



FERROTRAMVIARIA SPA
FERROVIE DEL NORD BARESE
AUTOLINEE

Indagine conoscitiva sulla soddisfazione dei viaggiatori della ferrovia

GIUGNO 2012

(campione esaminato: 2724 viaggiatori)



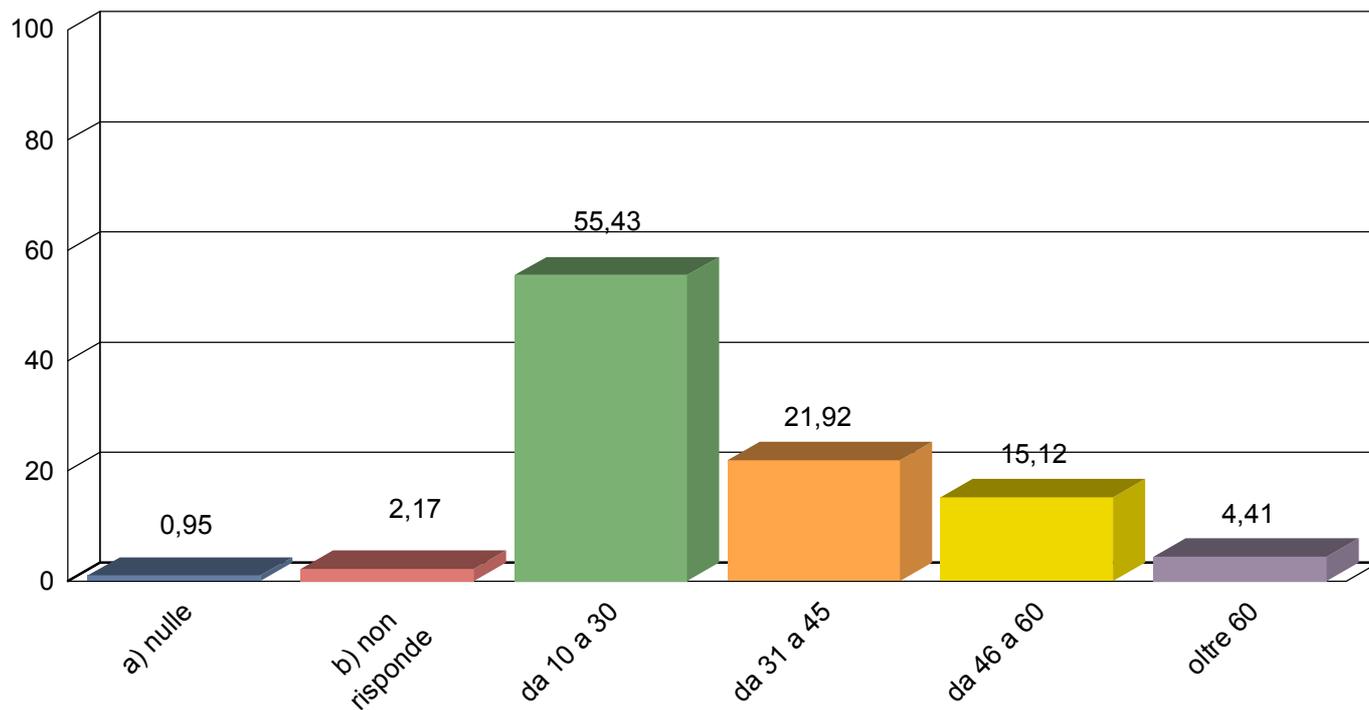
Indagine conoscitiva sulla soddisfazione dei viaggiatori

Linea: **FERROVIA**

Giugno **2012**



Età



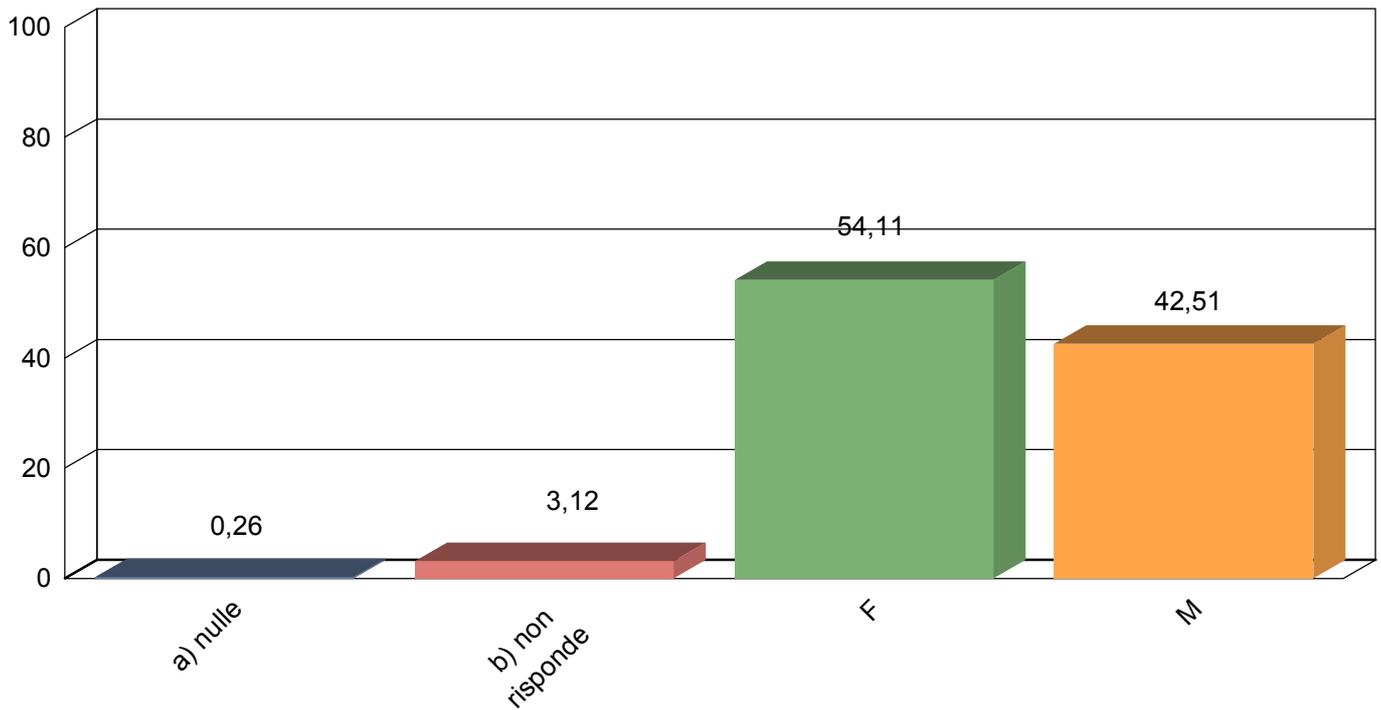
Indagine conoscitiva sulla soddisfazione dei viaggiatori



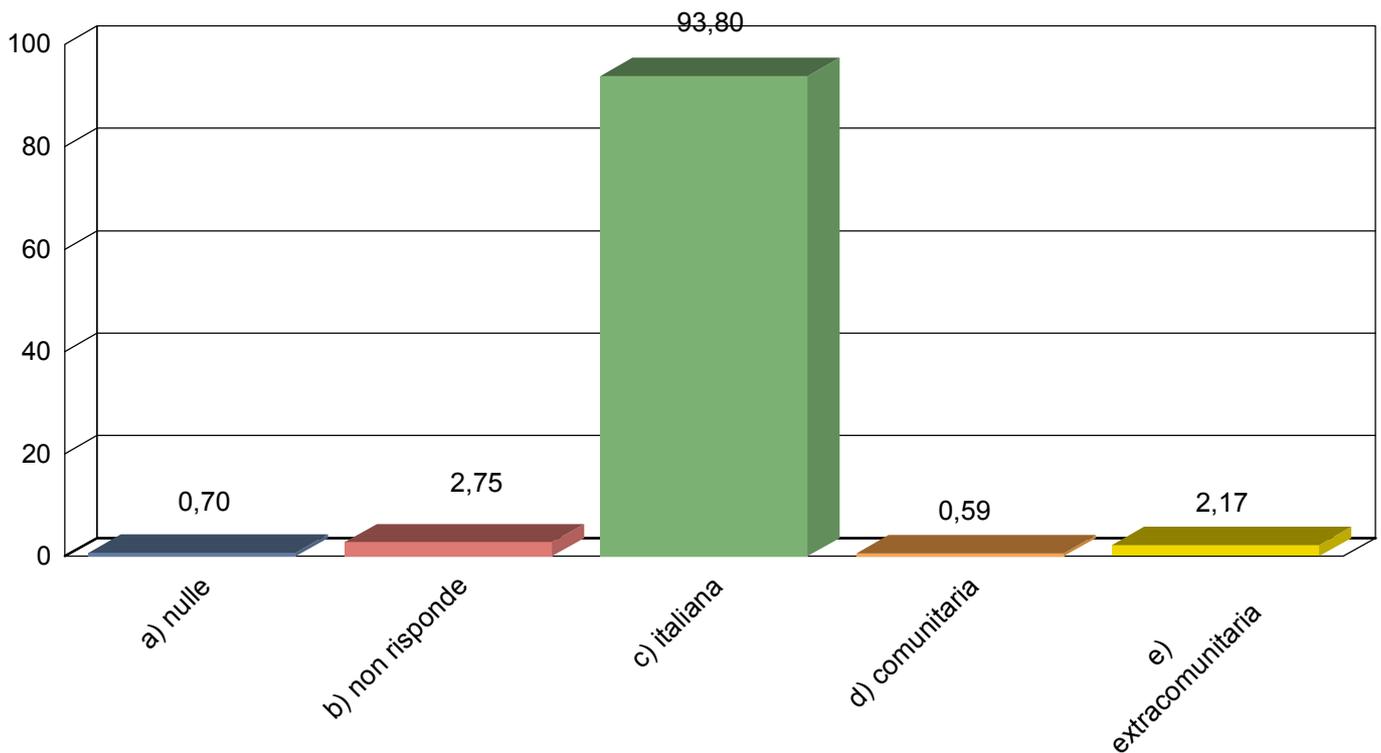
Linea: **FERROVIA**

Giugno **2012**

Sesso

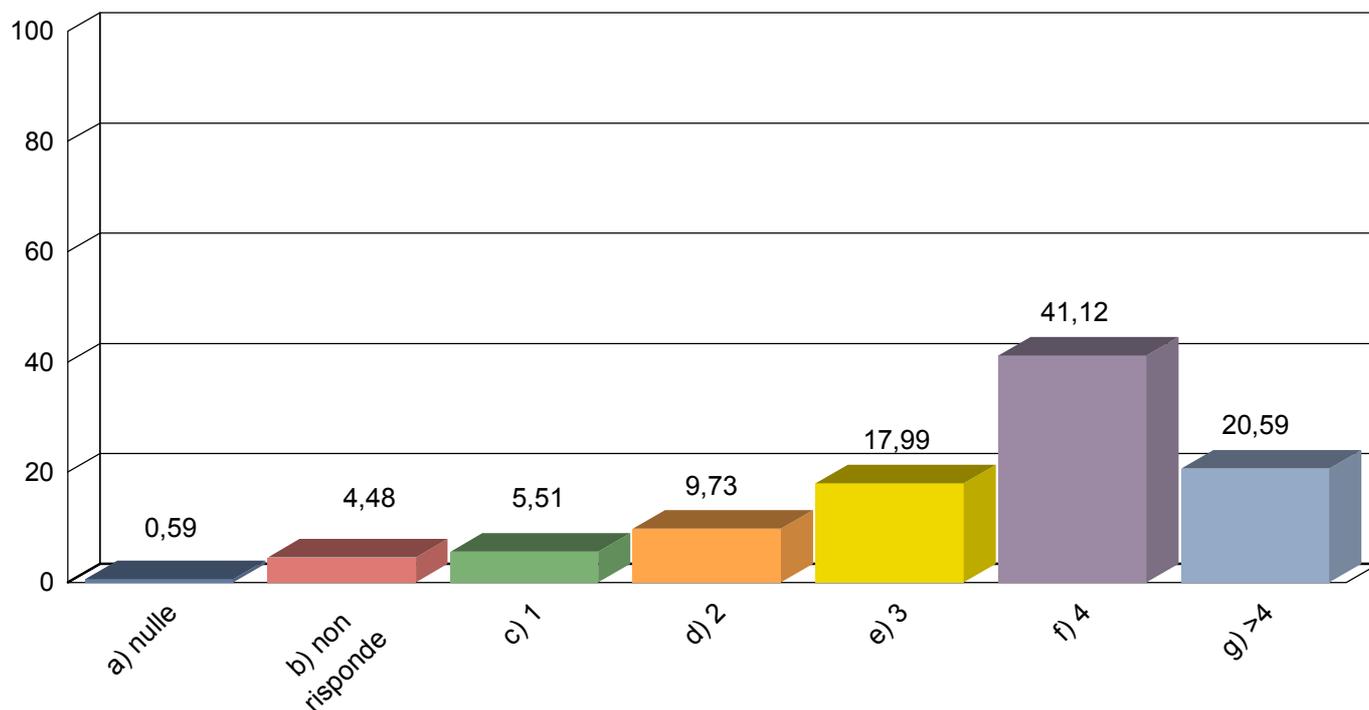


Nazionalità

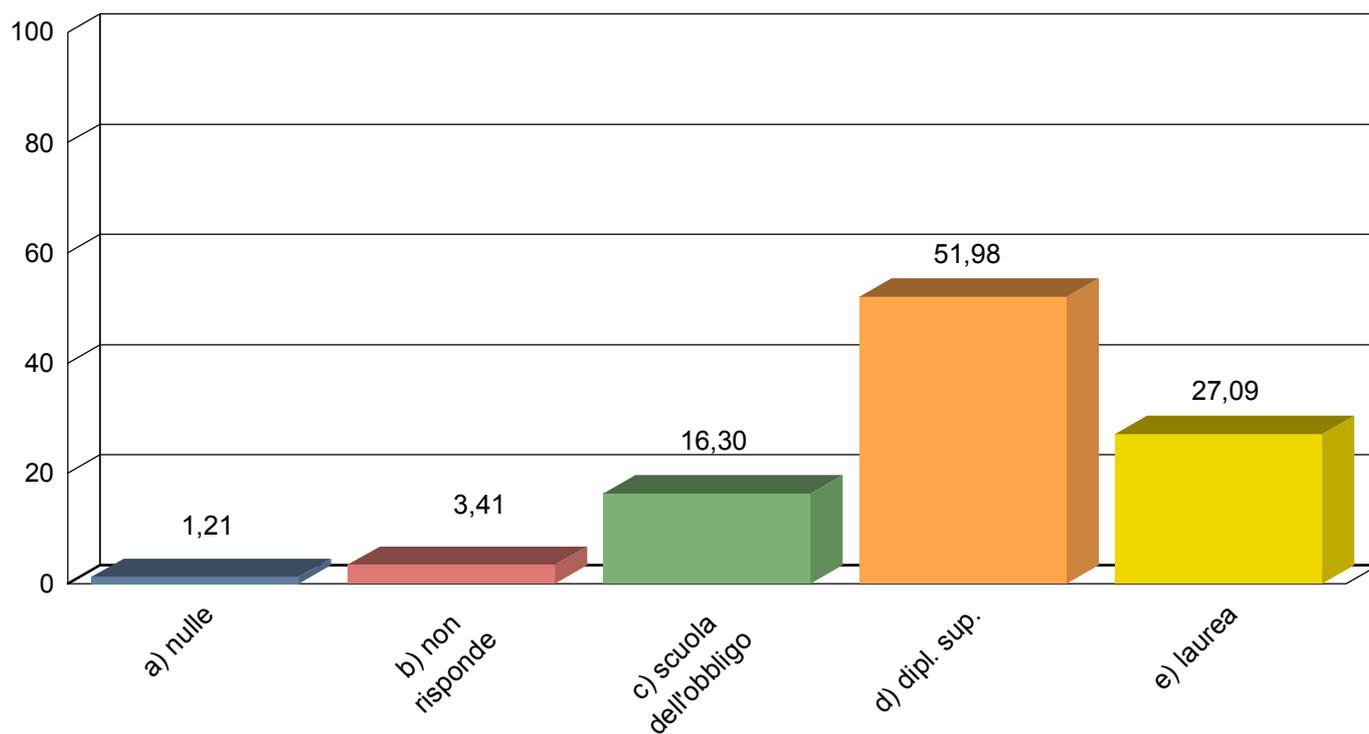




Nucleo familiare

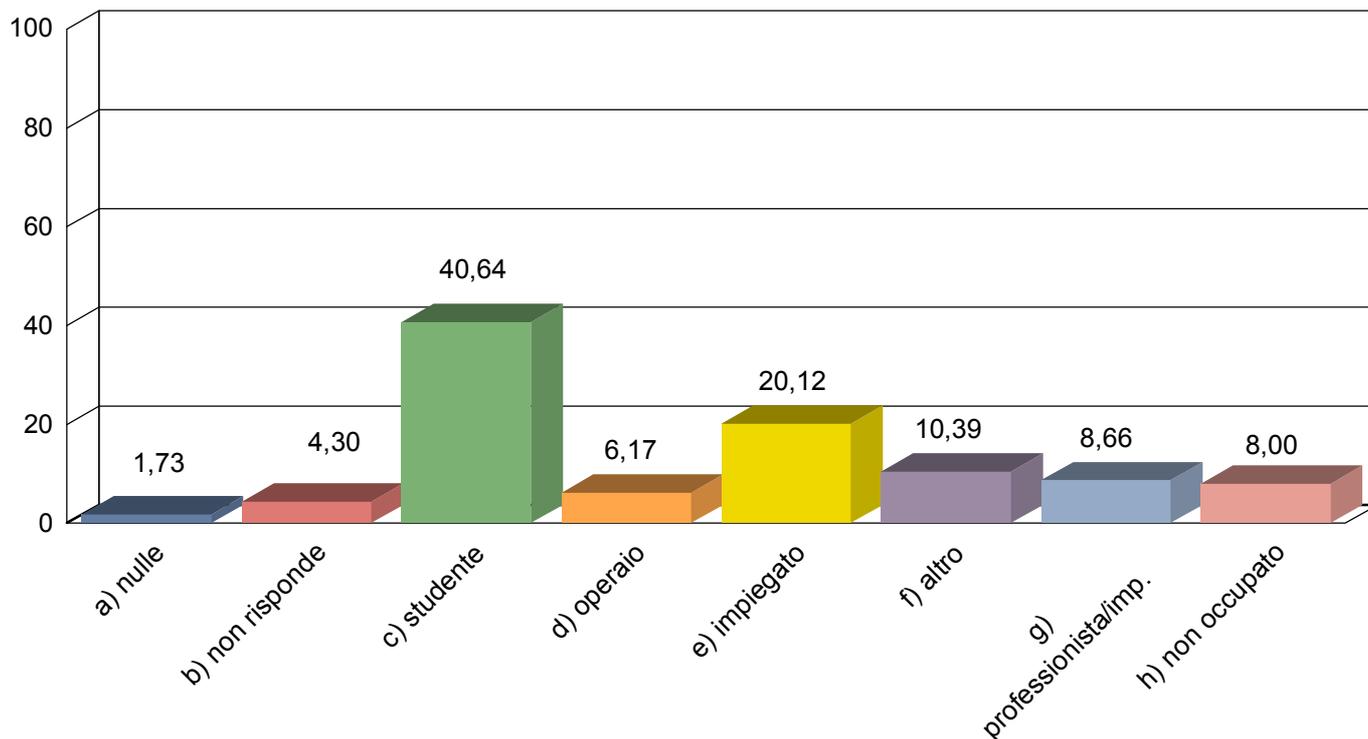


Titolo di studio

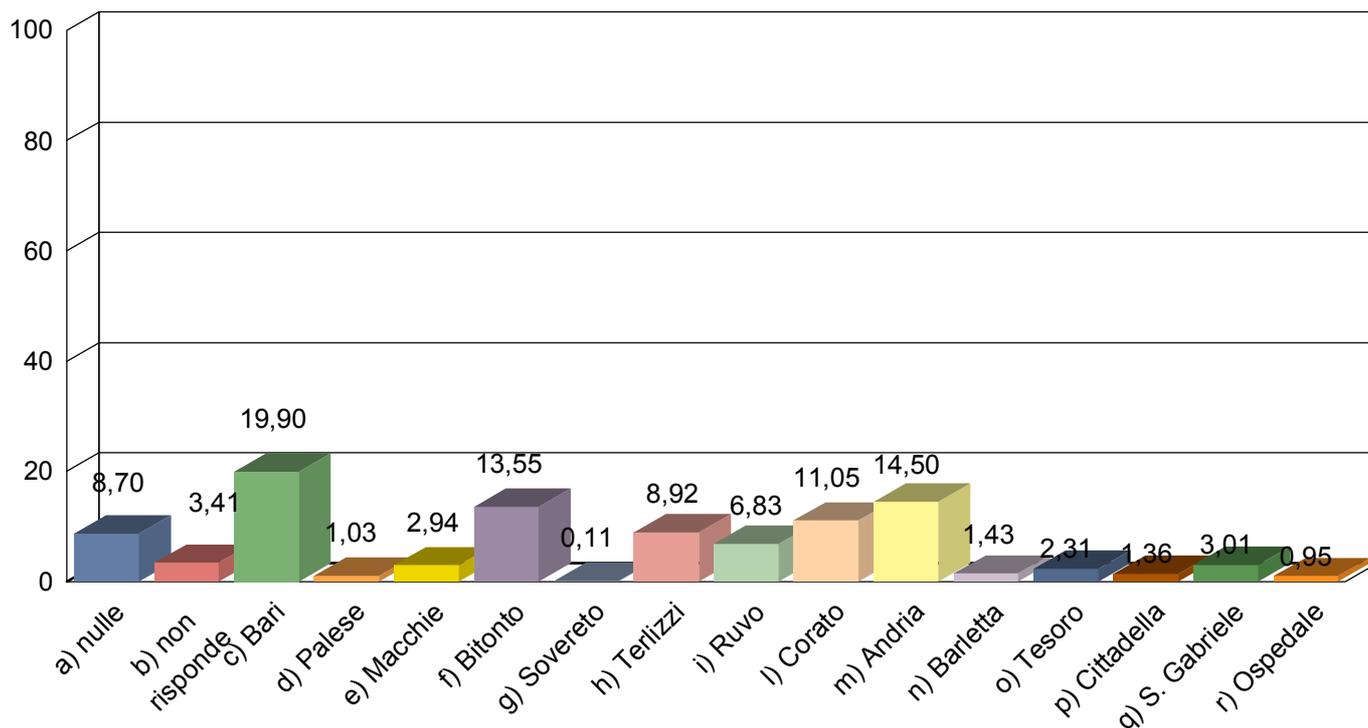




Occupazione

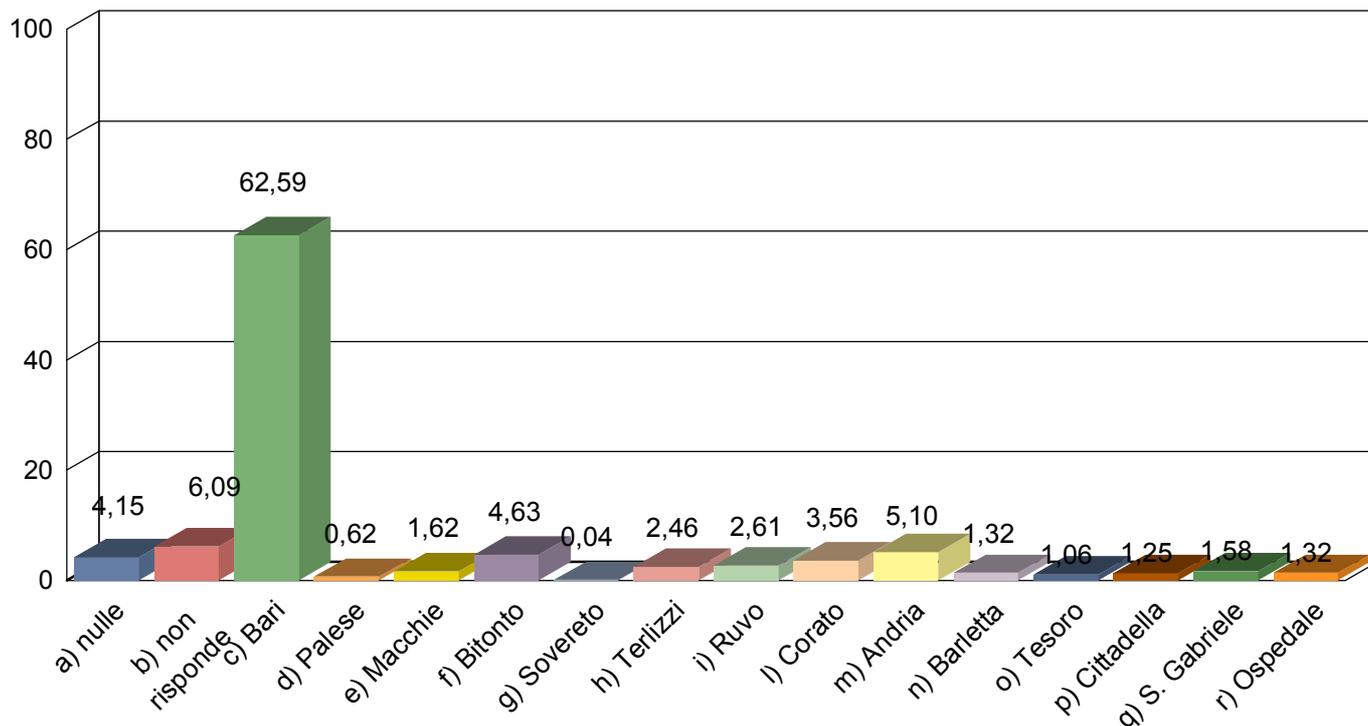


Città di partenza di questo viaggio

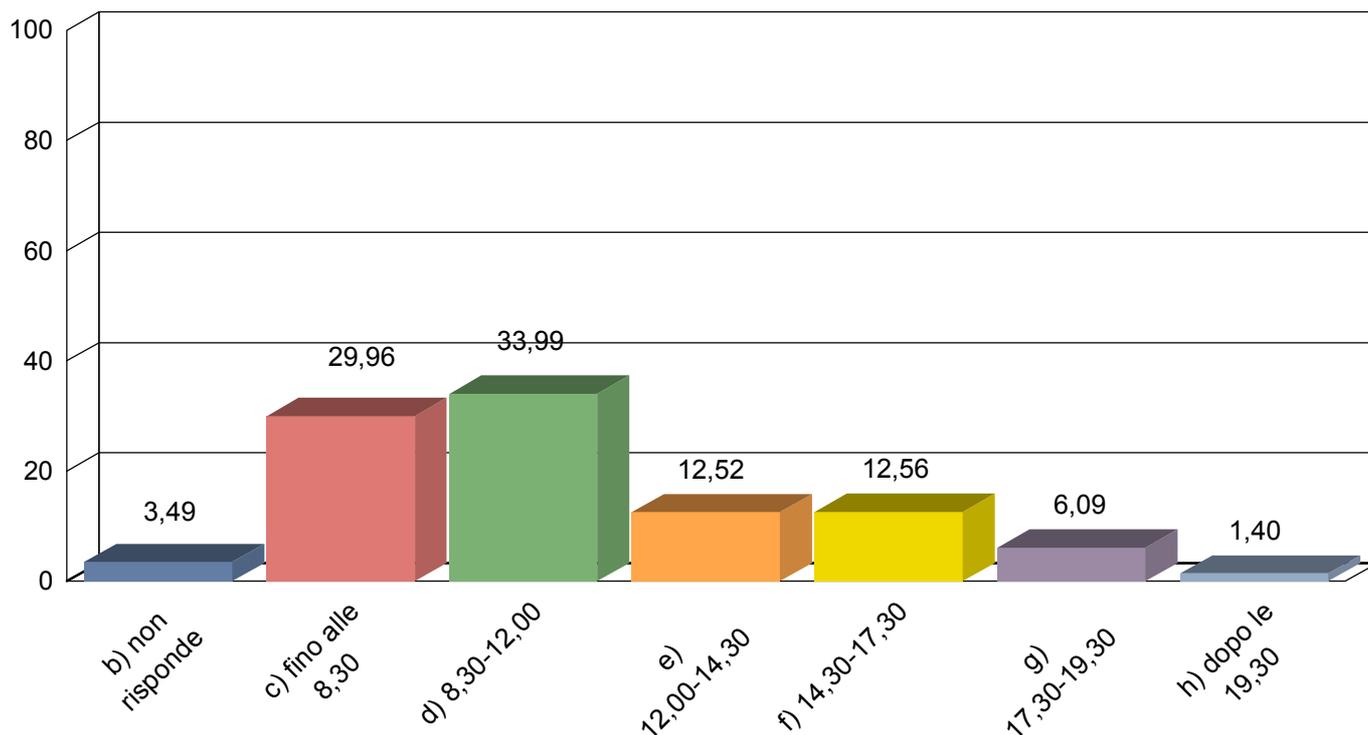




Città di arrivo di questo viaggio

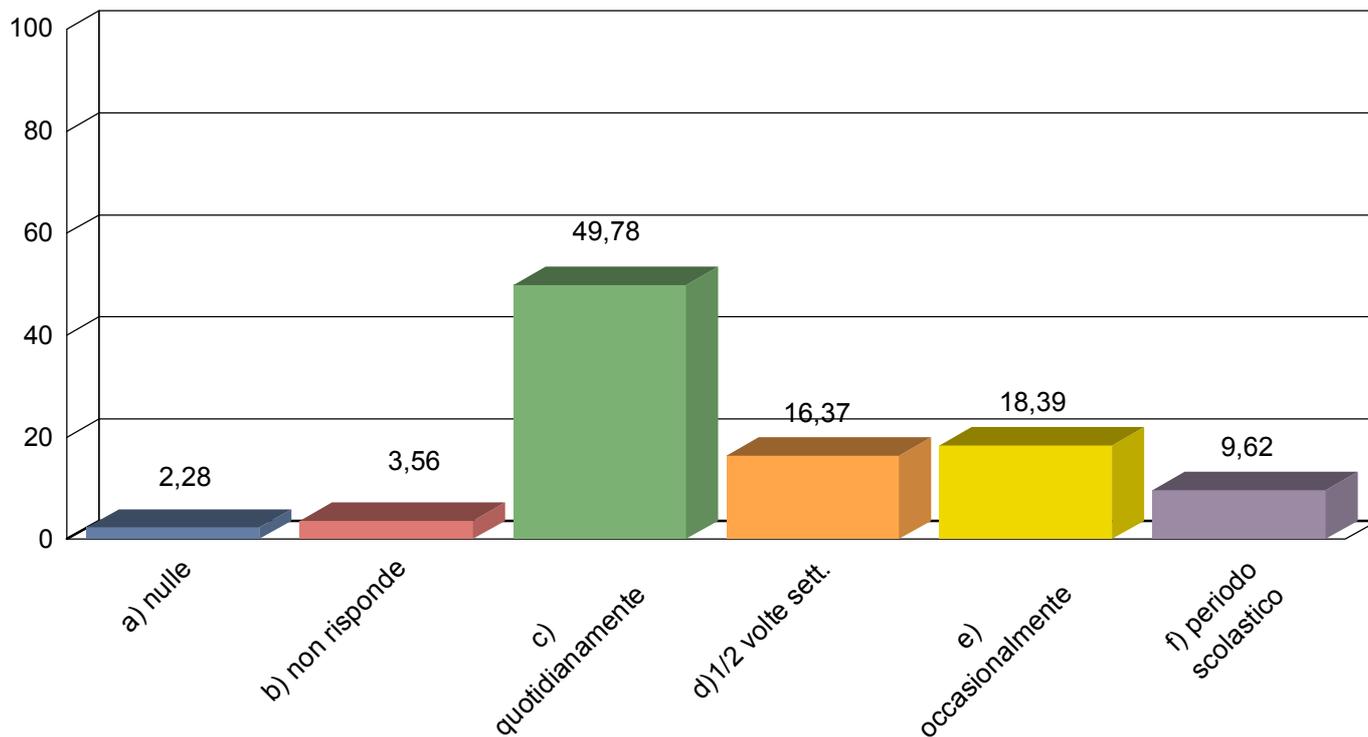


In quale fascia oraria effettua questo viaggio

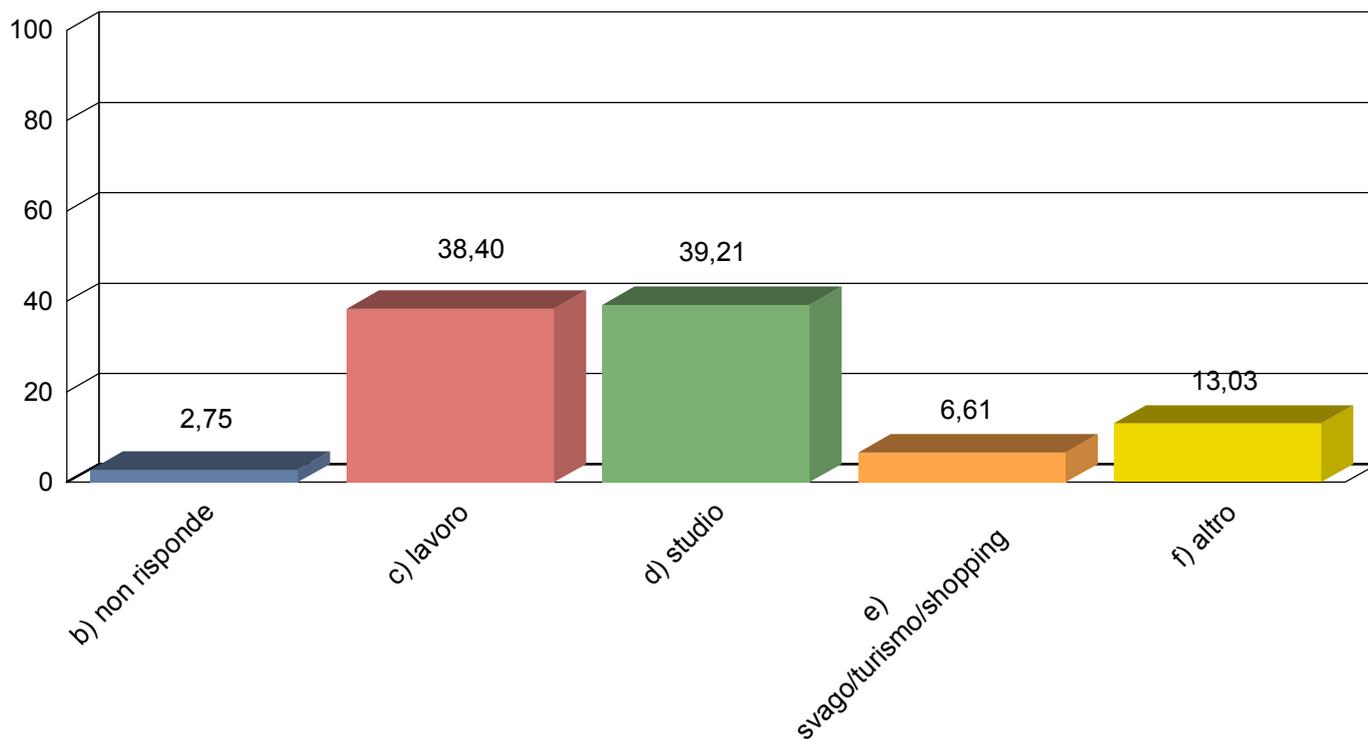




Frequenza d'utilizzo

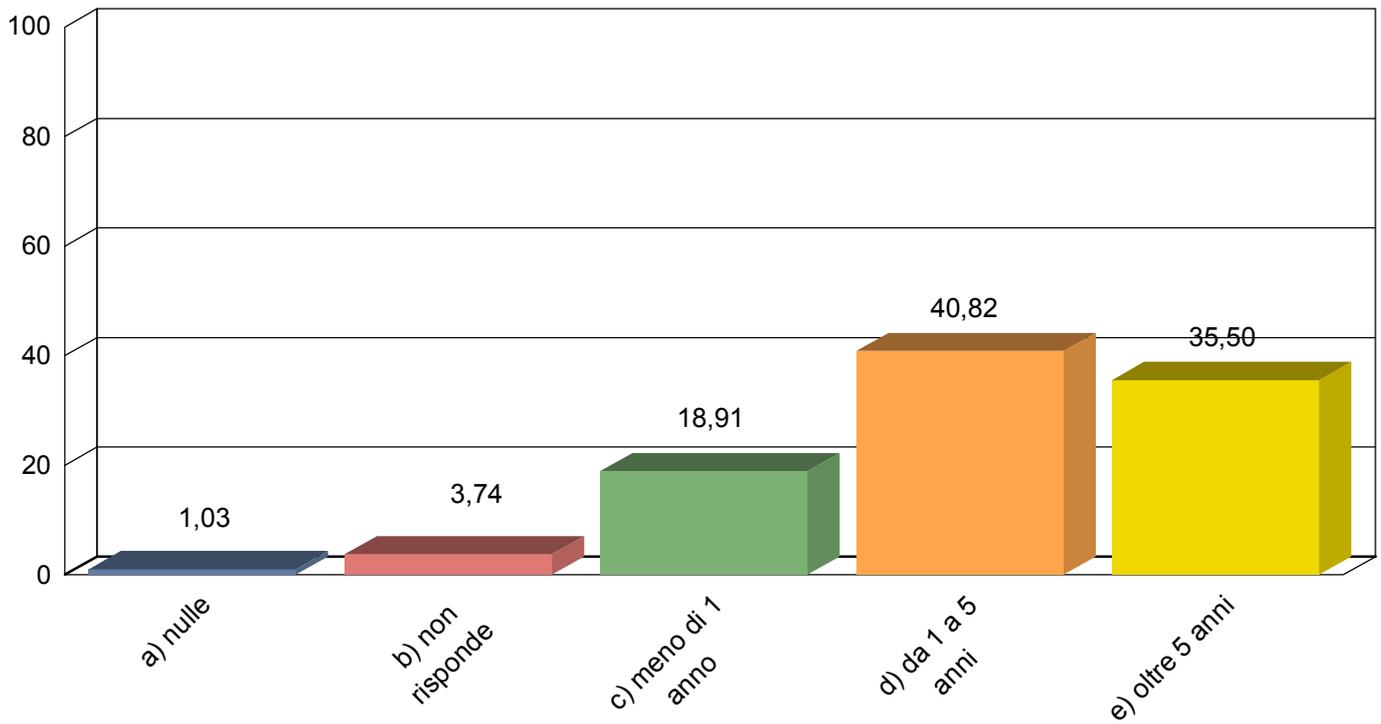


Scopo del viaggio

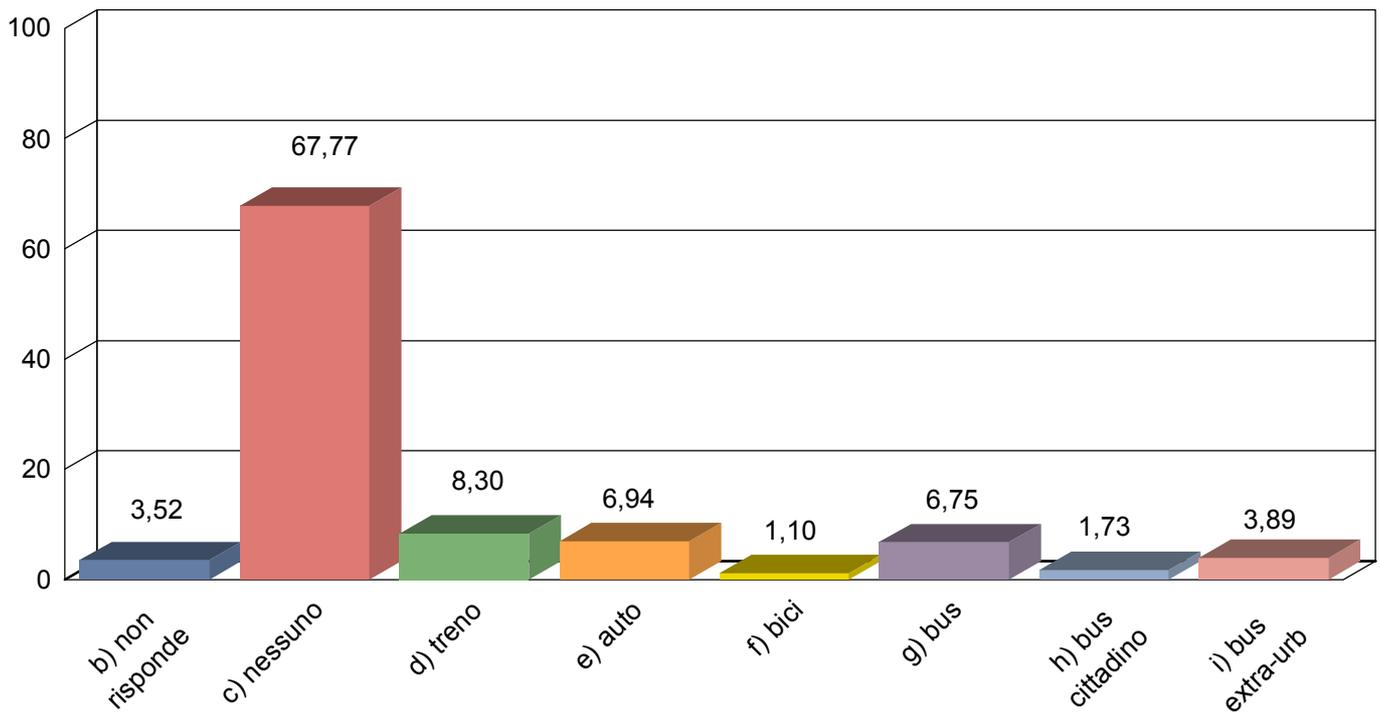




Da quanto tempo utilizza il treno

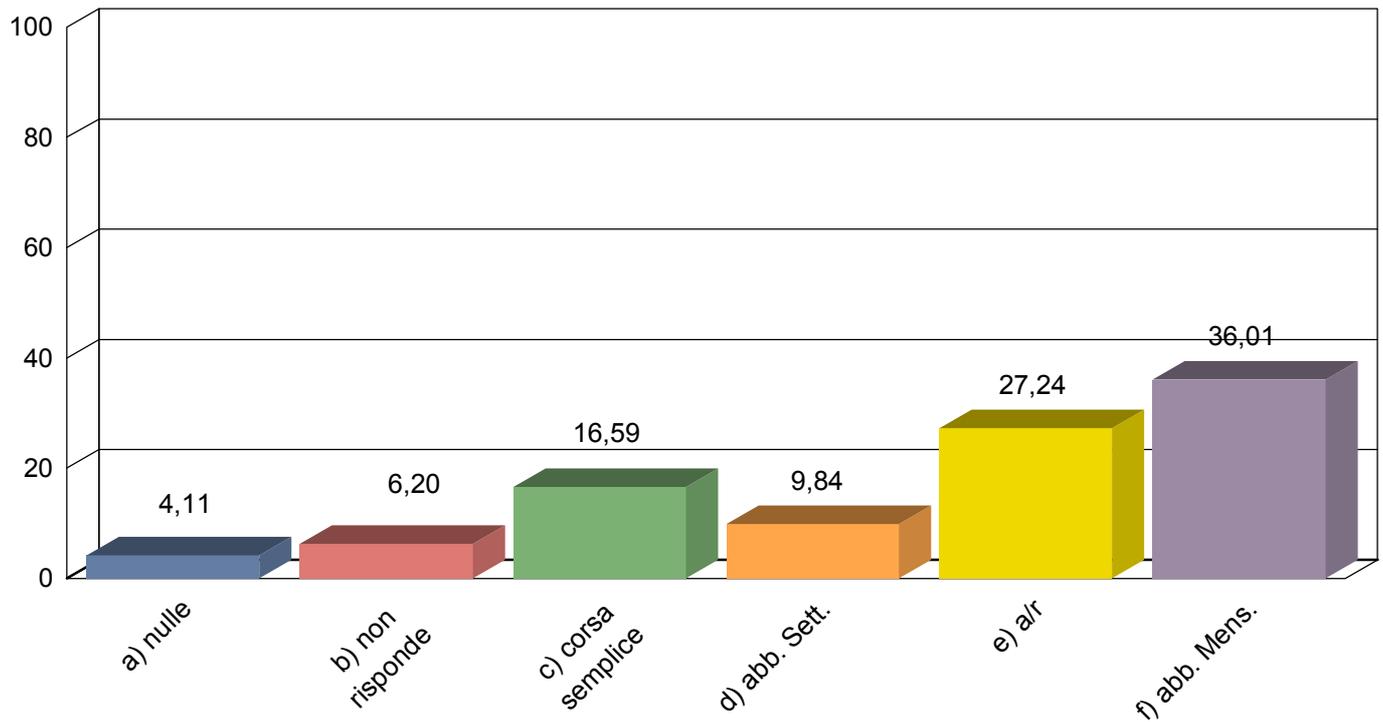


Con che mezzi prosegue questo viaggio

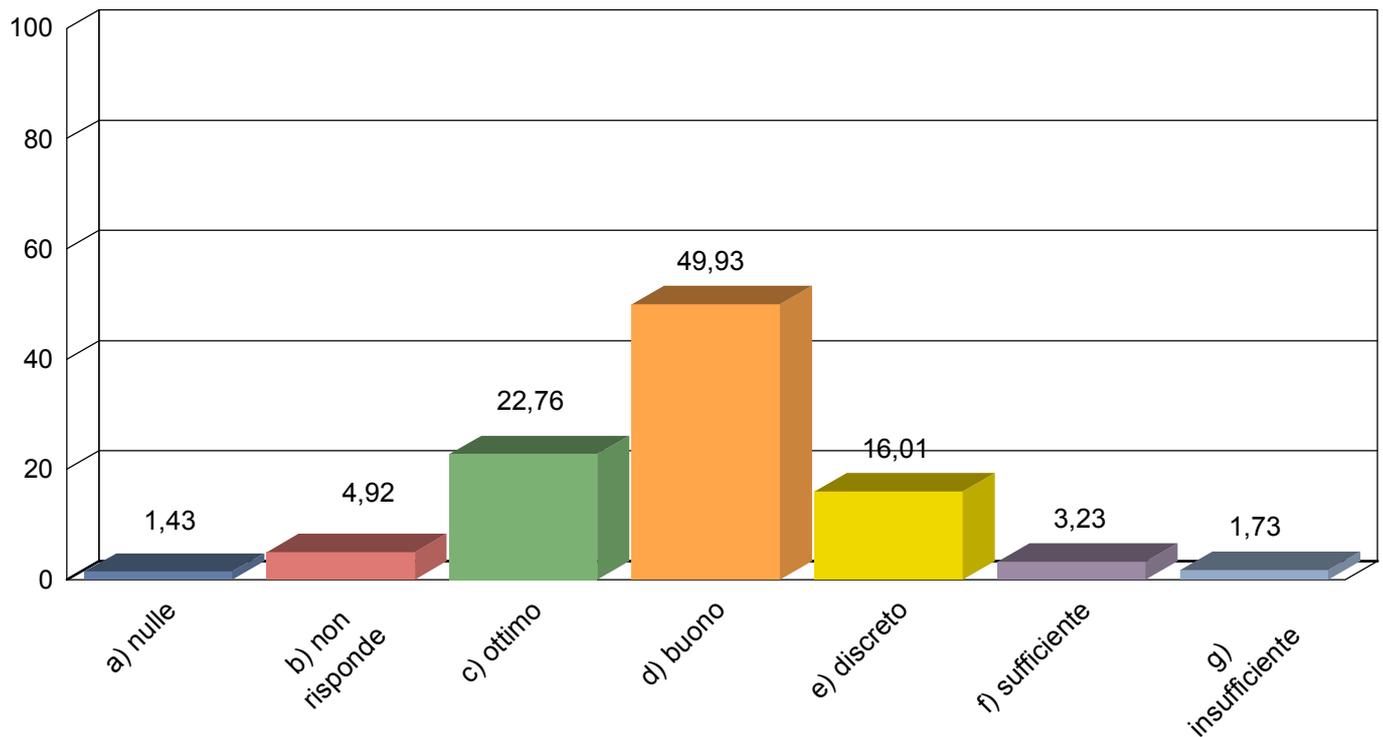




Tipo di biglietto utilizzato

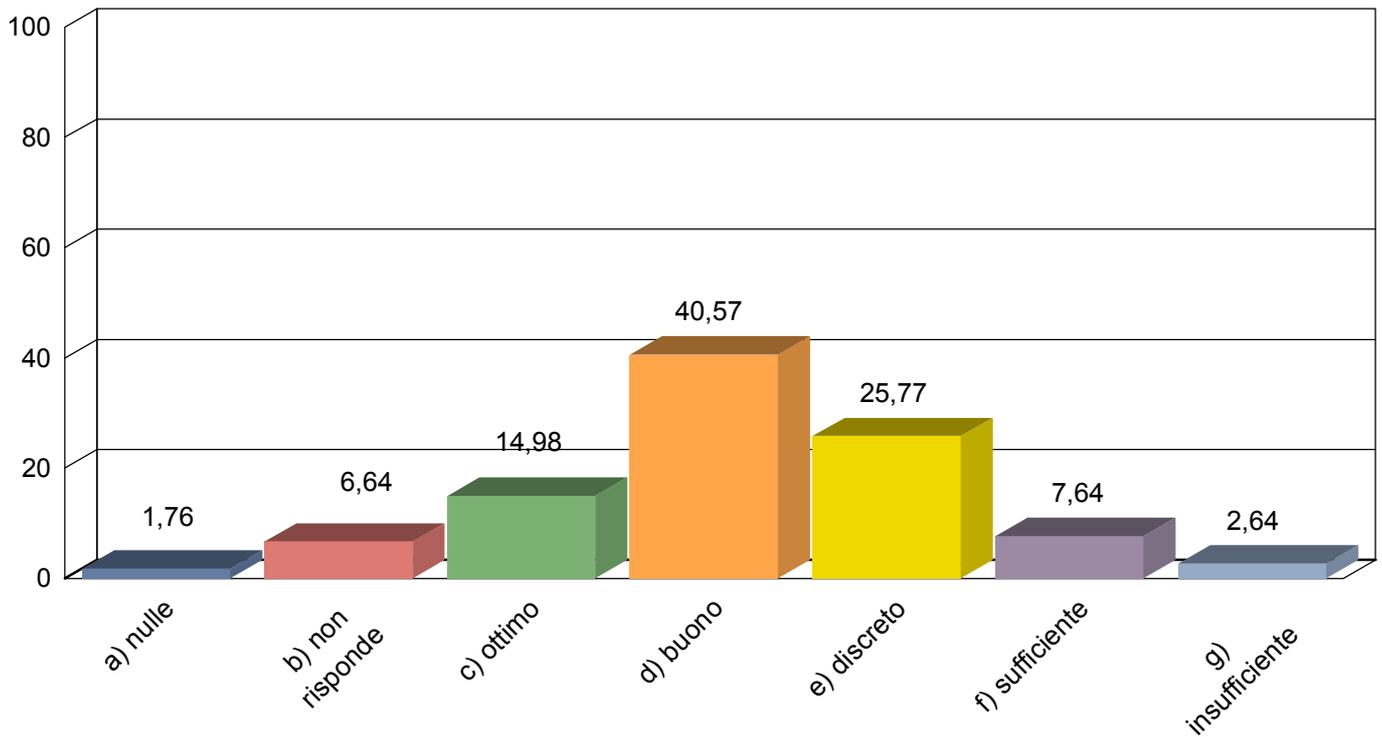


Puntualità e regolarità delle corse

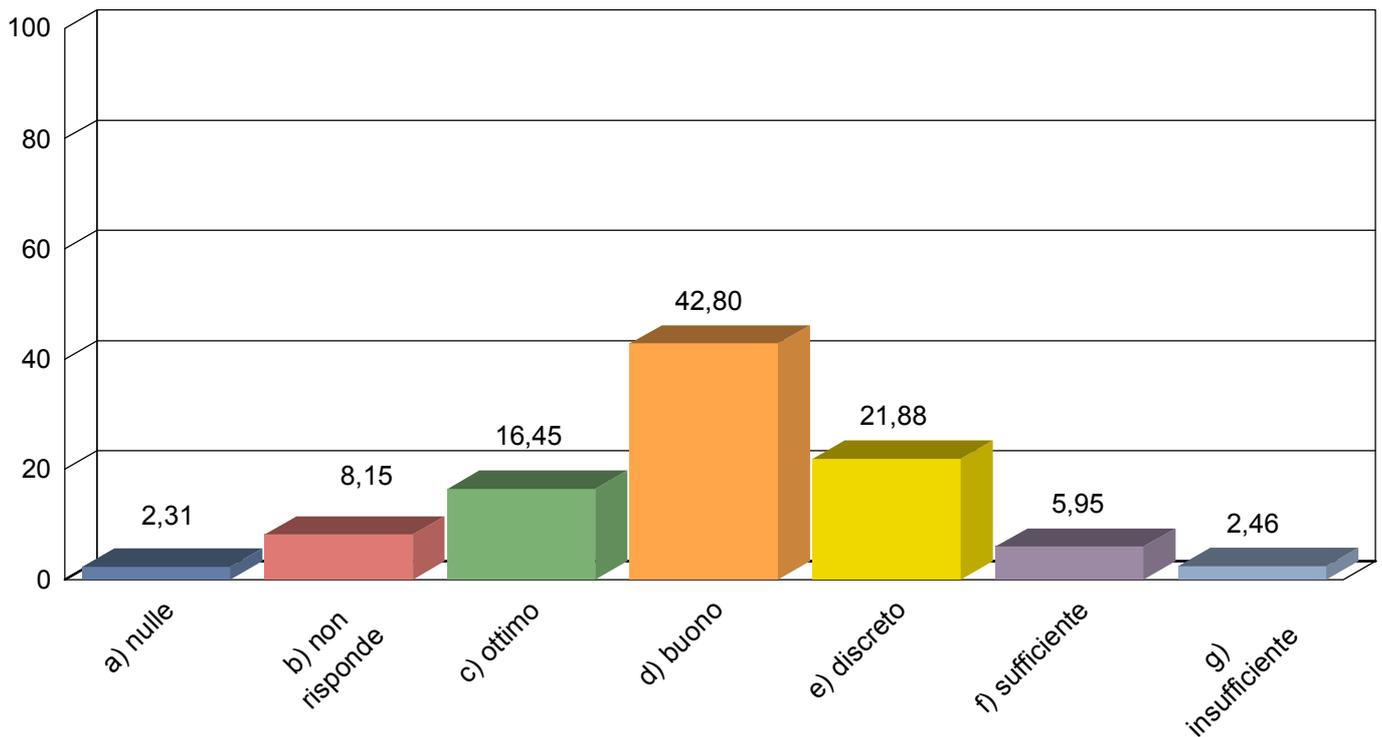




Frequenza delle corse

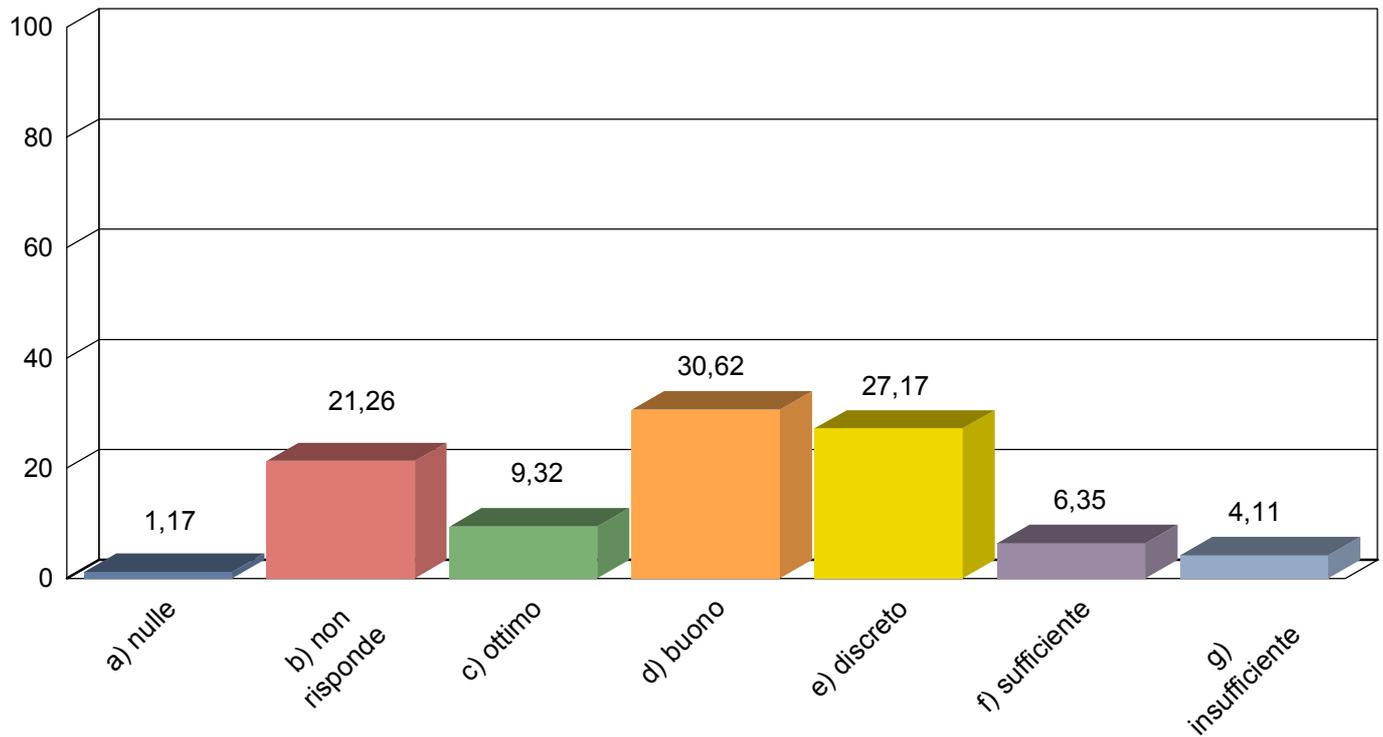


Tempi di percorrenza

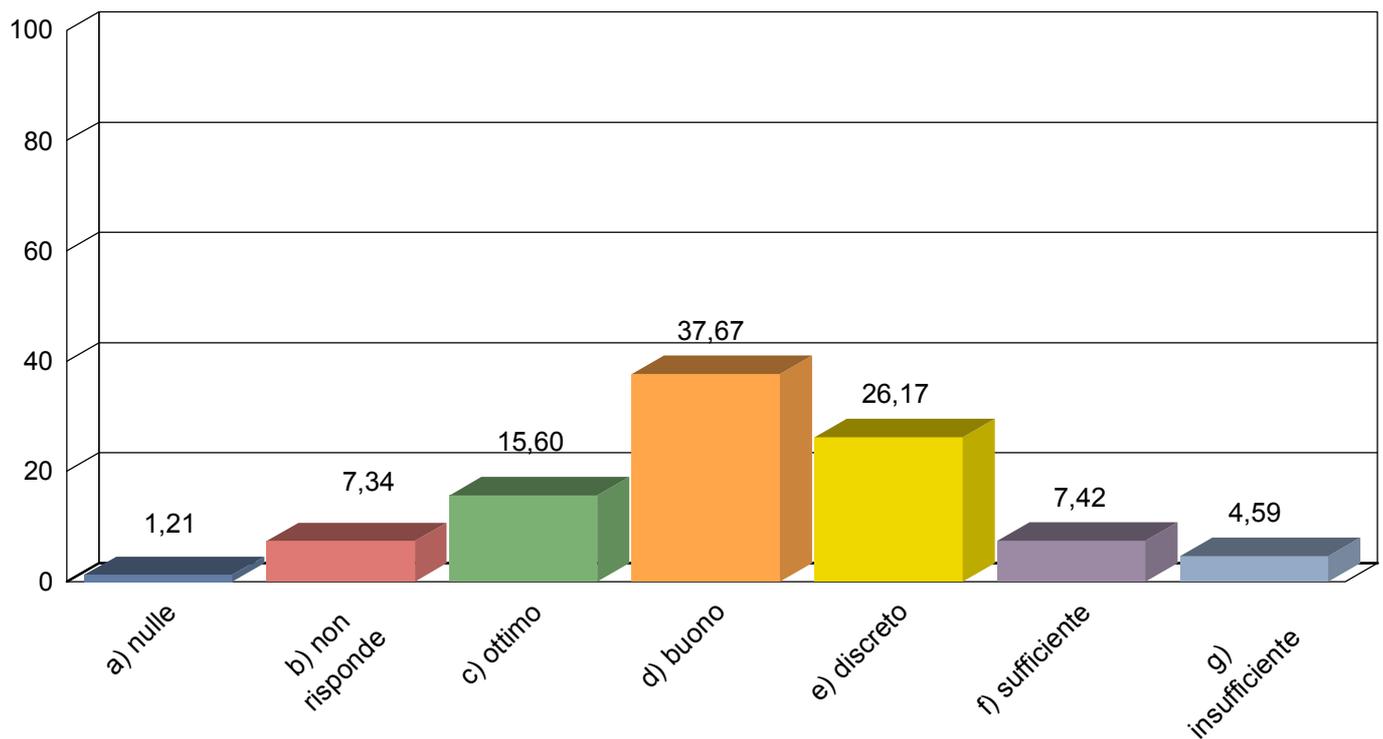




Coincidenze con altri mezzi di trasporto

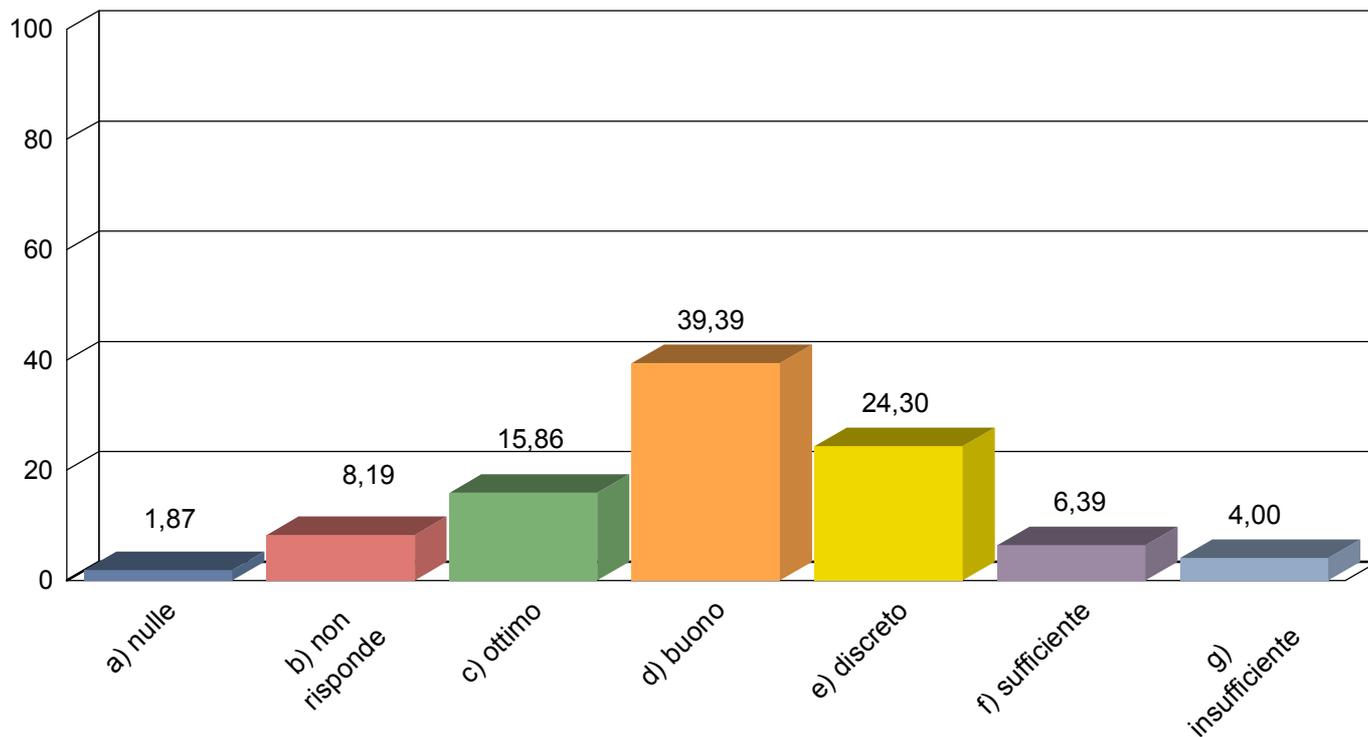


Informazioni nelle stazioni

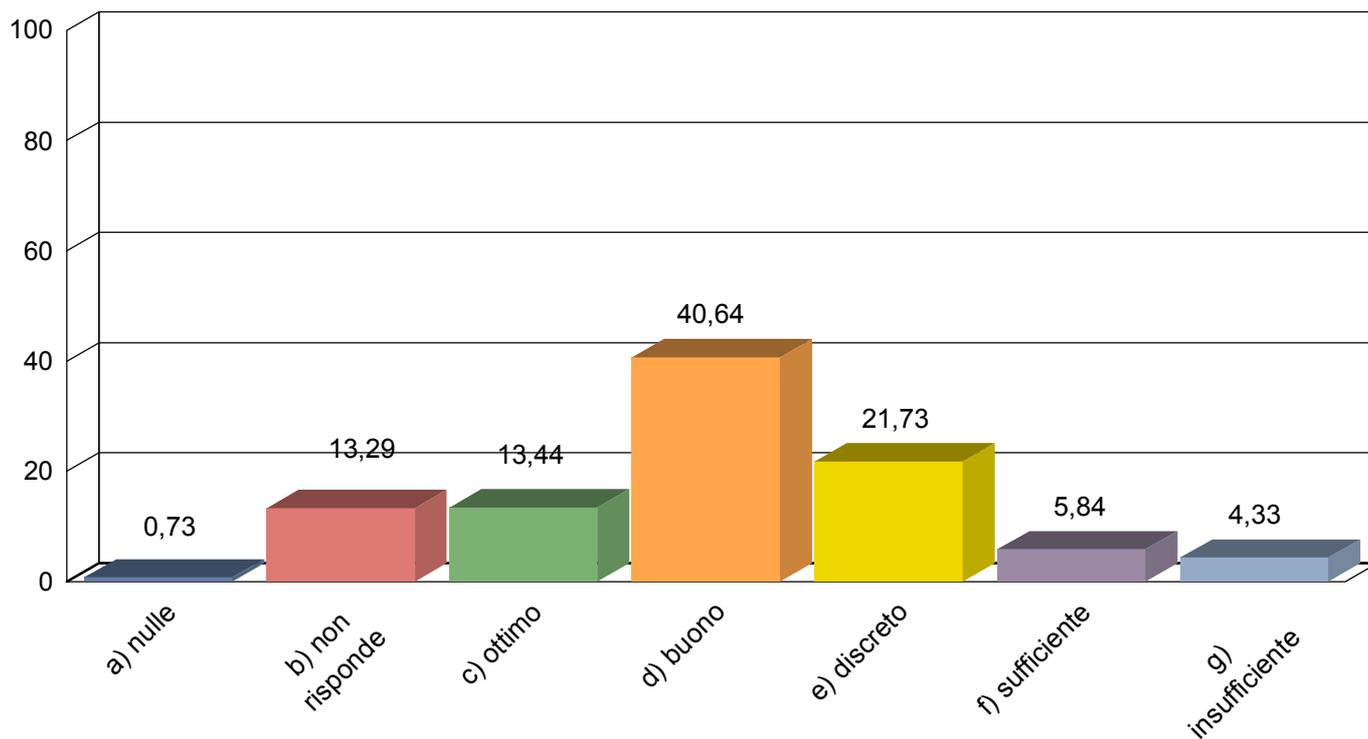




Informazioni a bordo

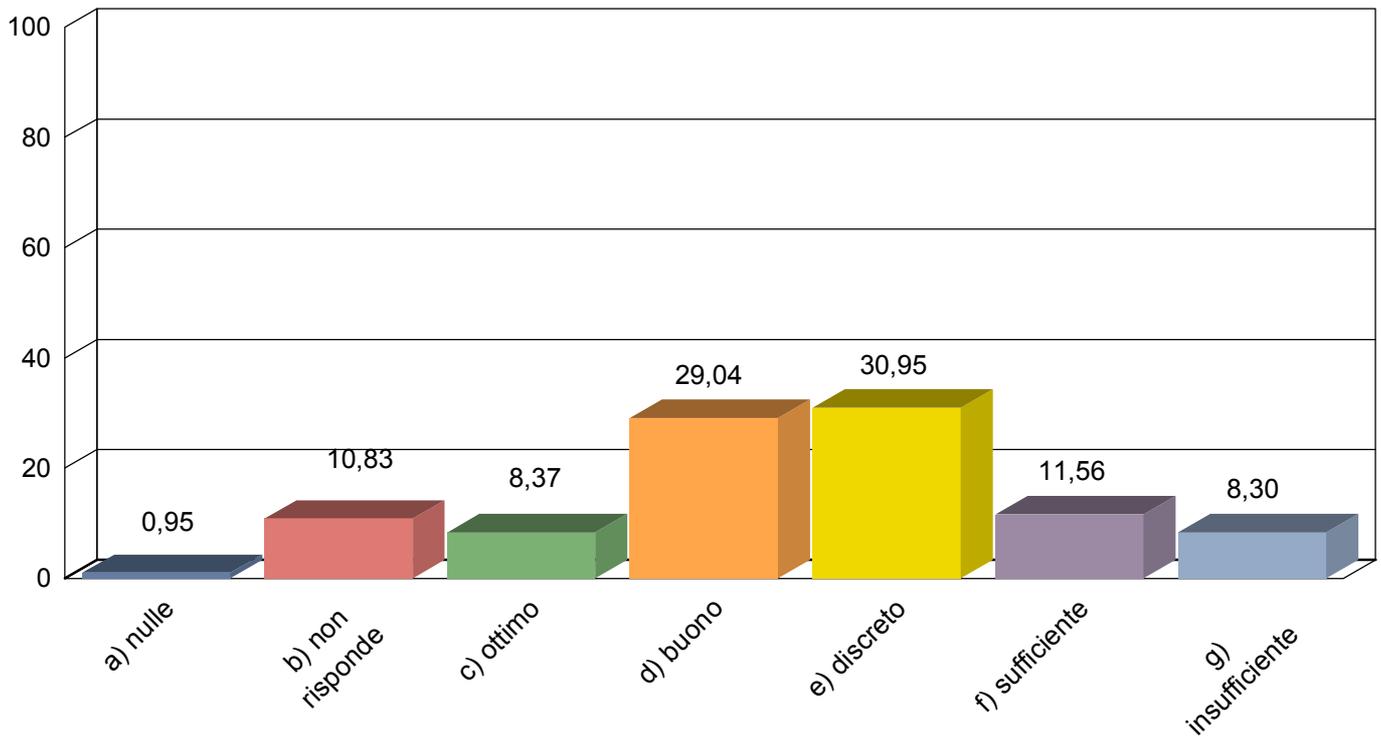


Informazioni via web (sito, carta servizi, etc.)

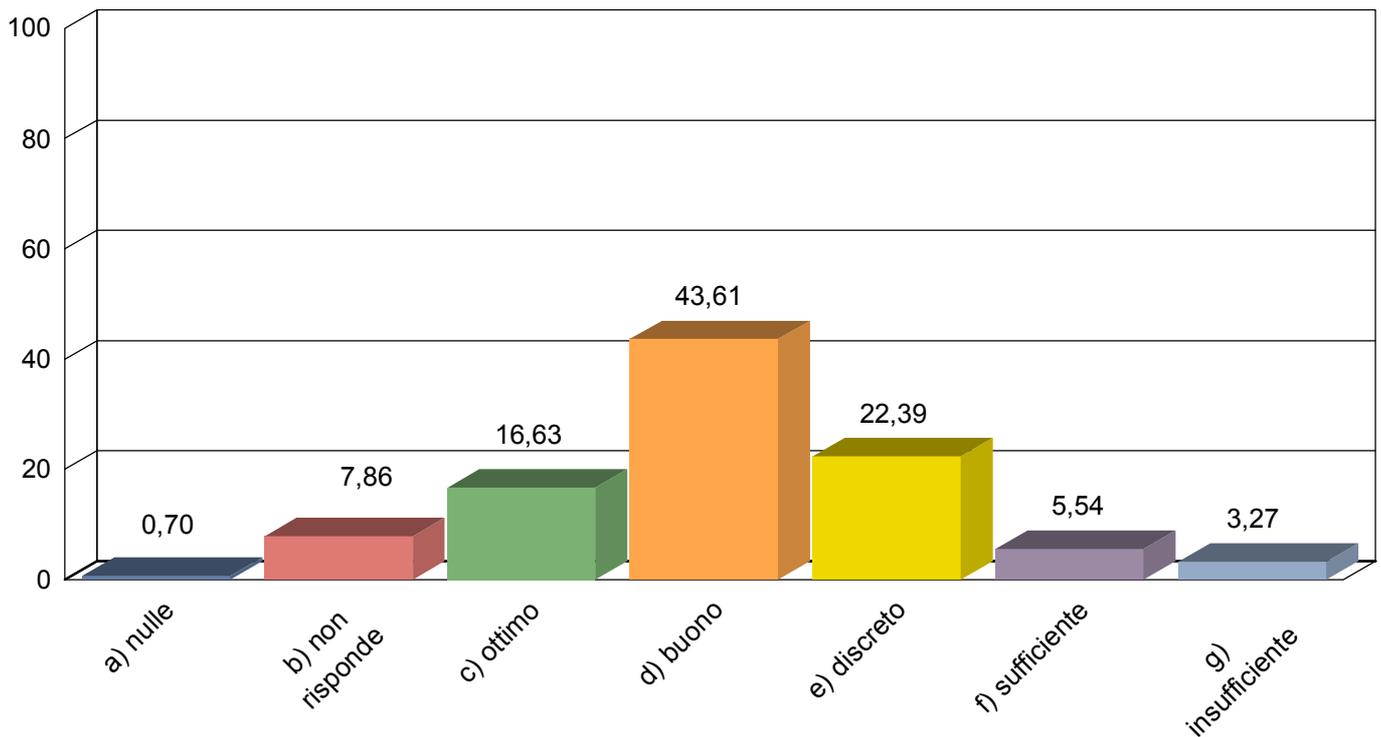




Rapidità nel fornire informazioni in caso di disservizio

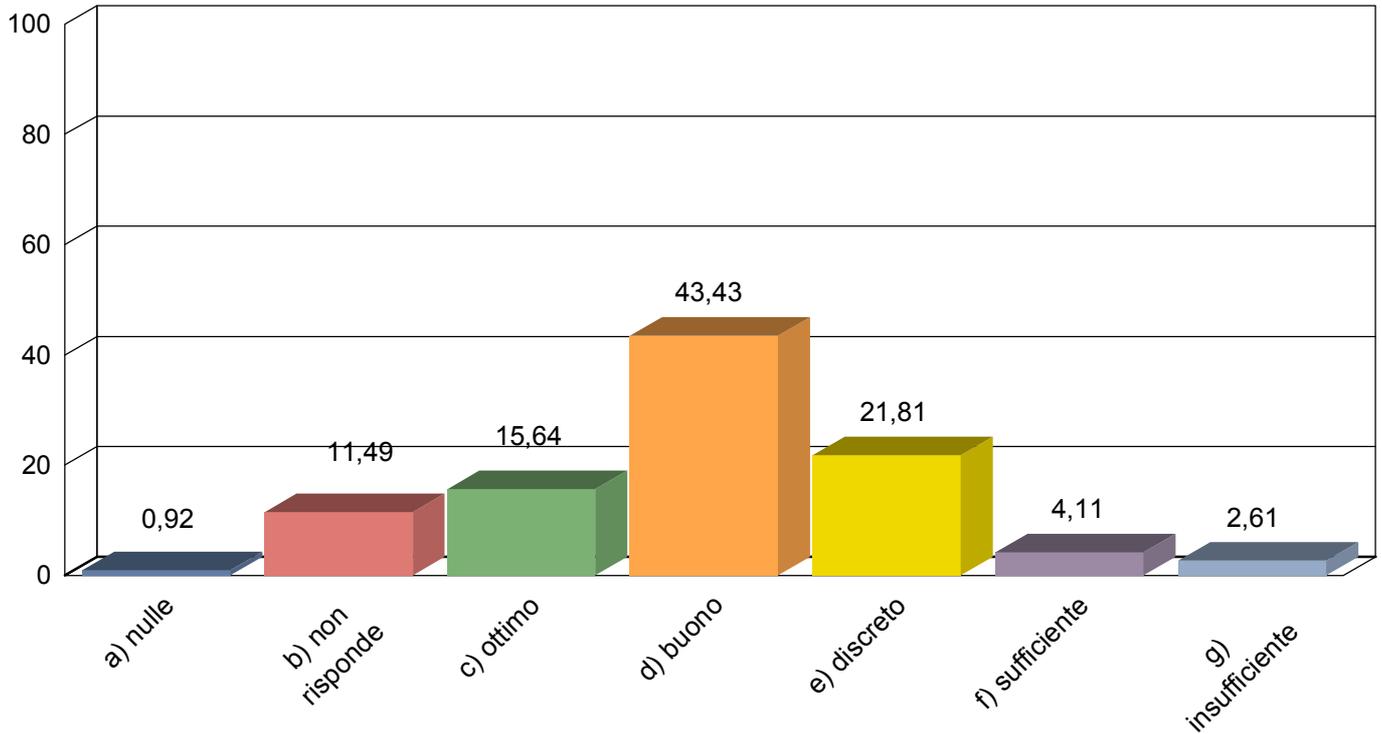


Reperibilità orari e tariffe

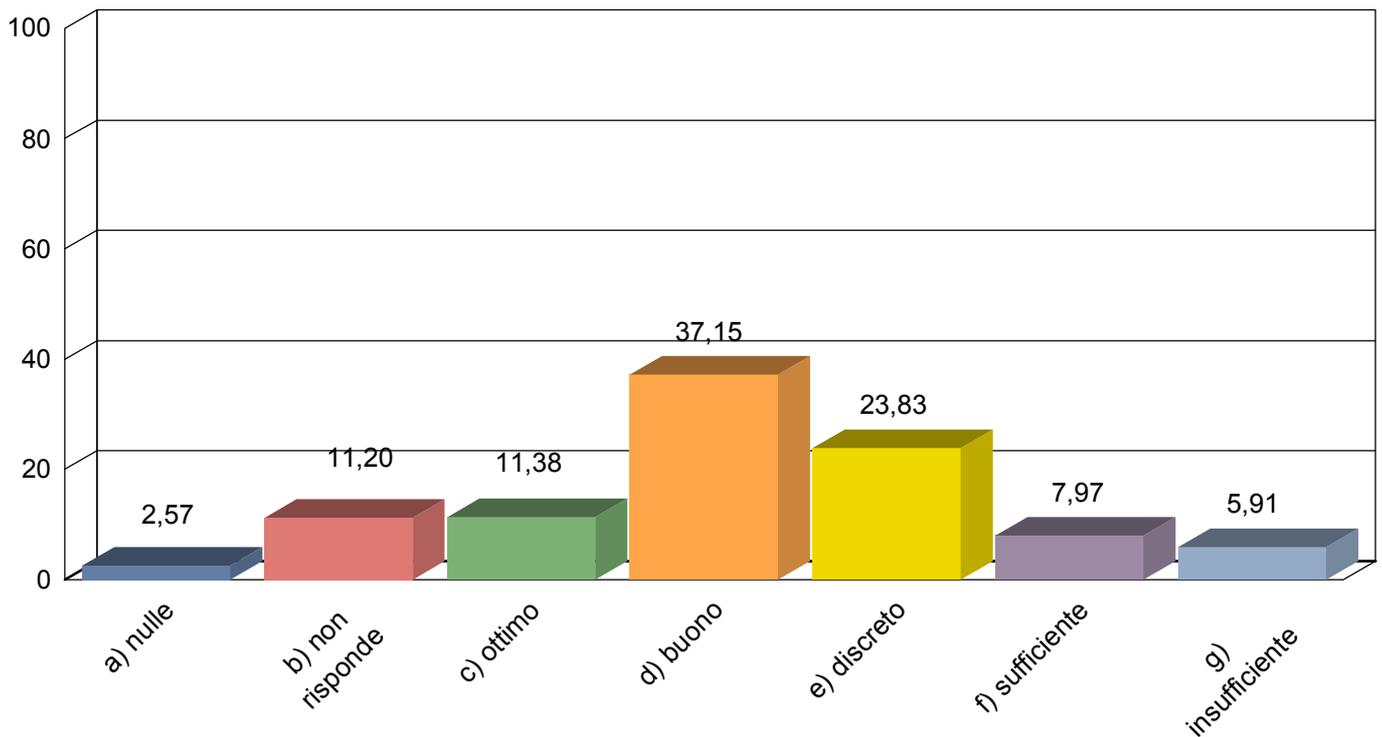




Reperibilità titoli di viaggio

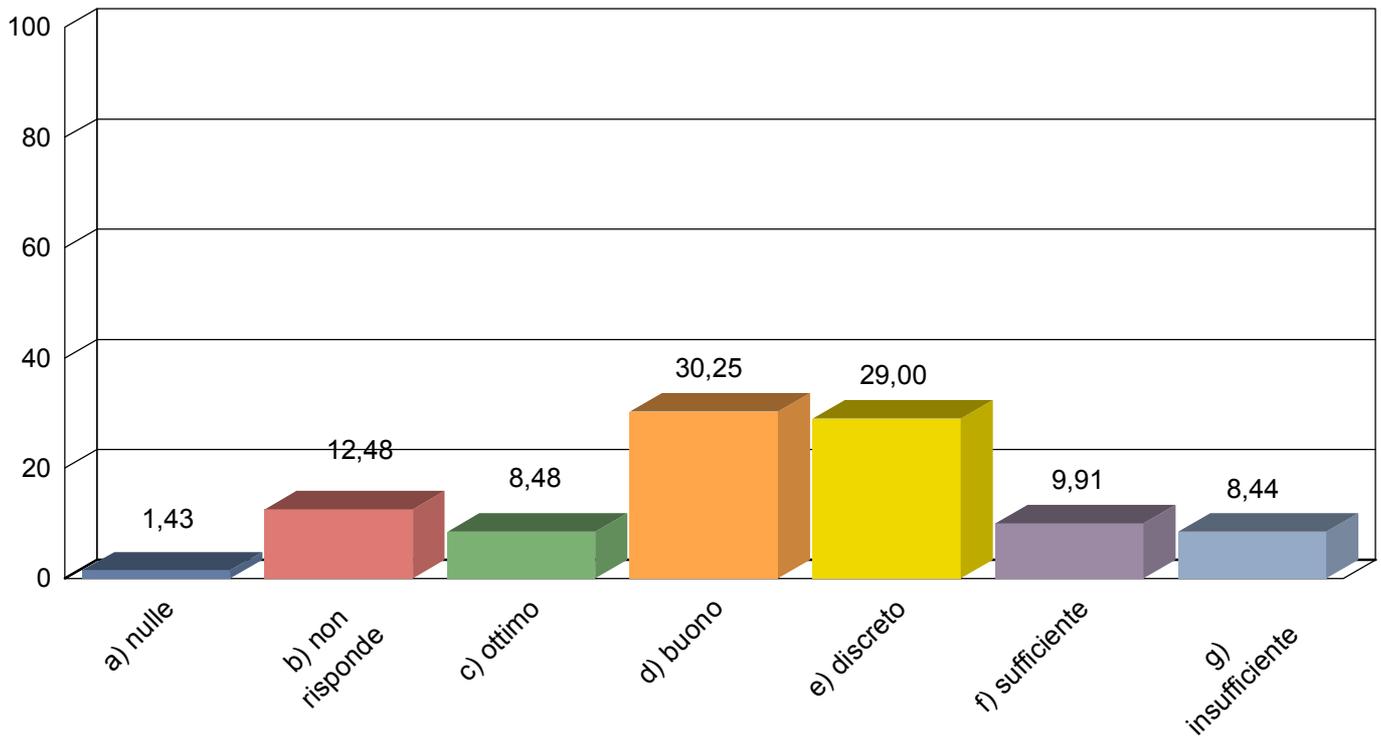


Frequenza servizio nei giorni feriali

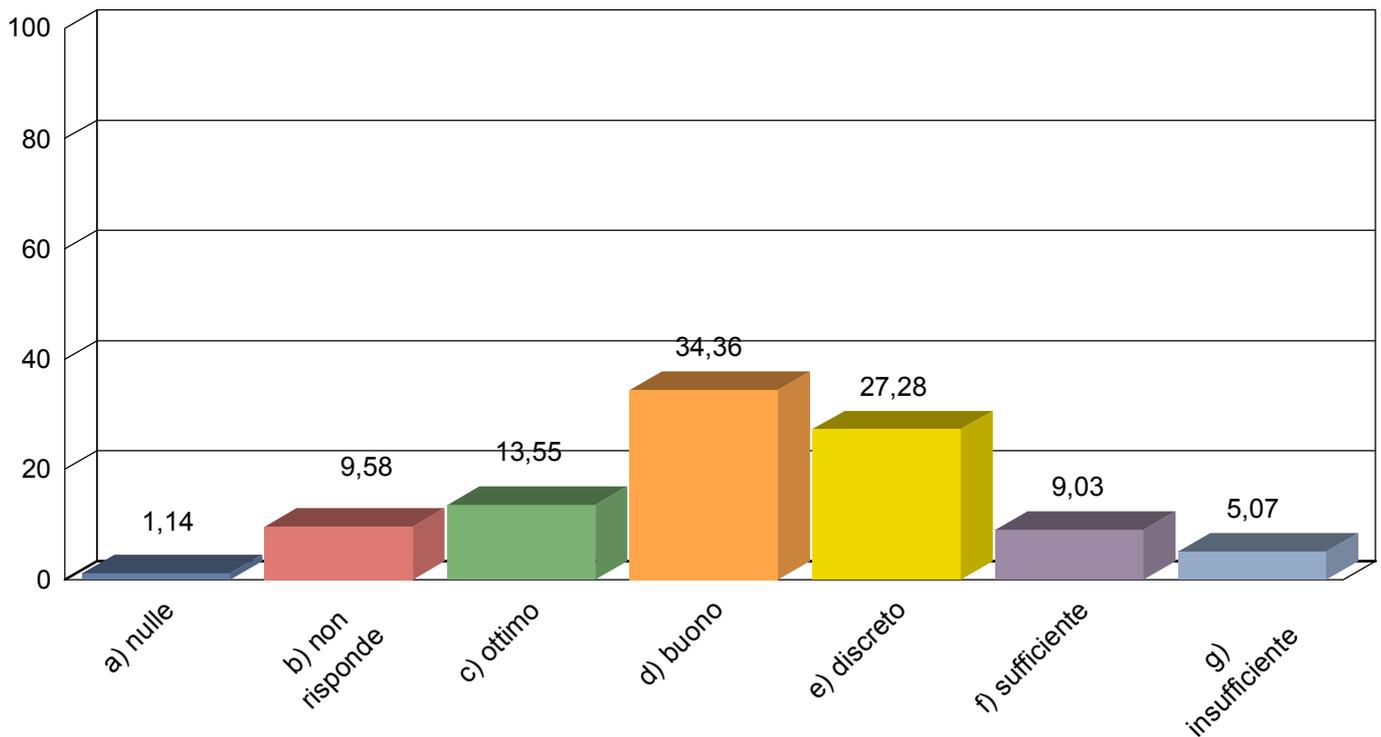




Copertura del servizio in estate e festivi

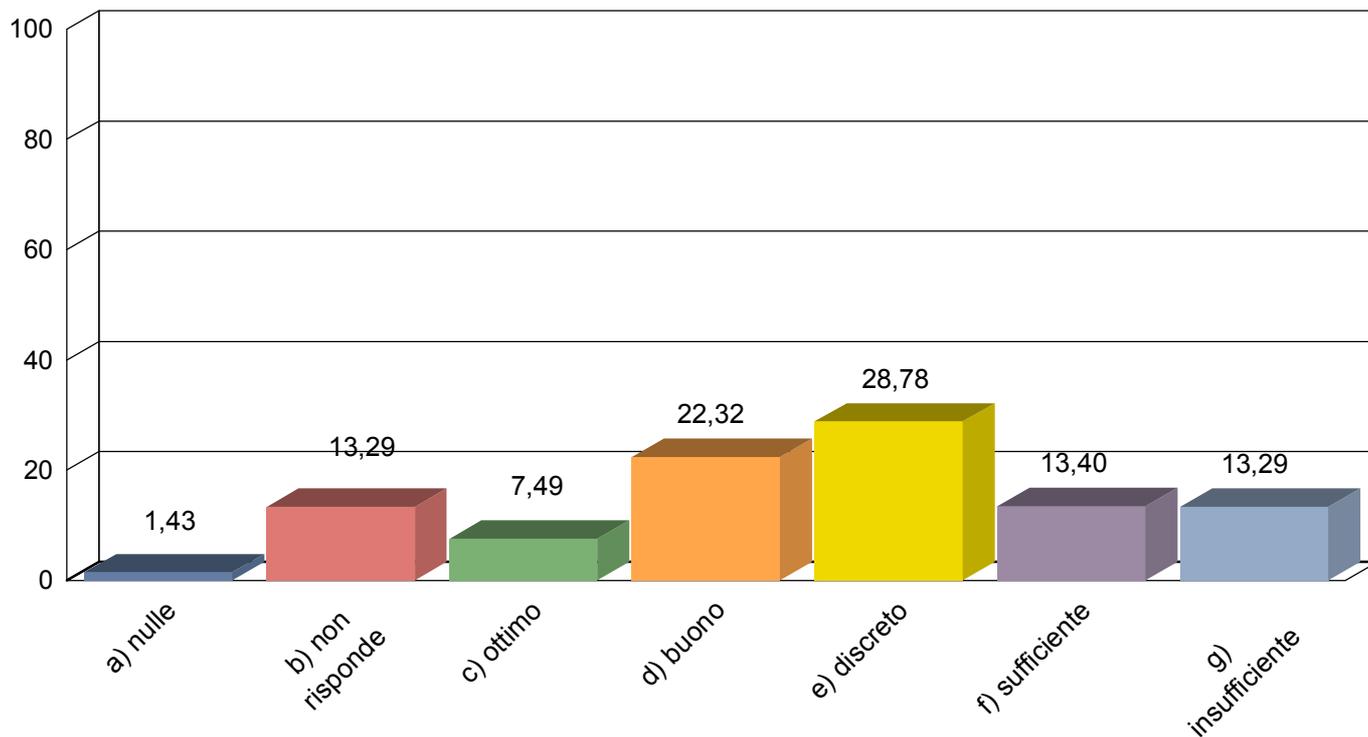


Funzionamento obliteratecrici

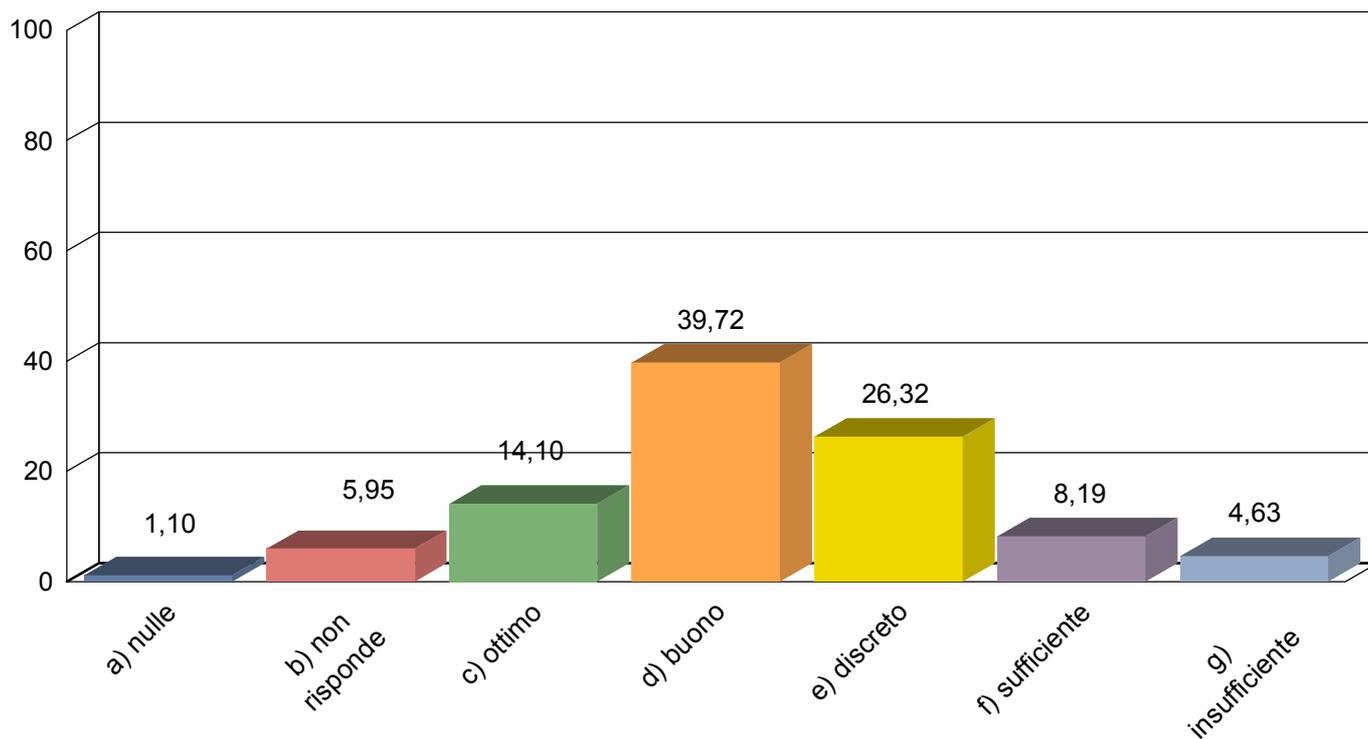




Funzionamento e pulizia bagni di stazioni

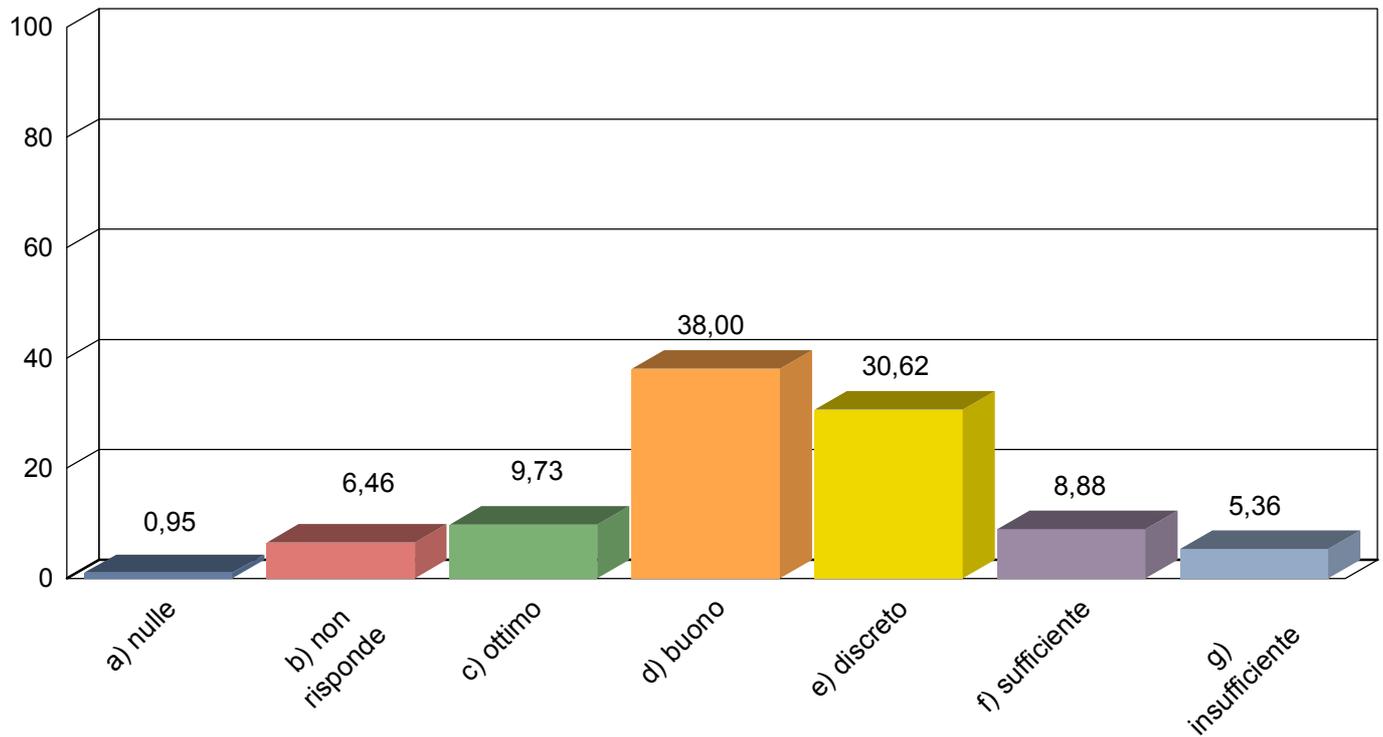


Pulizia del mezzo di trasporto

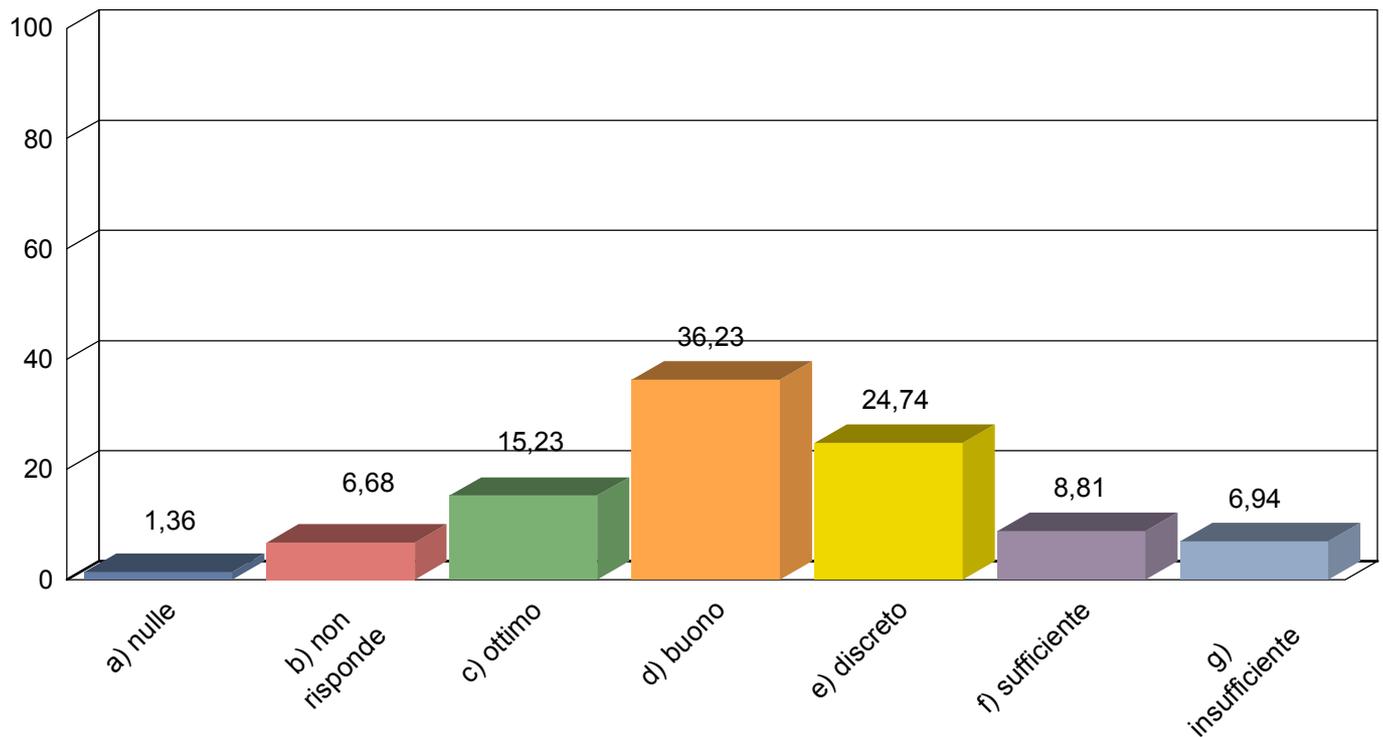




Pulizia stazioni

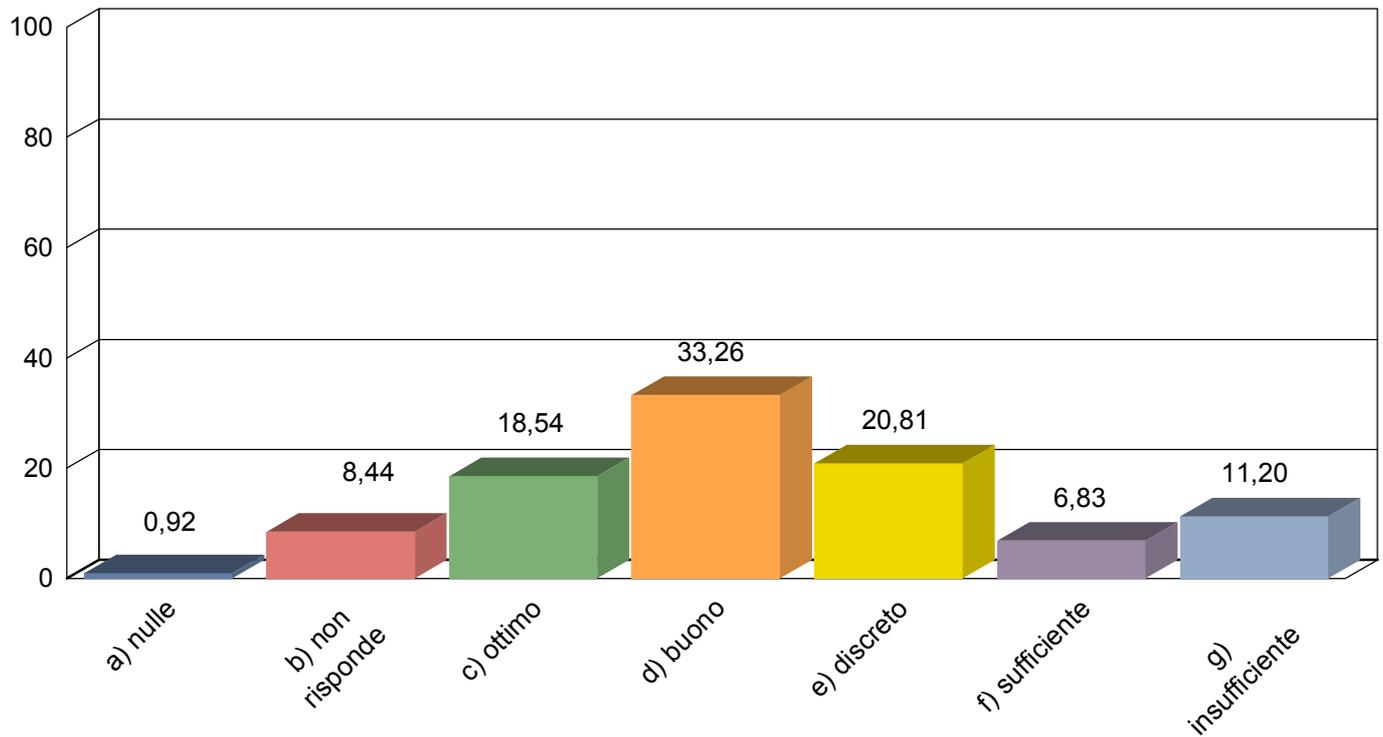


Efficienza climatizzazione estate / inverno

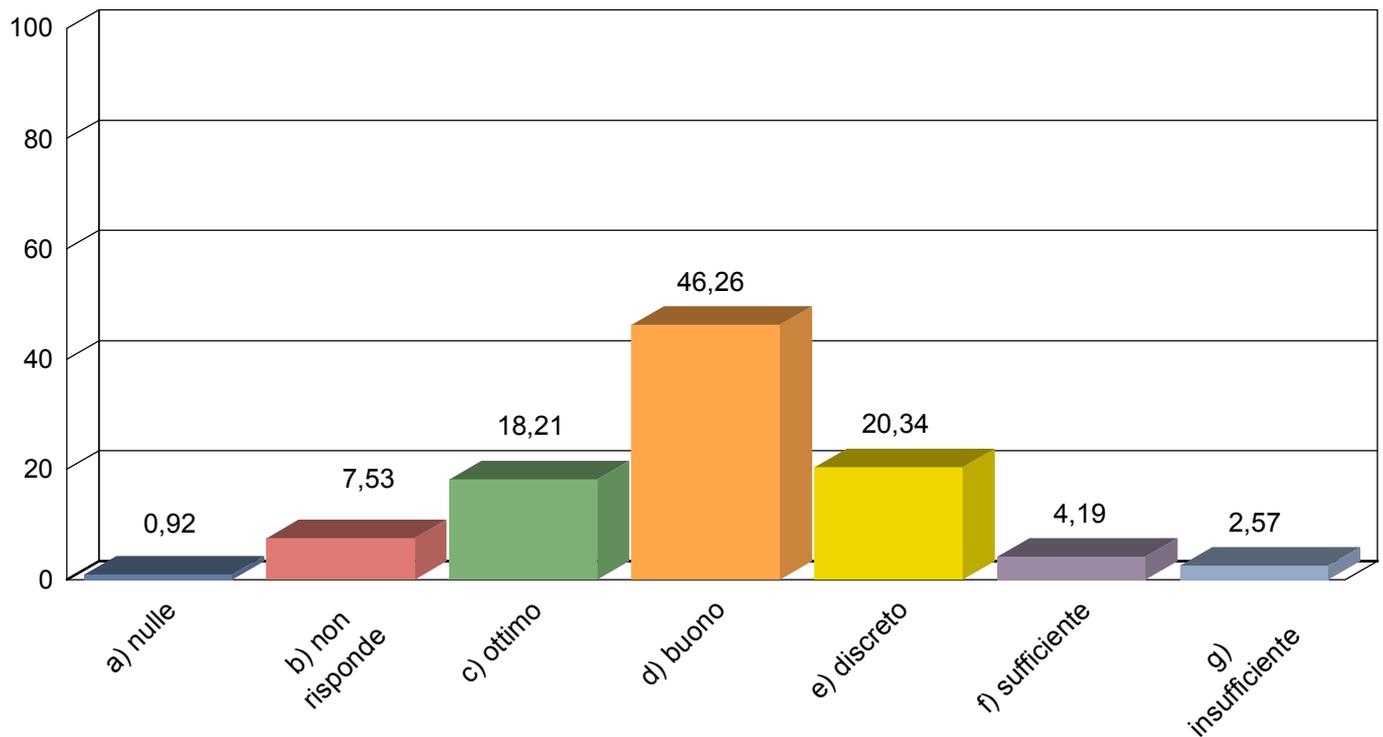




Gradimento intrattenimento musicale

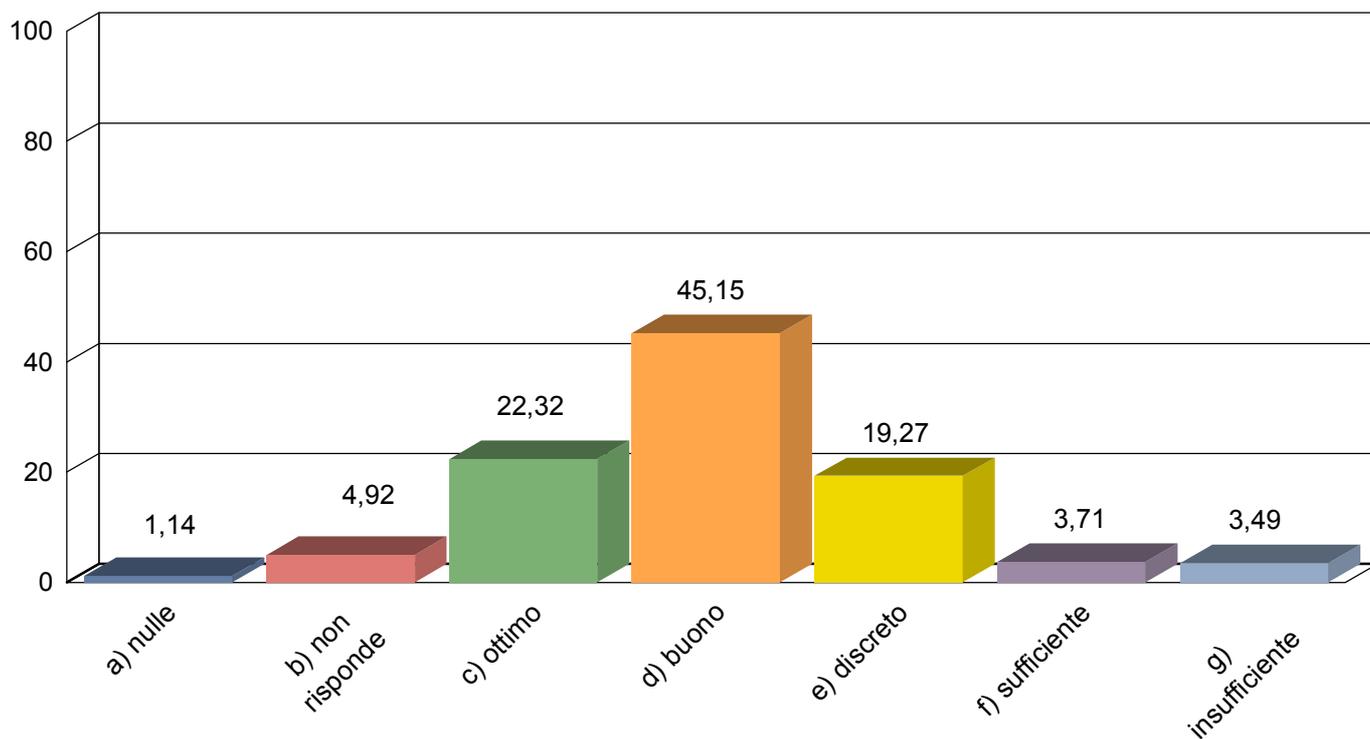


Sicurezza sul mezzo di persone e cose

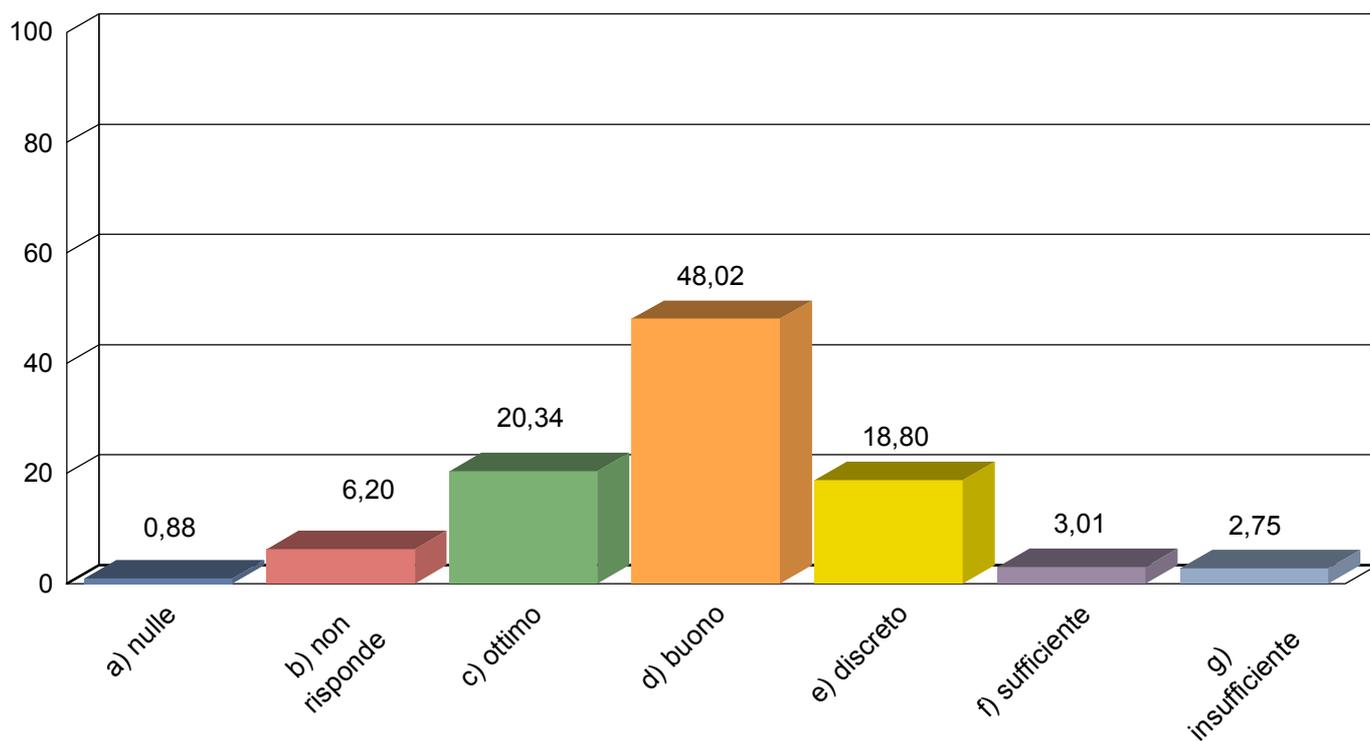




Cortesia / Disponibilità del personale



Competenza del personale



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