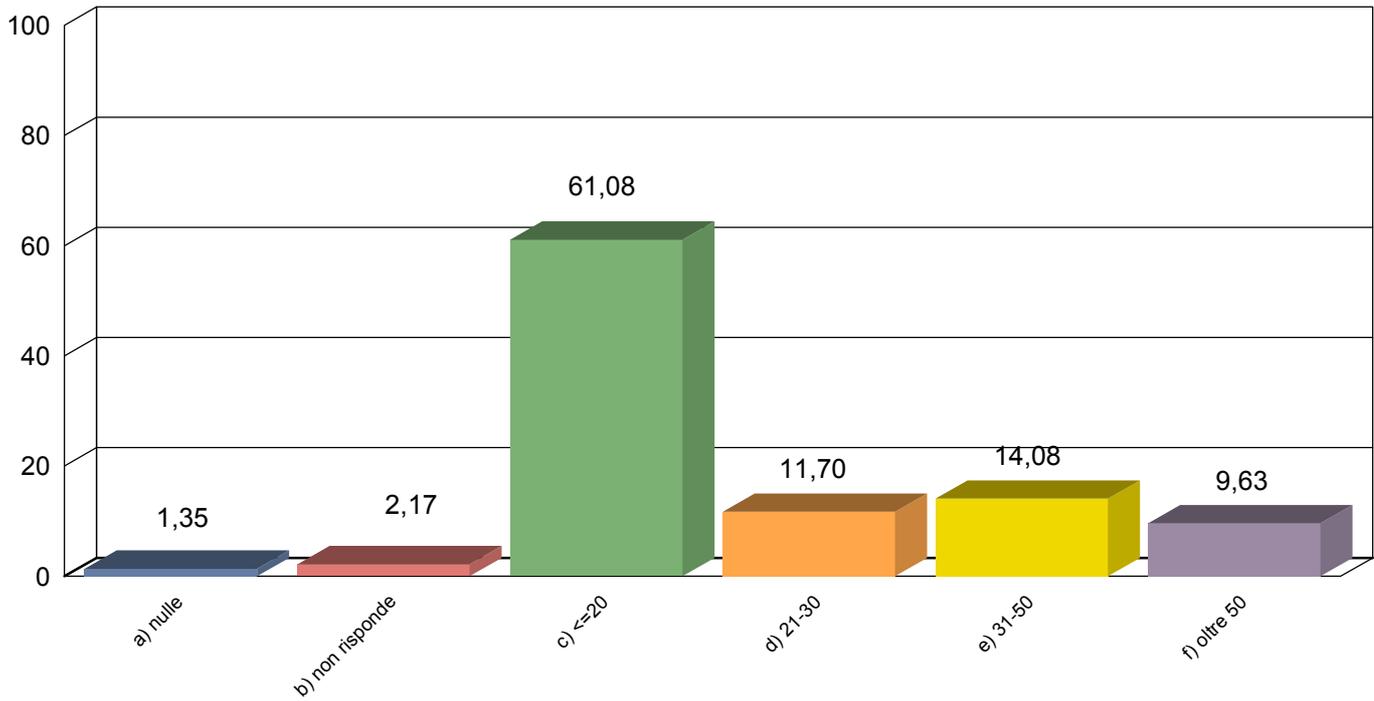
Indagine conoscitiva sulla soddisfazione dei viaggiatori

Linea: **AUTOLINEE** **GENNAIO 2016**

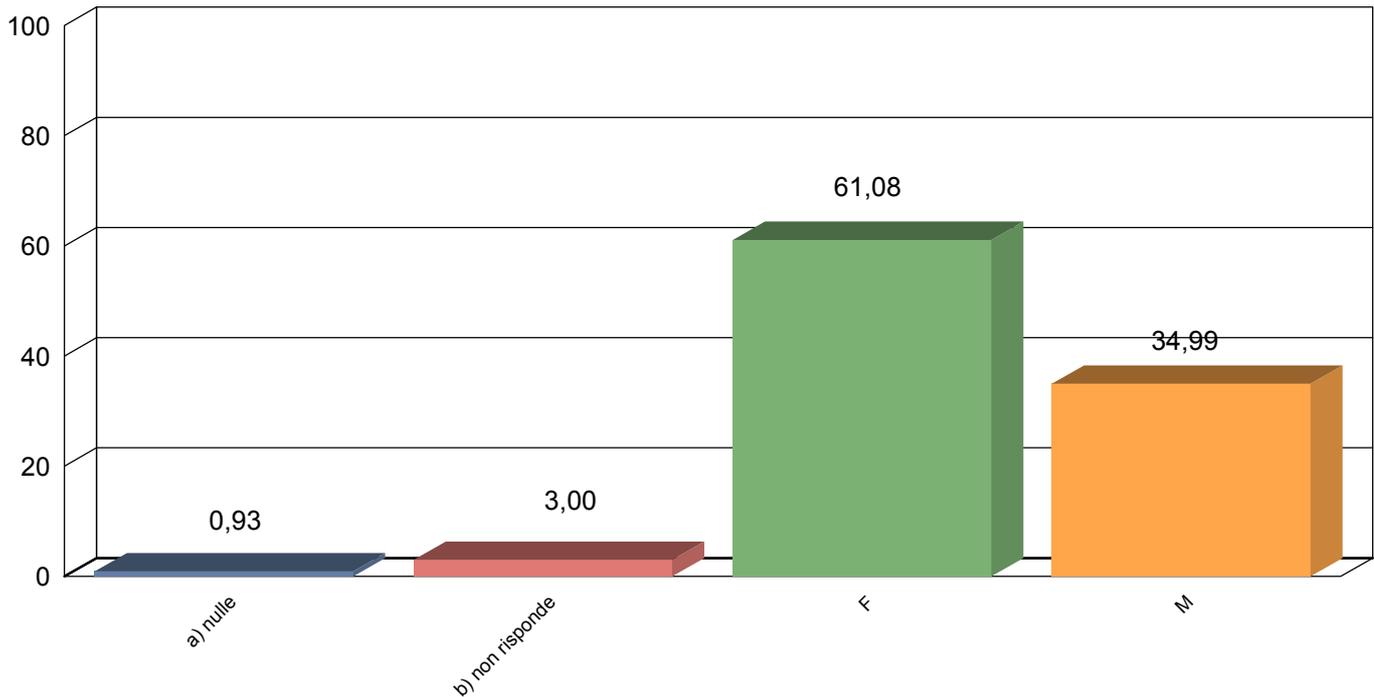




Età

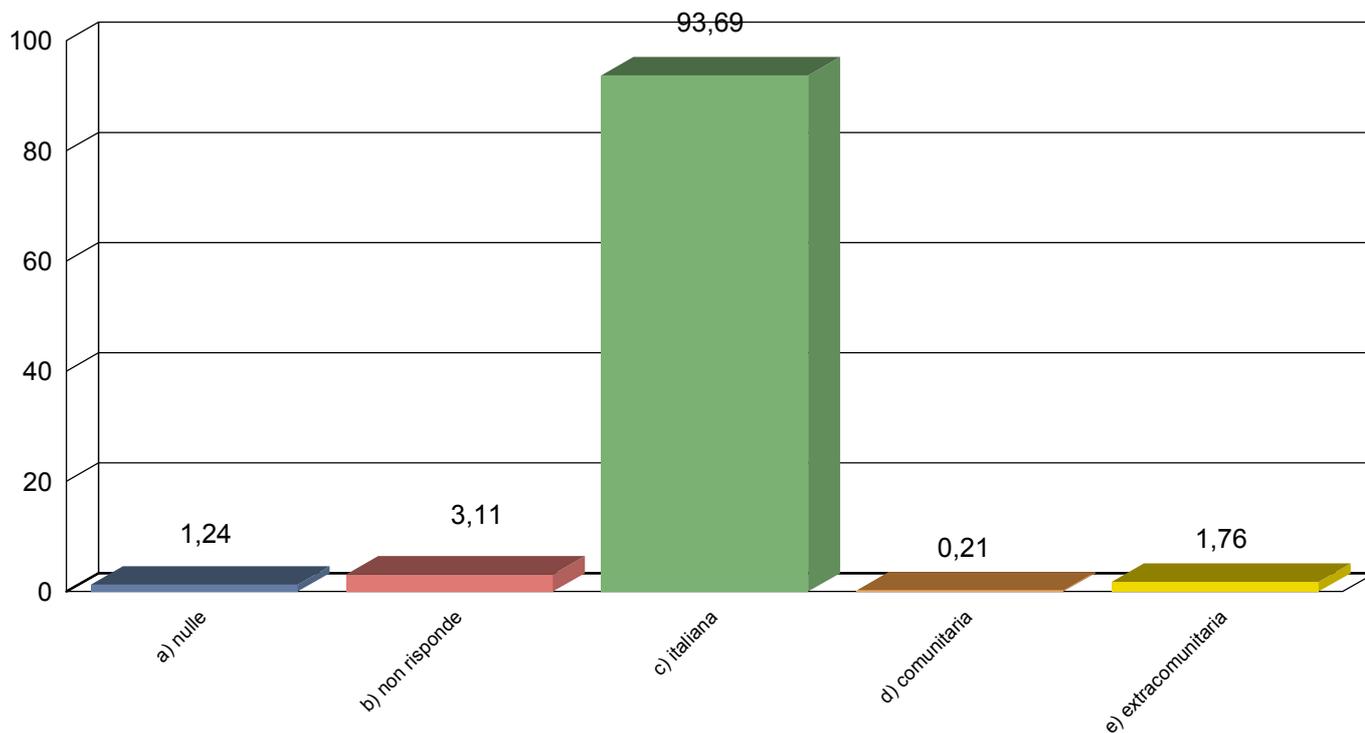


Sesso

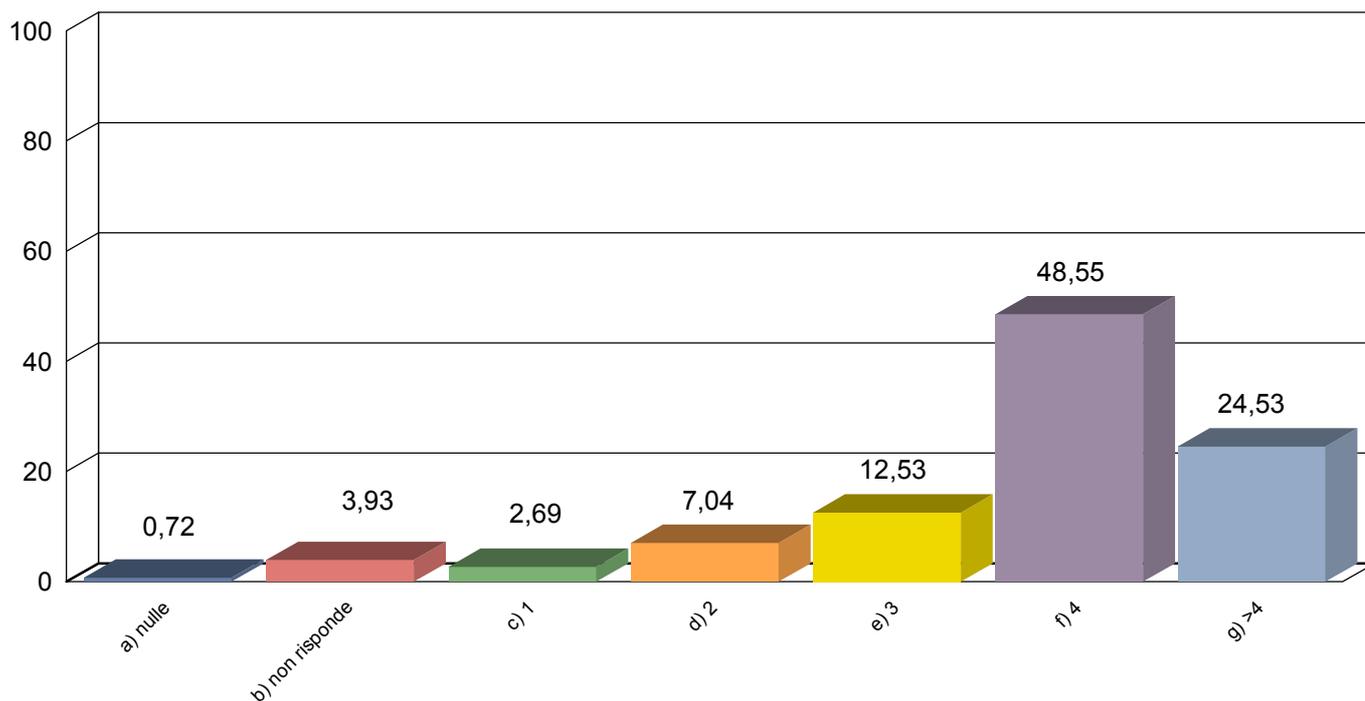




Nazionalità

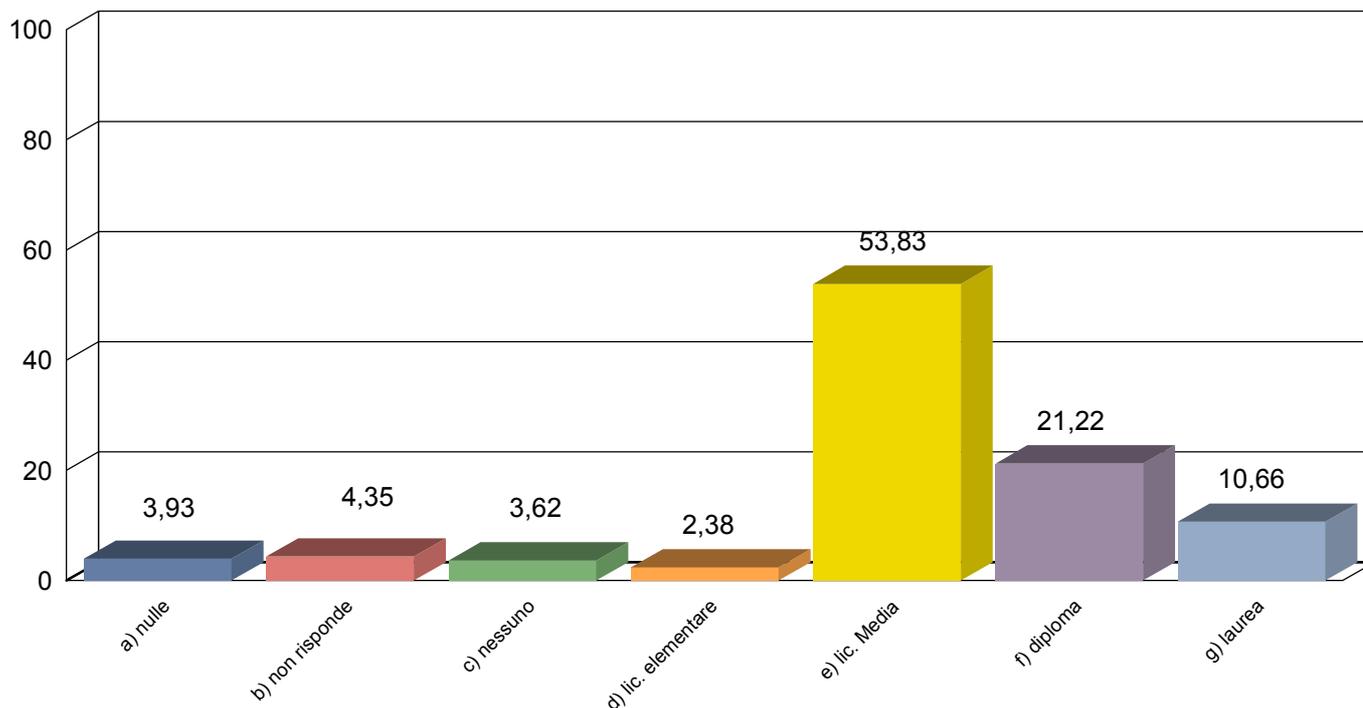


Nucleo familiare

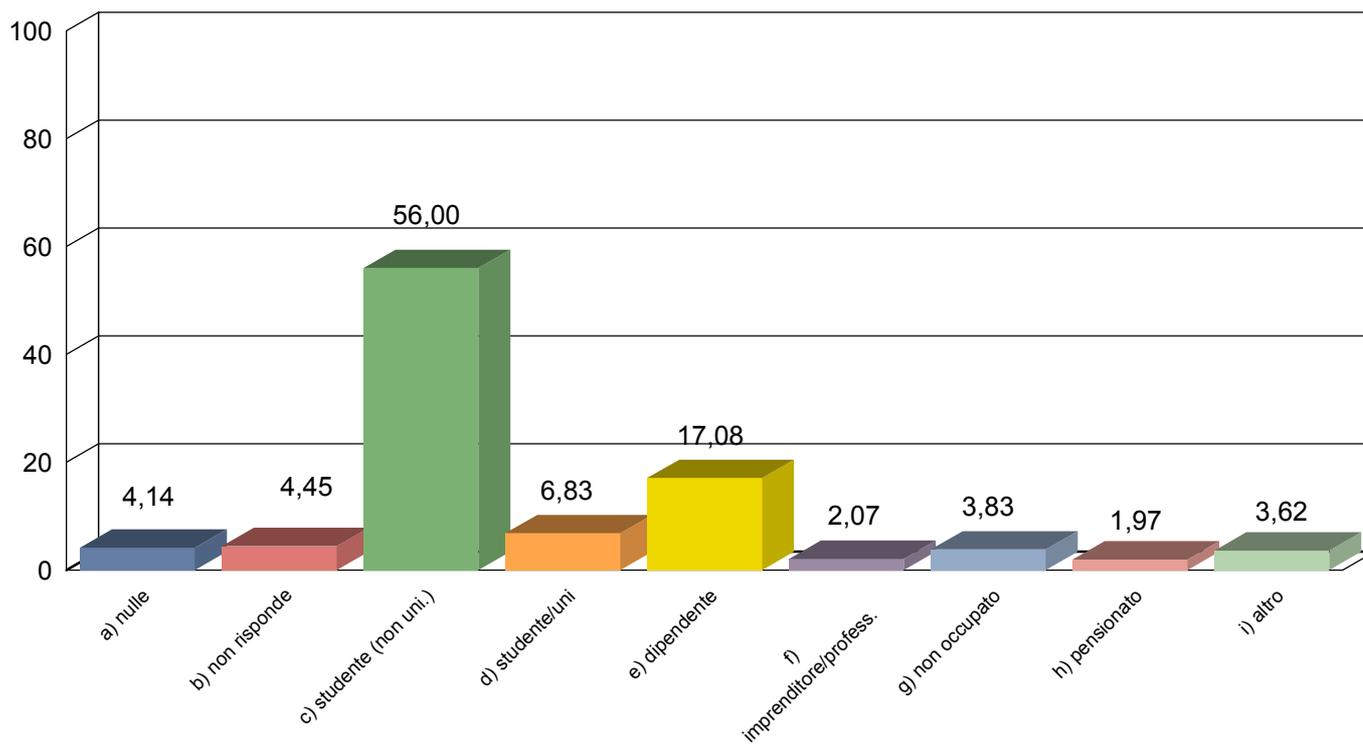




Titolo di studio

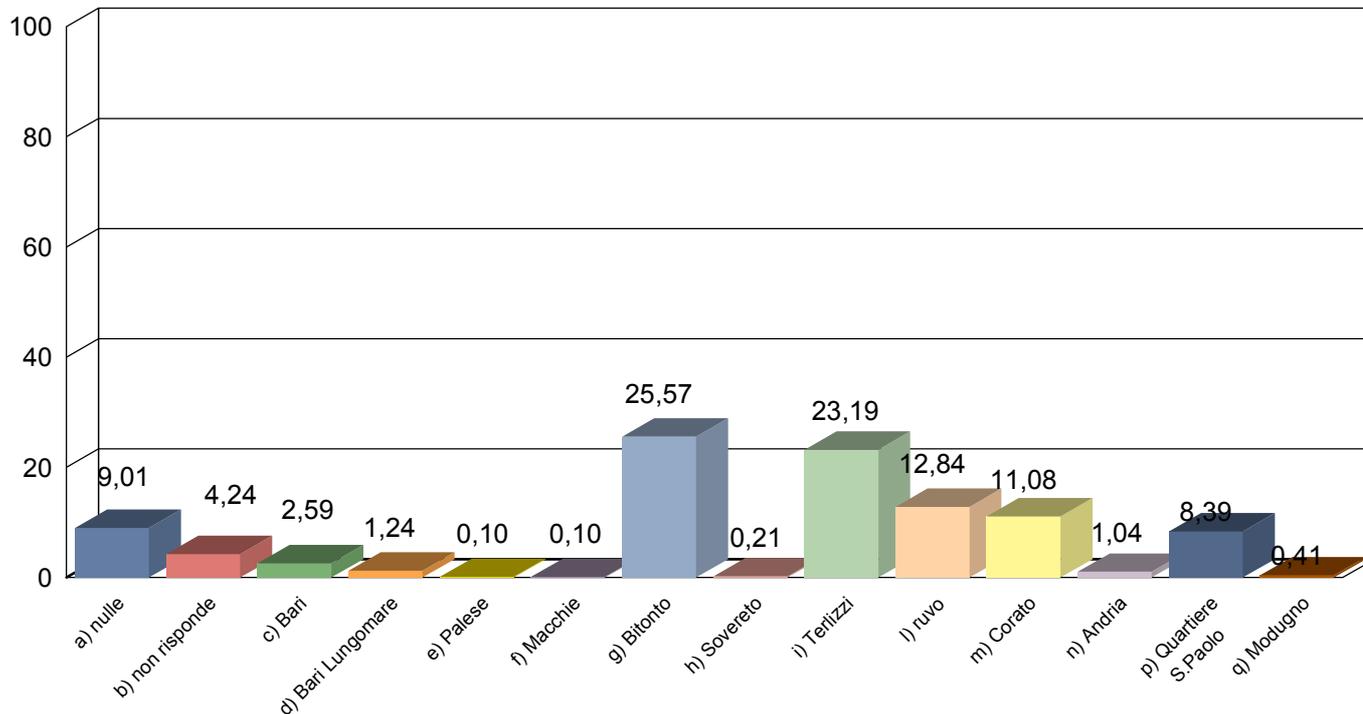


Occupazione

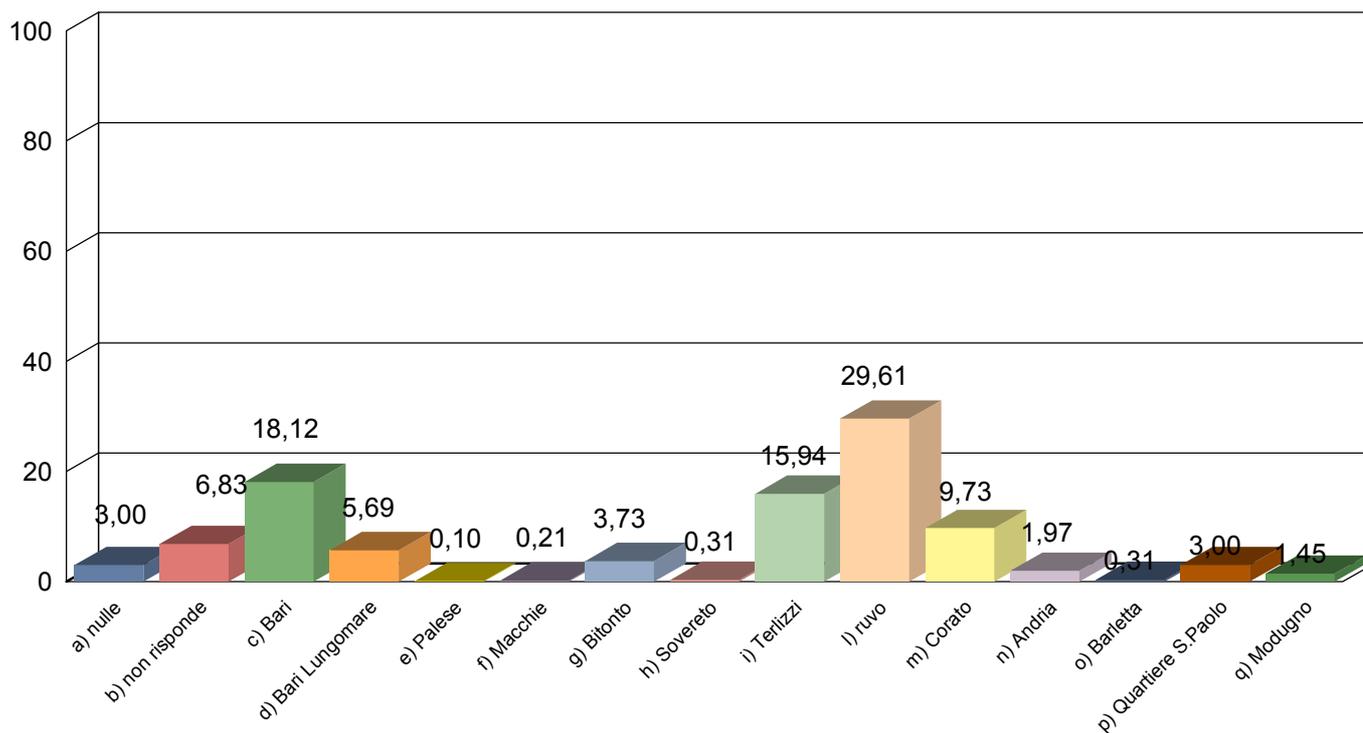




Città di partenza di questo viaggio

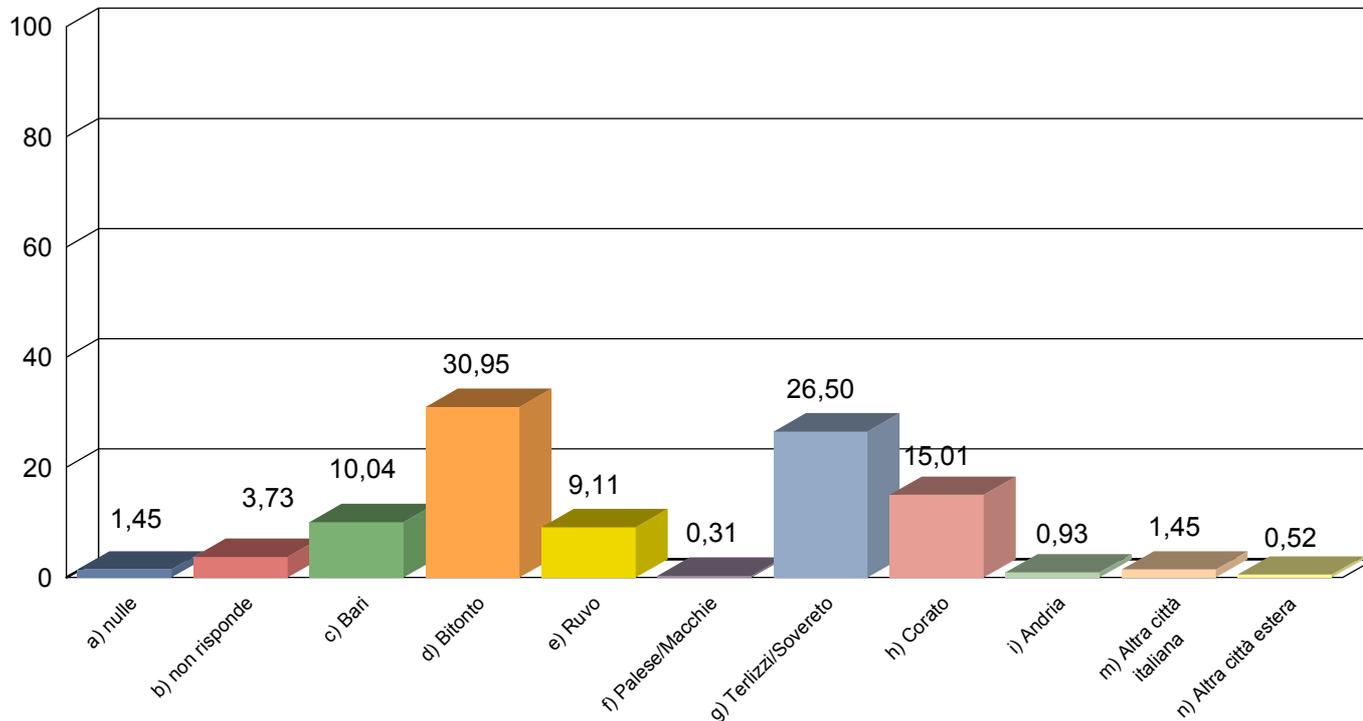


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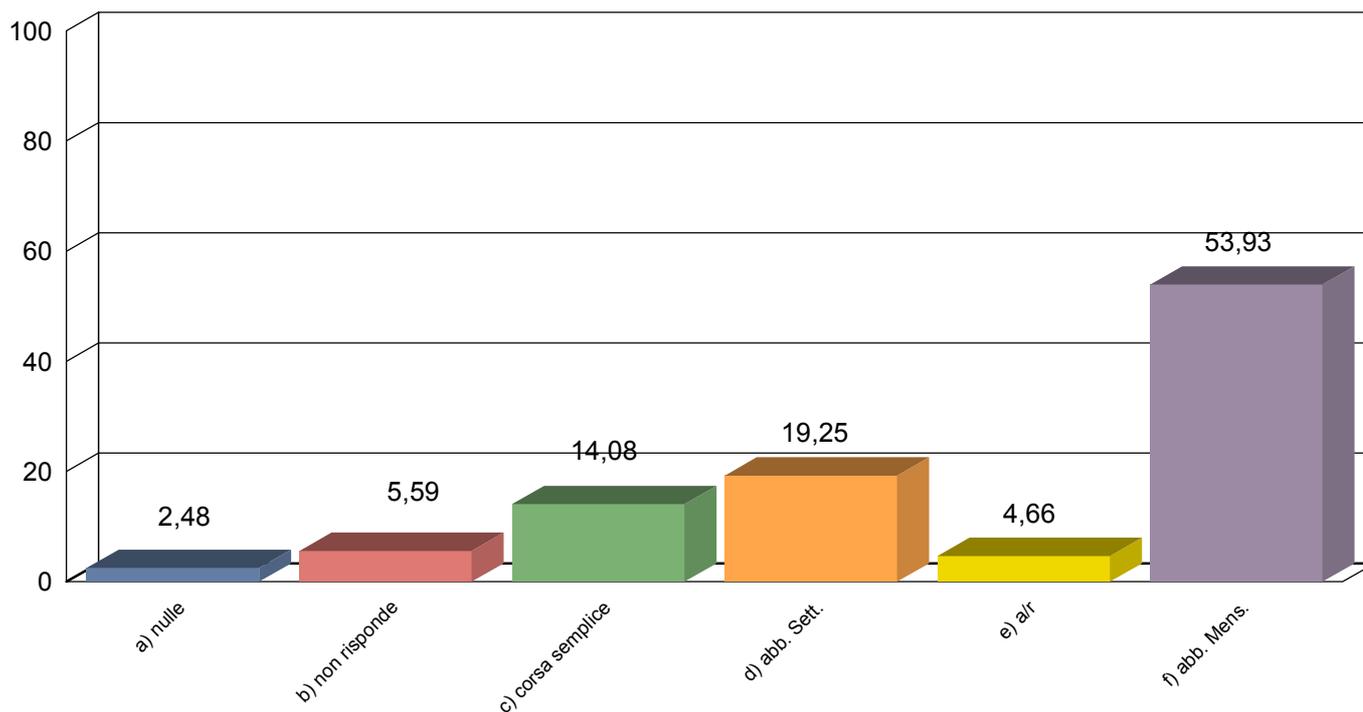




Citta' di residenza

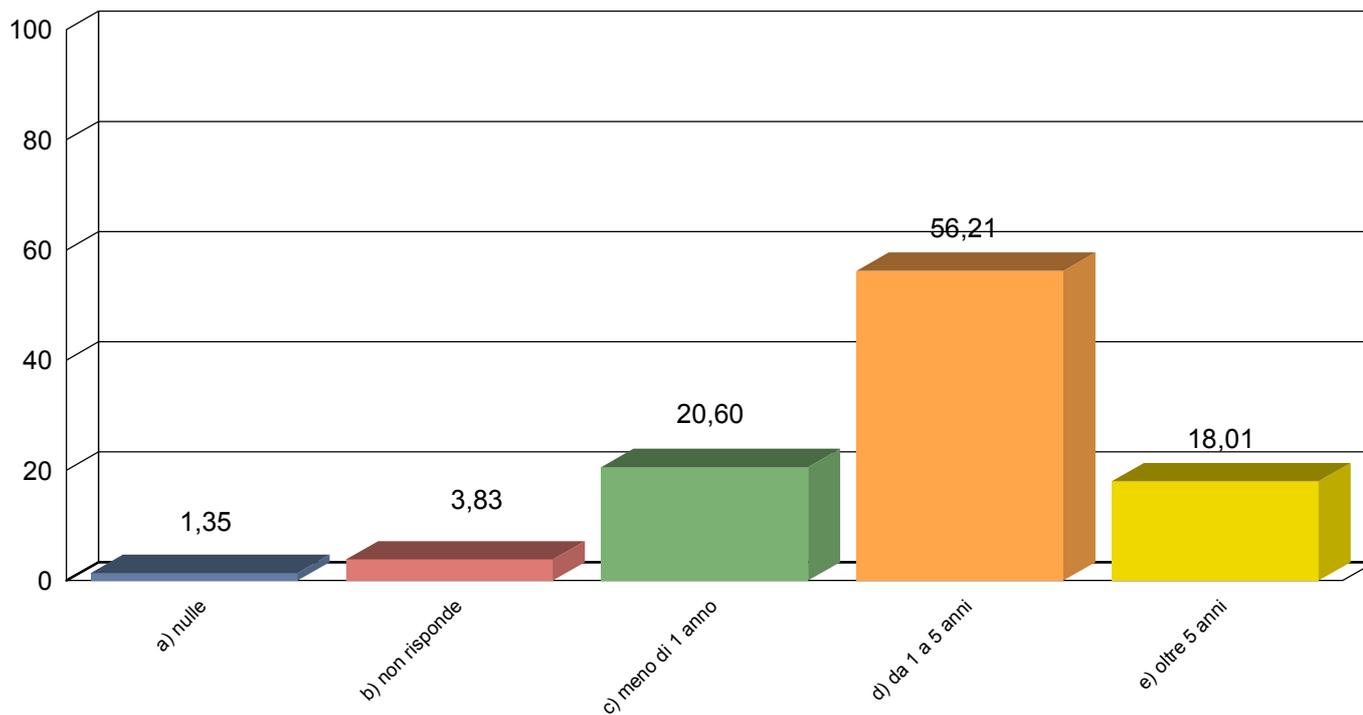


Tipo di biglietto utilizzato

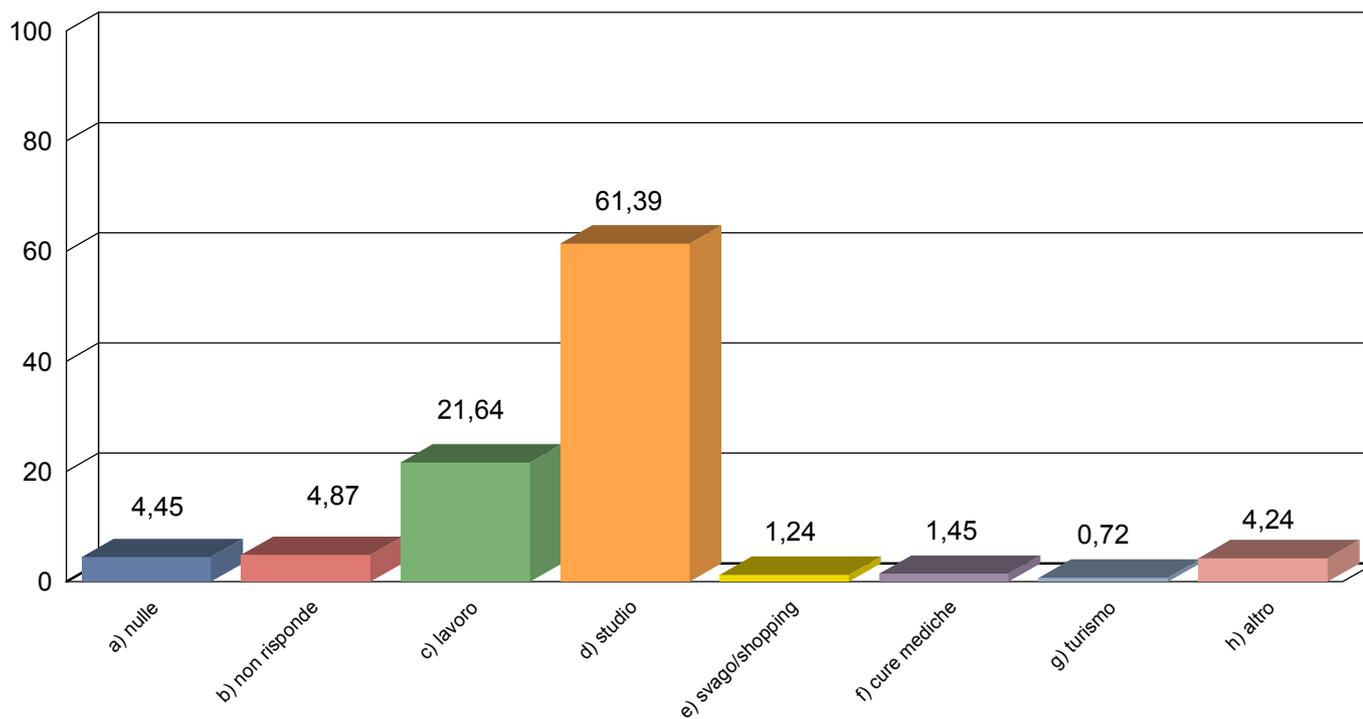




Da quanto tempo utilizza il bus

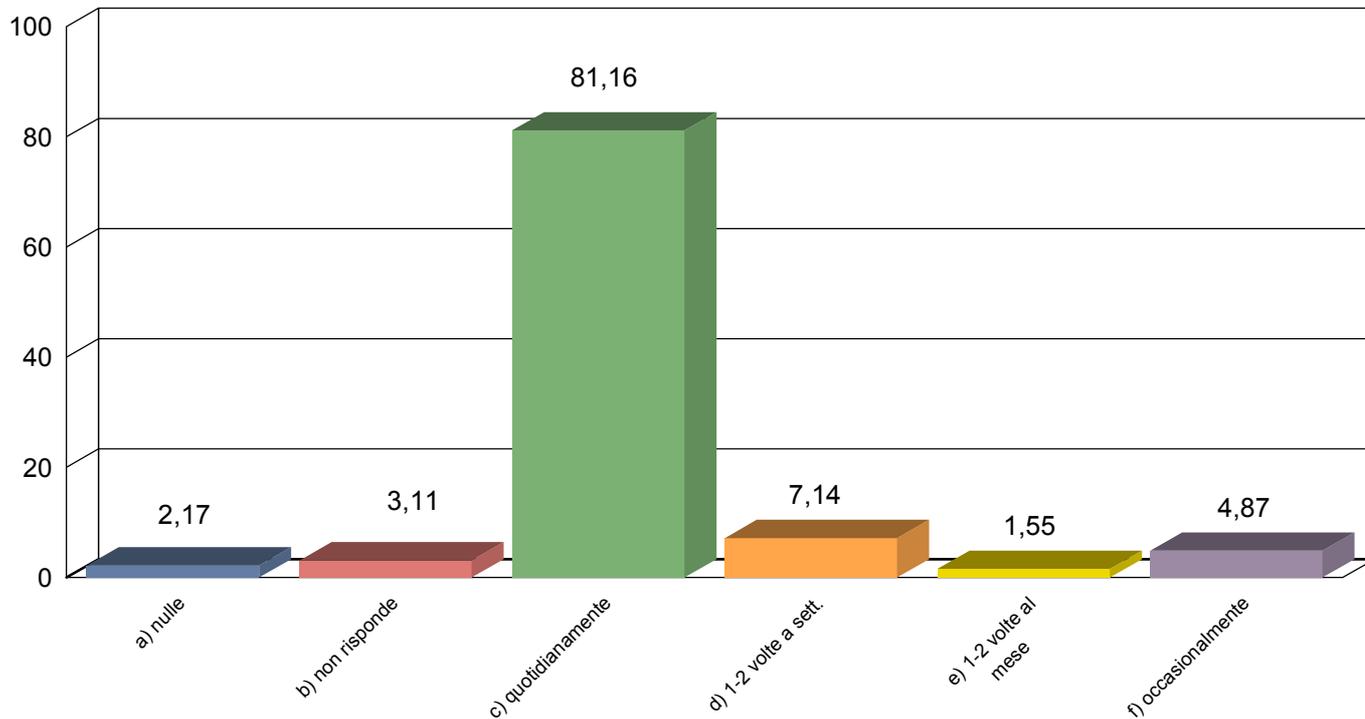


Scopo del viaggio

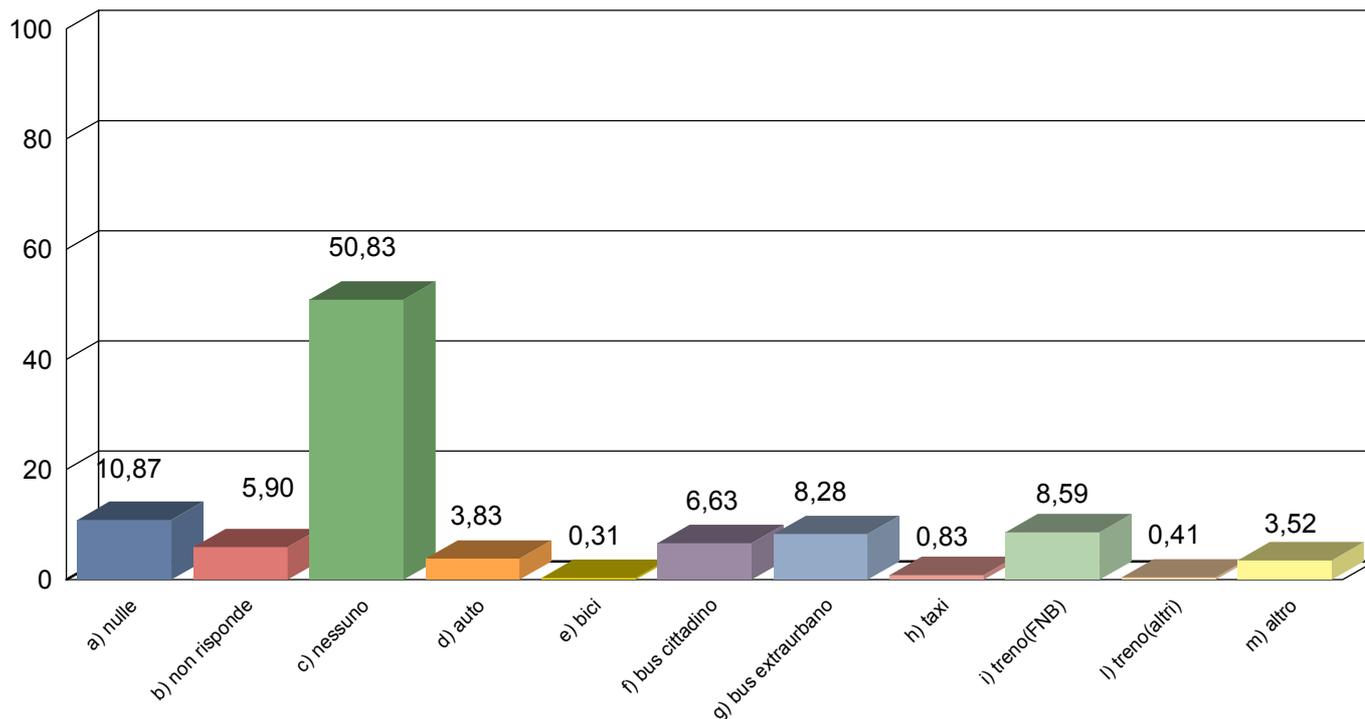




Frequenza di utilizzo

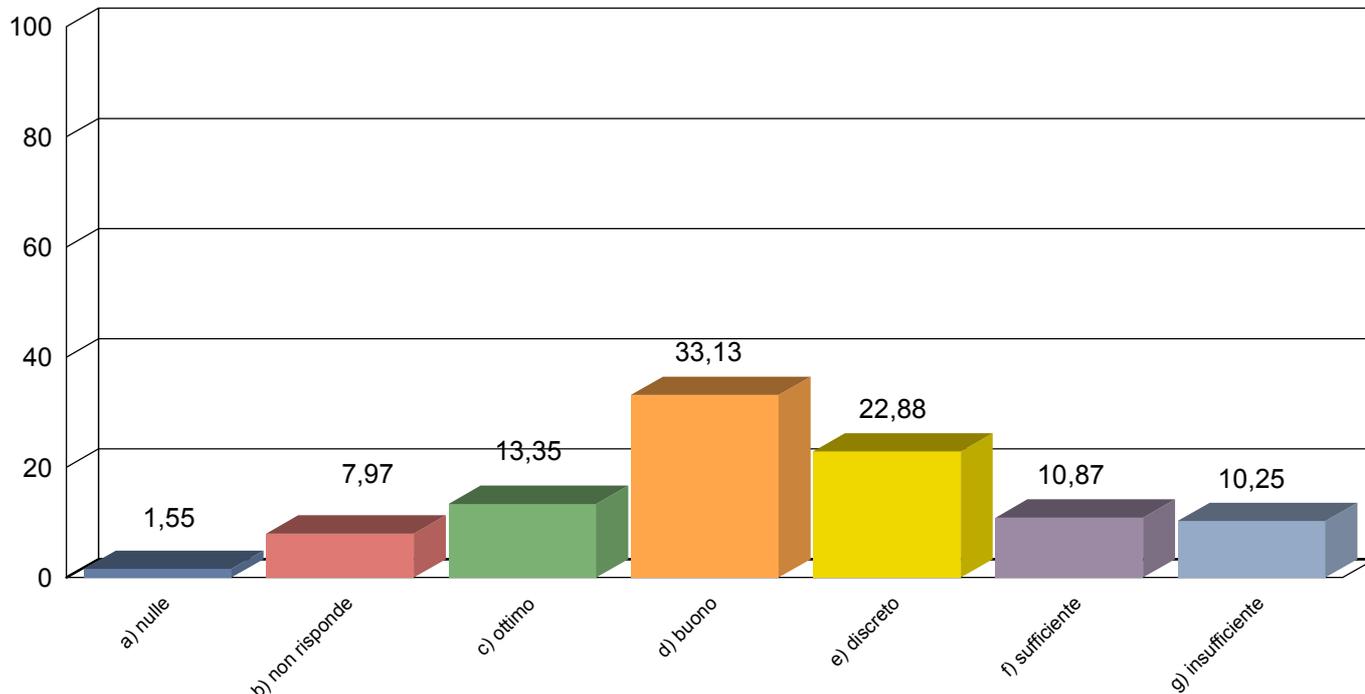


Con che mezzi prosegue questo viaggio

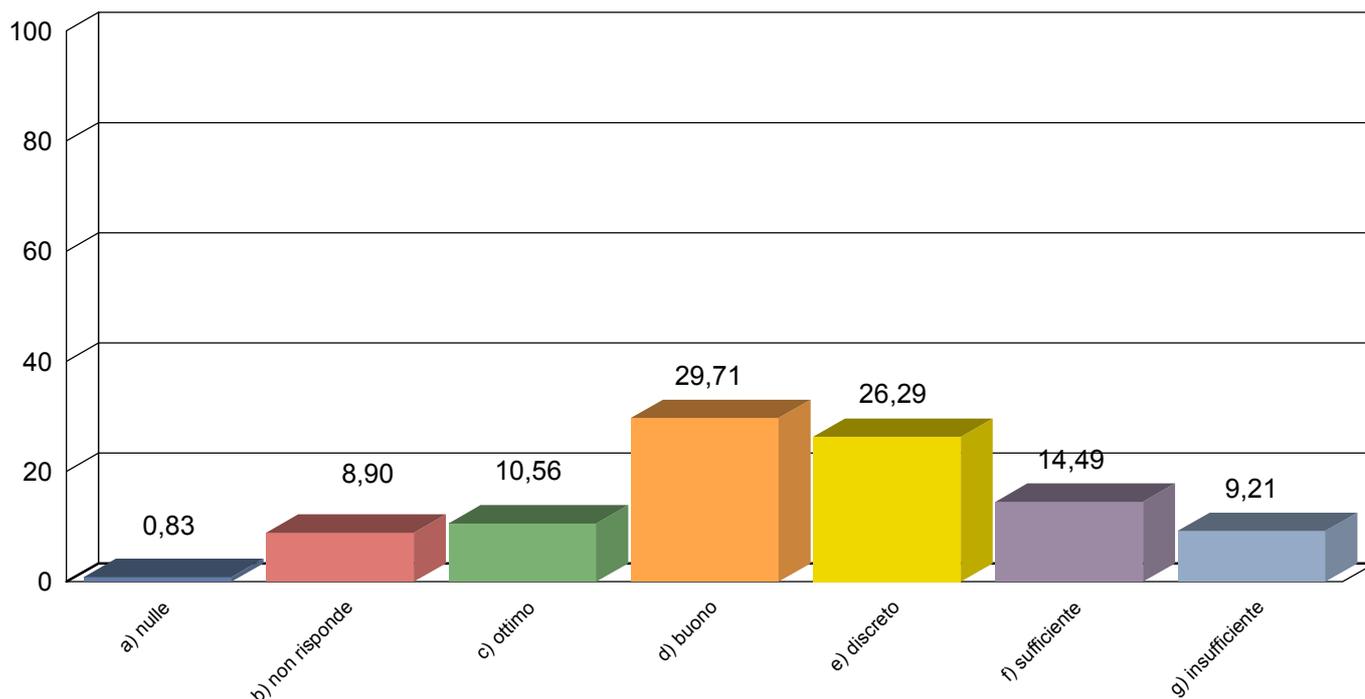




Puntualità delle corse

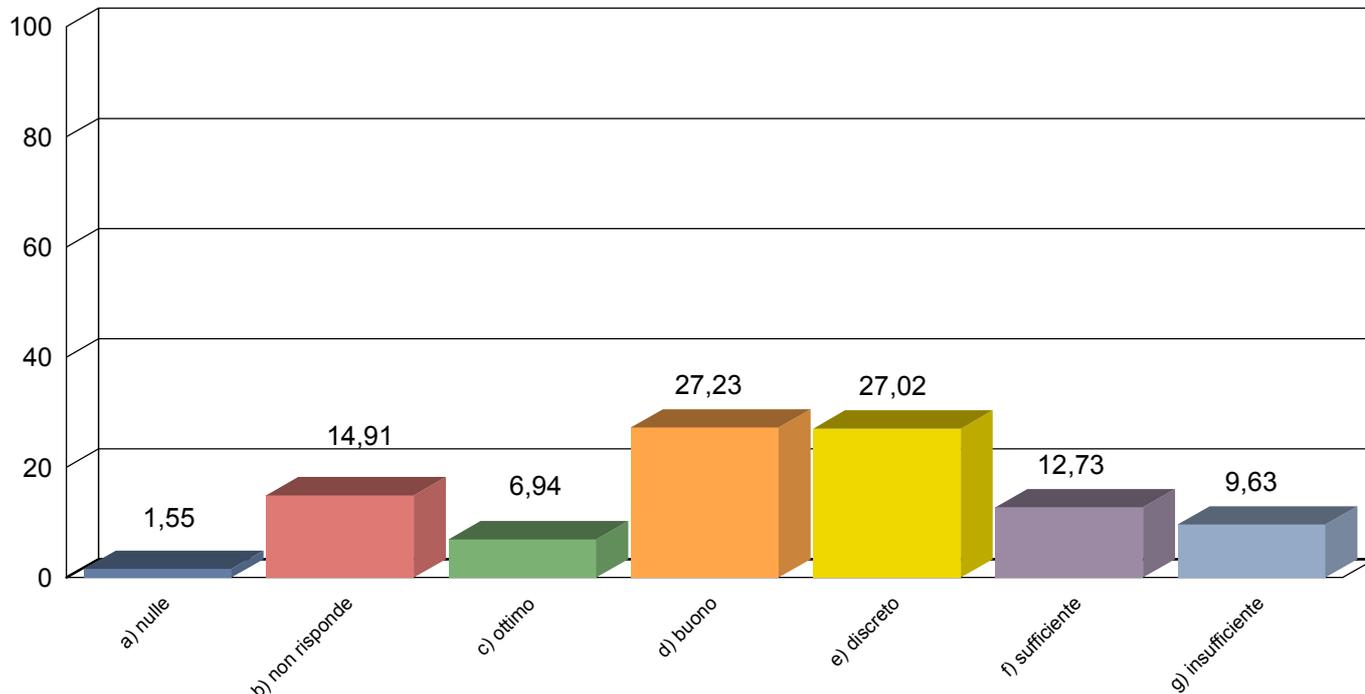


Frequenza delle corse

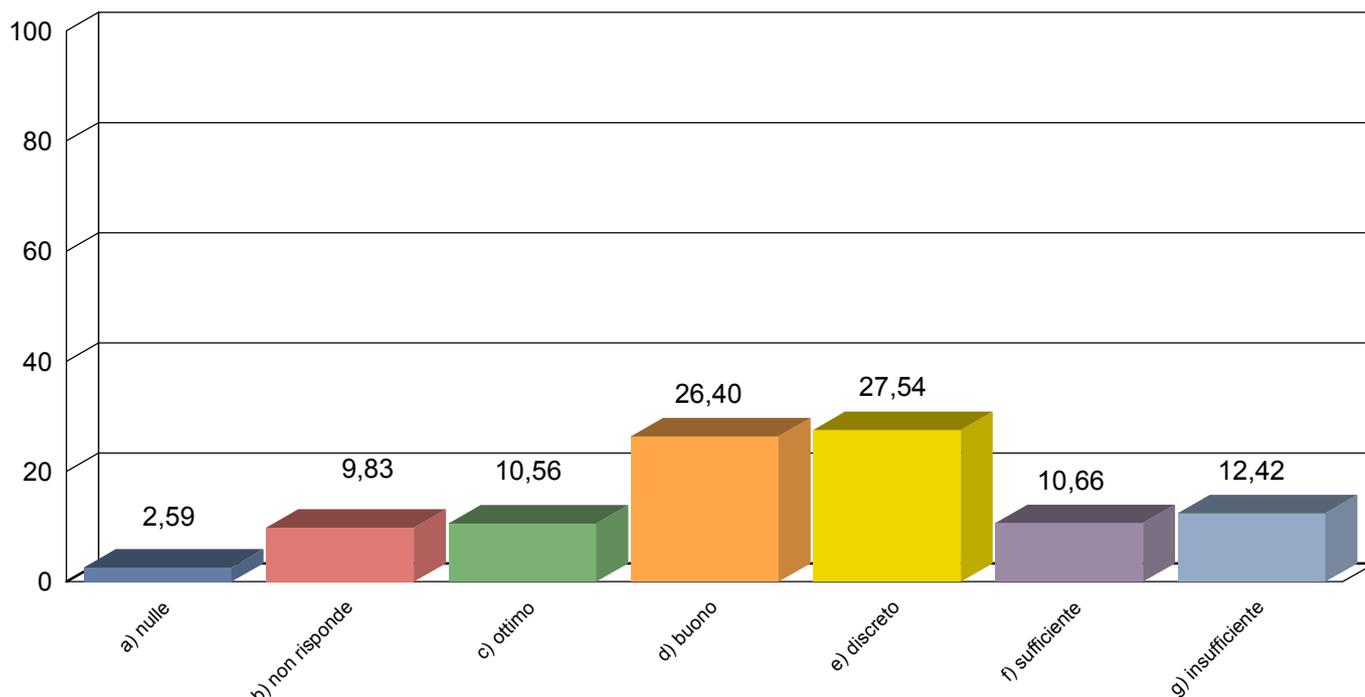




Adeguatezza coincidenze

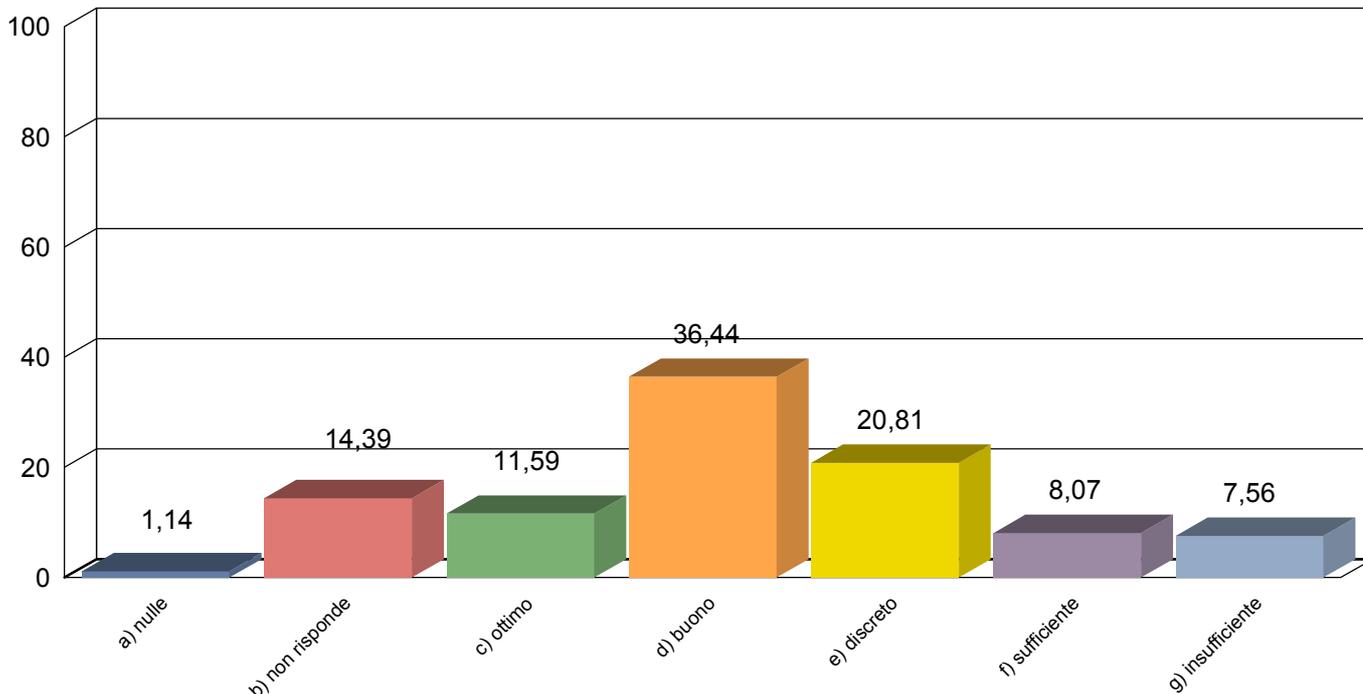


Informazioni a bordo

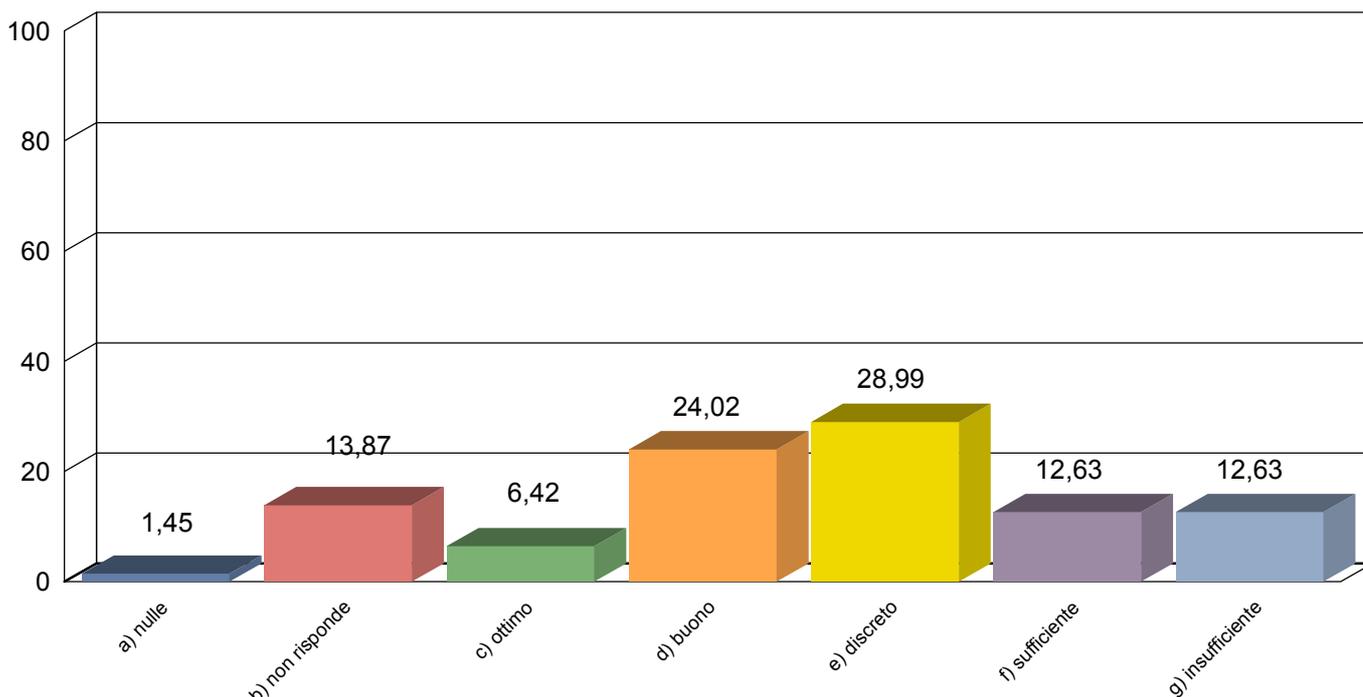




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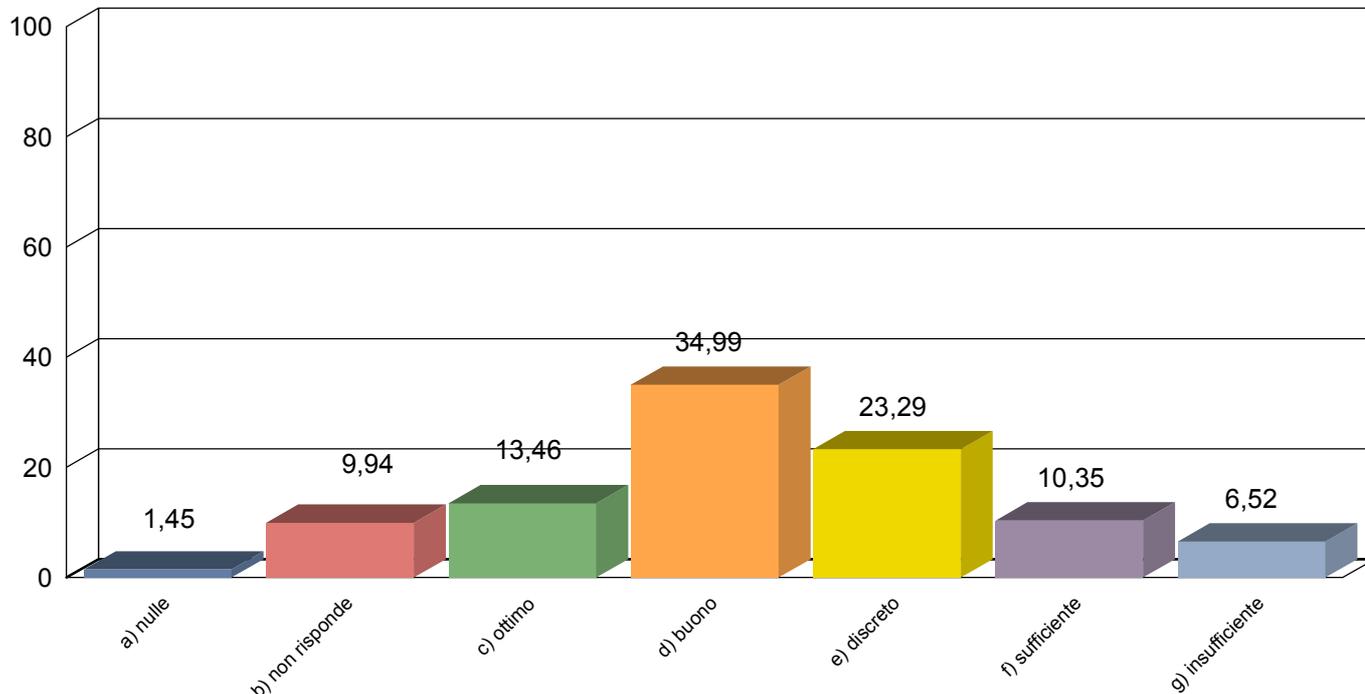


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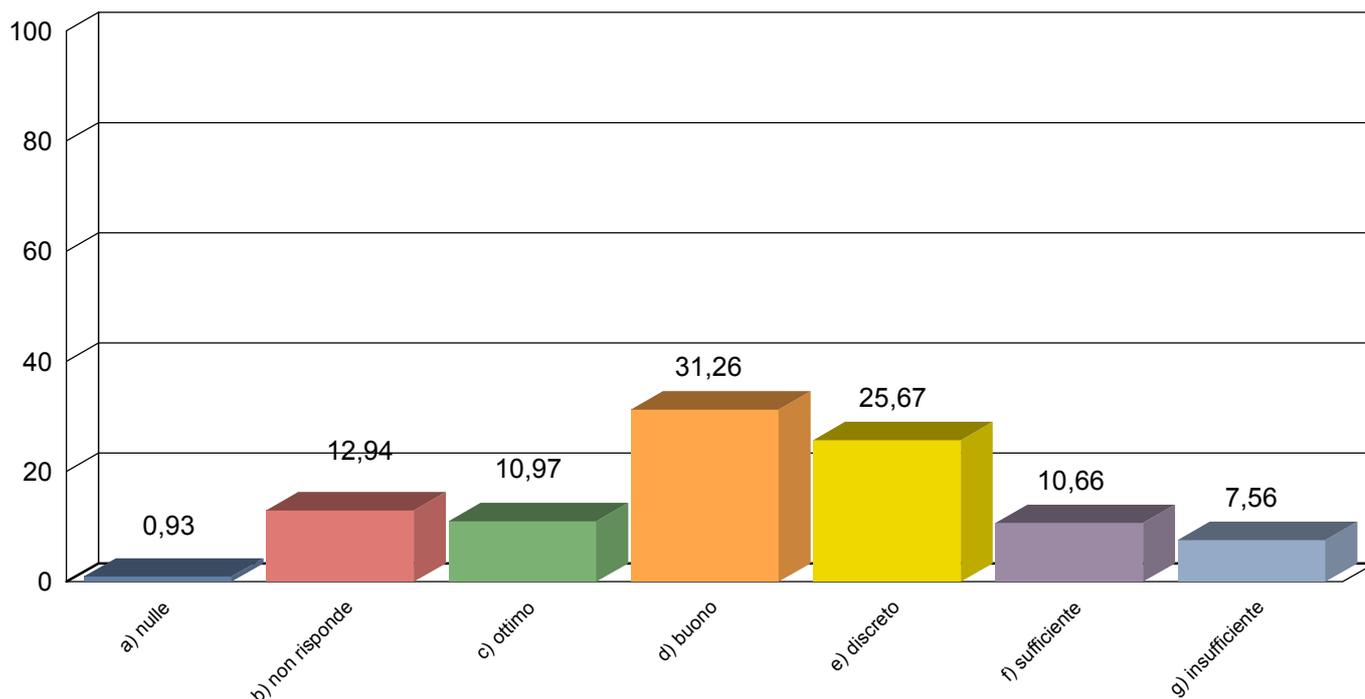




Reperibilità orari e tariffe

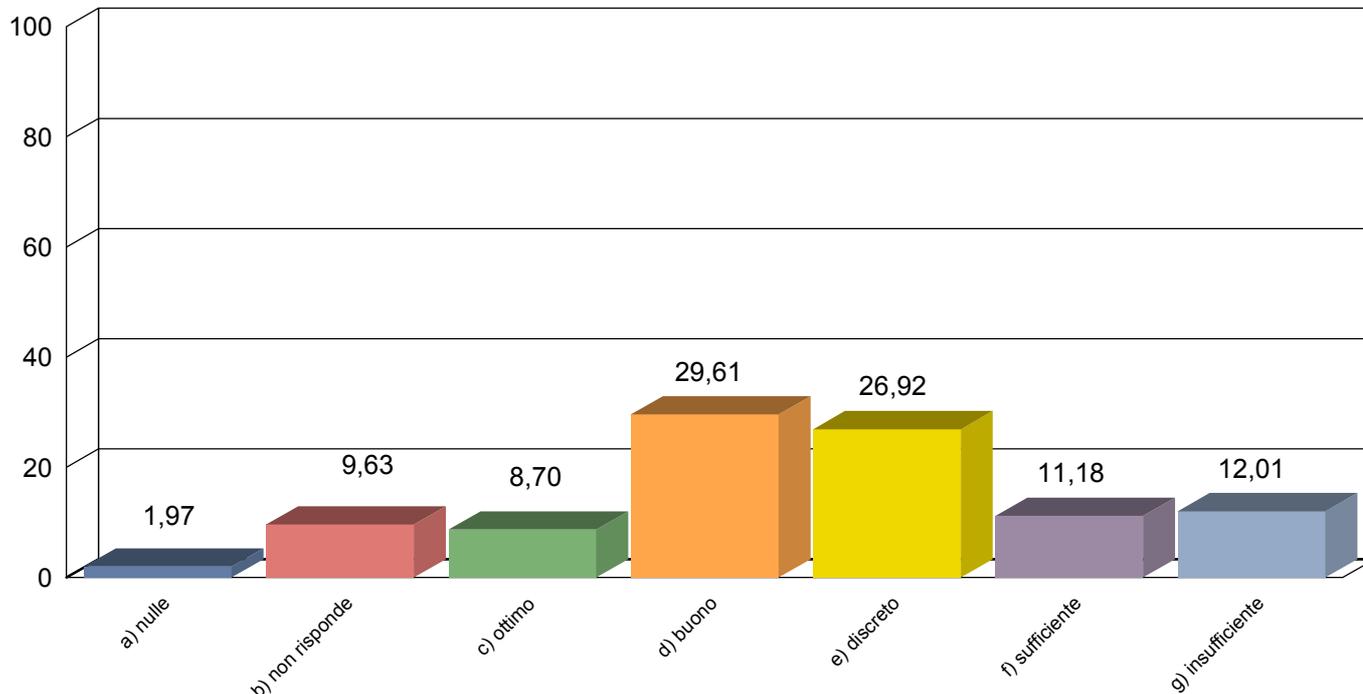


Reperibilità titoli di viaggio

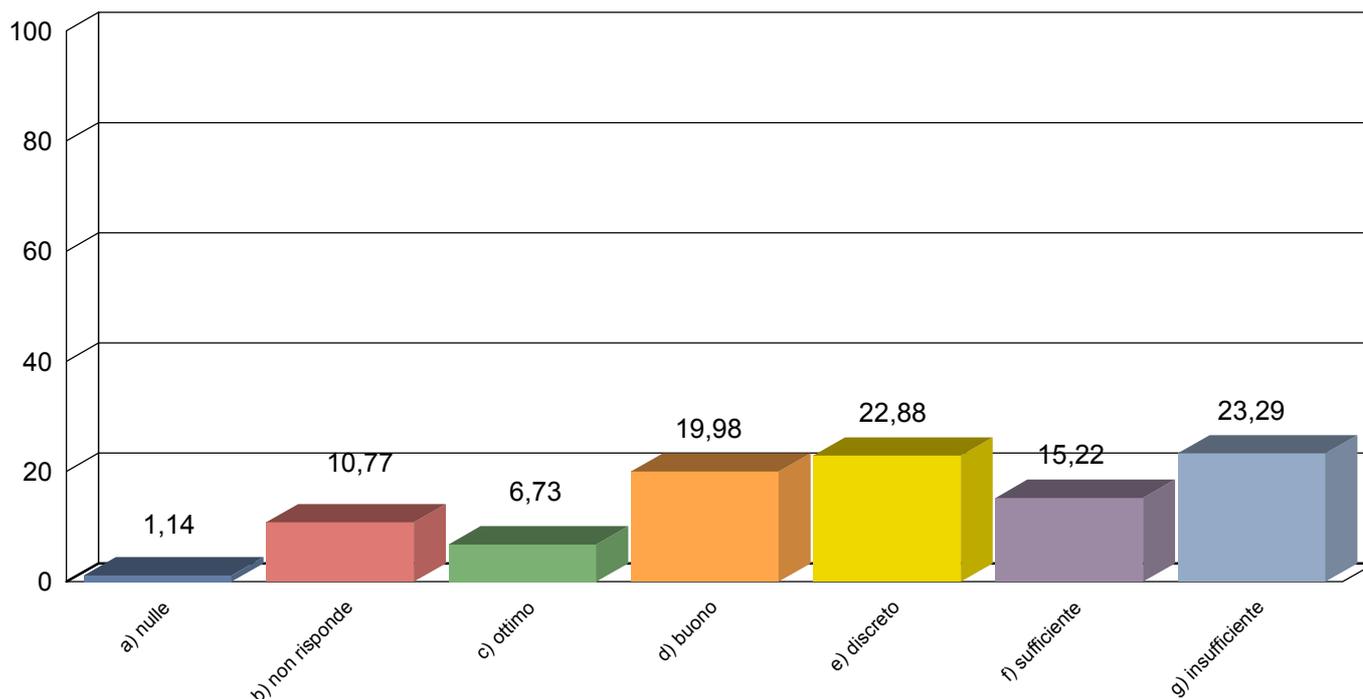




Pulizia esterna del mezzo

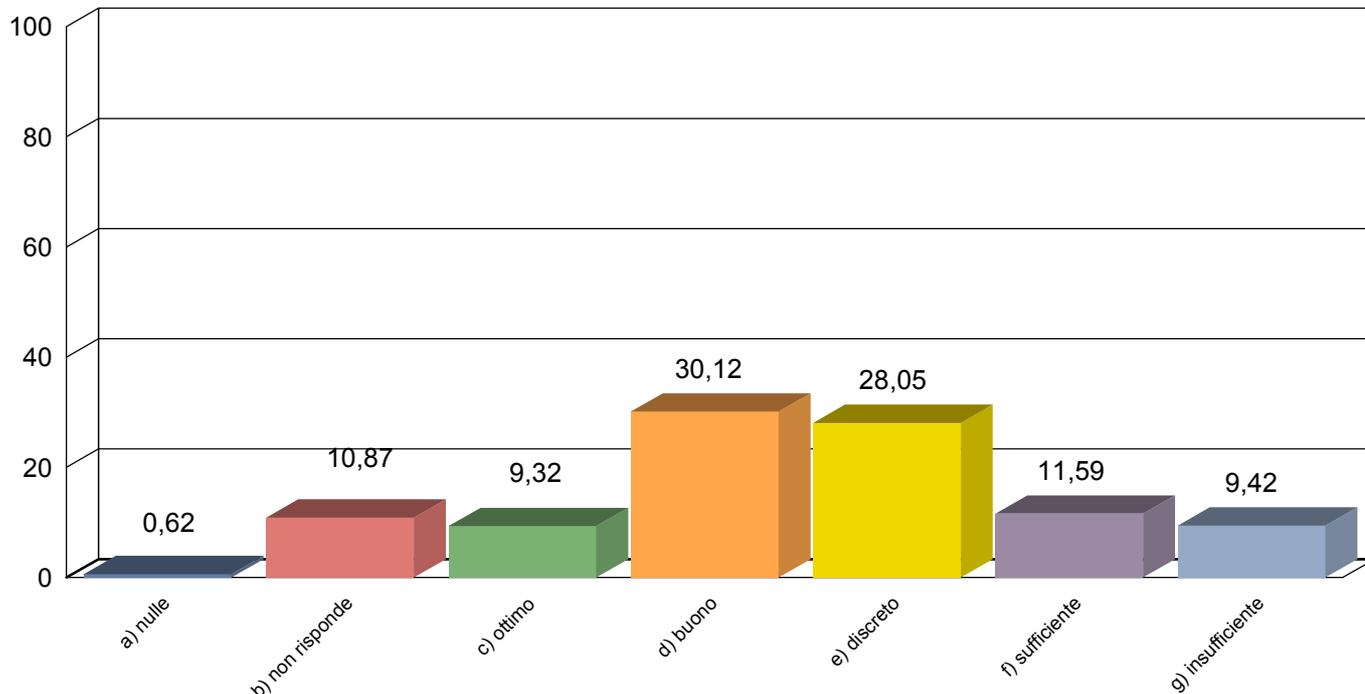


Comfort dei punti di fermata (pensilina e sedute)

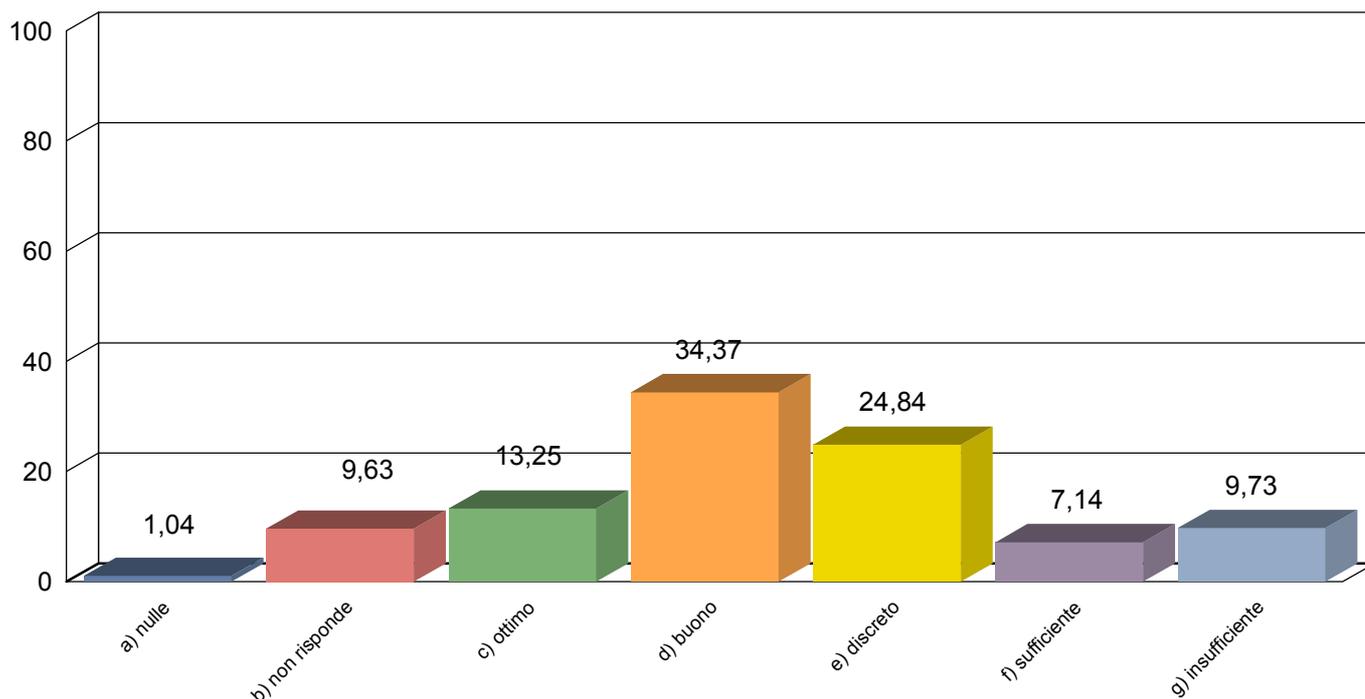




Segnalazione delle fermate

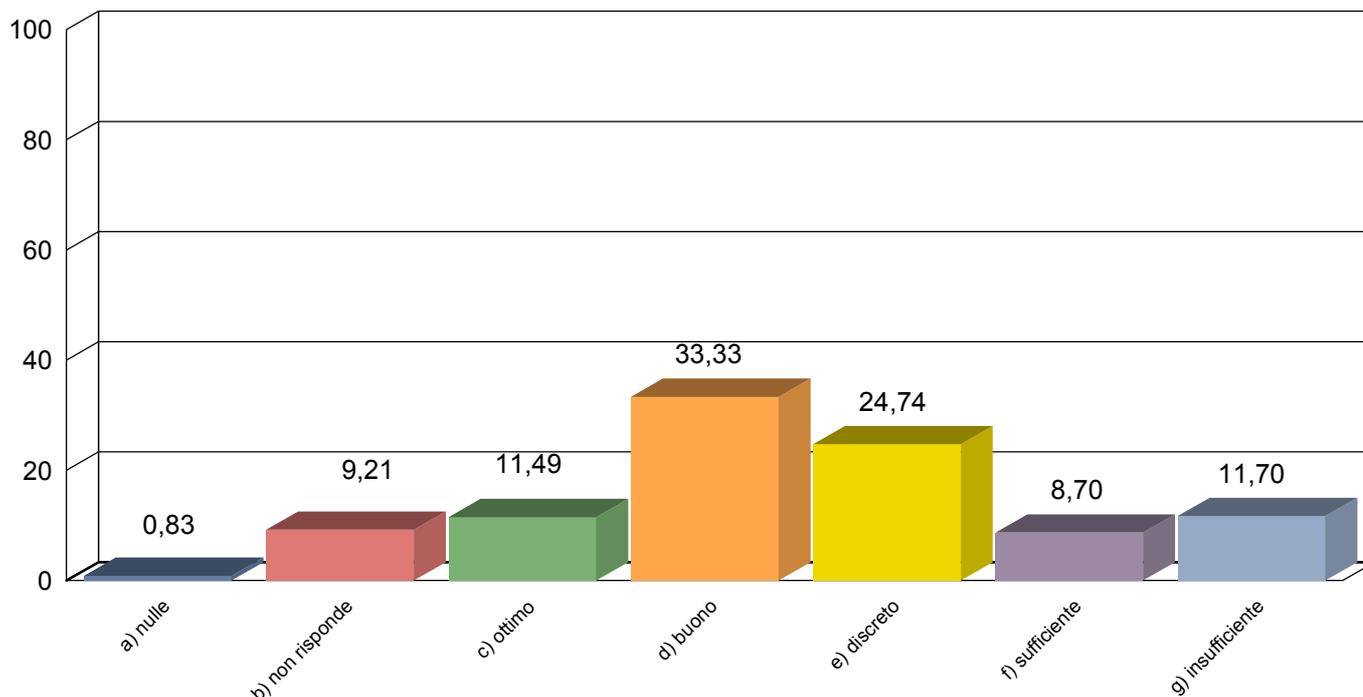


Sicurezza sul mezzo di persone e cose

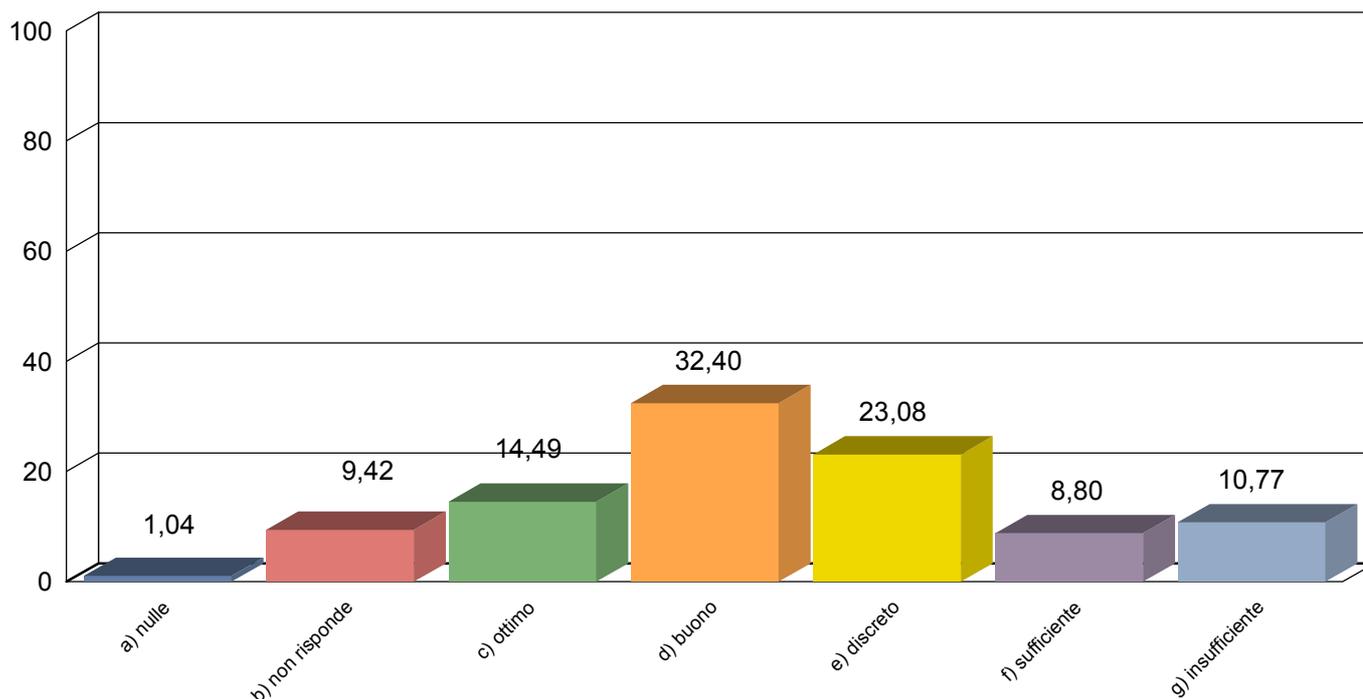




Efficienza climatizzazione estate/inverno

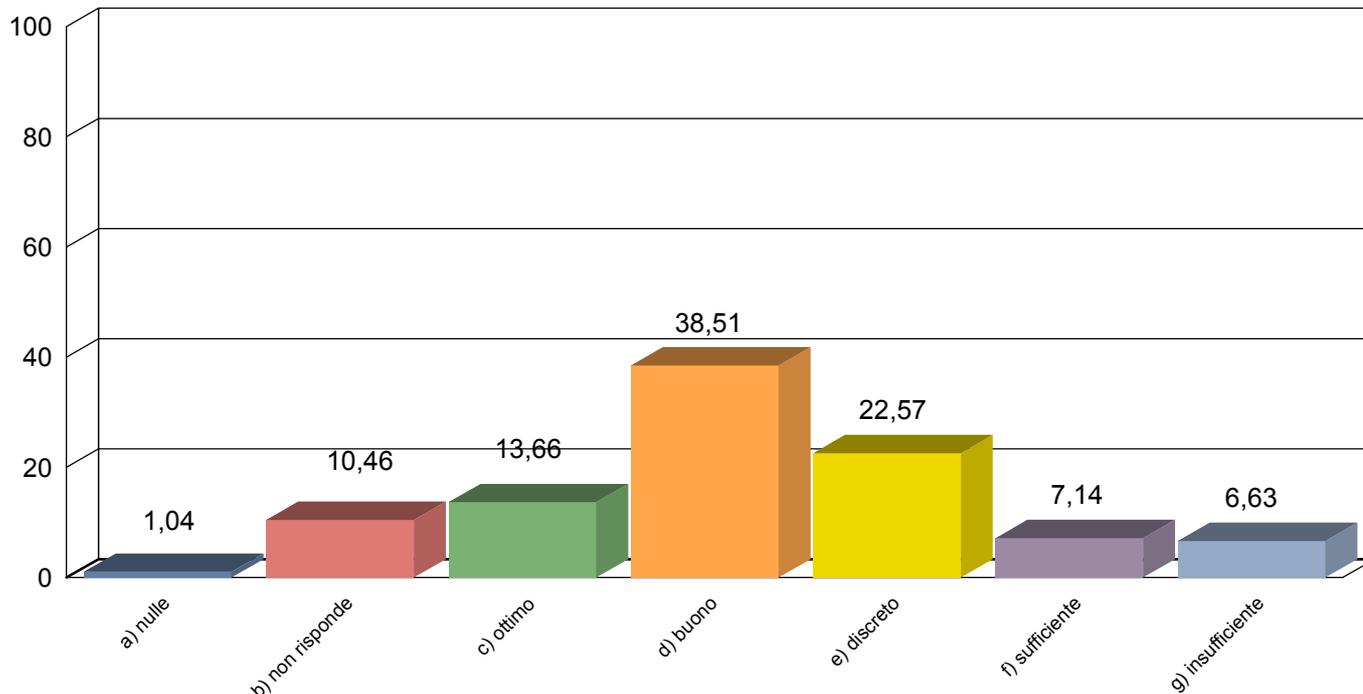


Cortesia/Disponibilità del personale

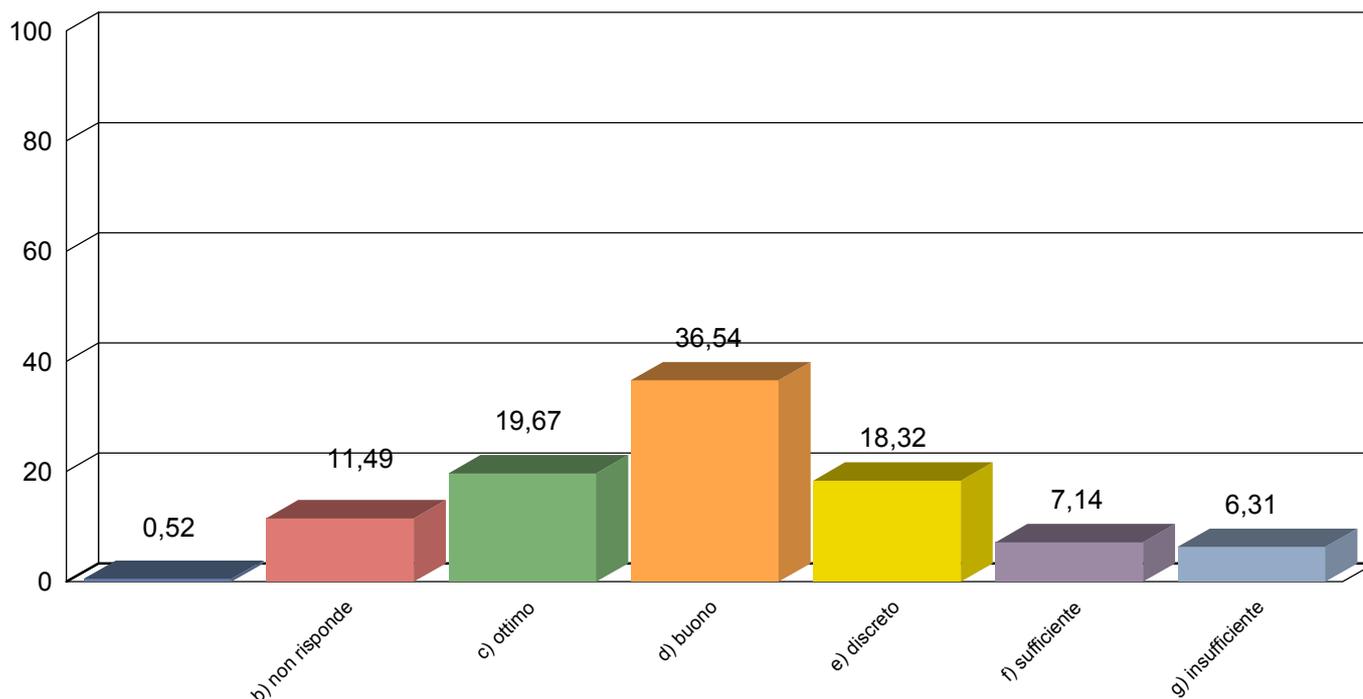




Competenza del personale



Riconoscibilità del personale



Indagine conoscitiva sulla soddisfazione dei viaggiatori

Linea: **AUTOLINEE** **GENNAIO 2016**

