



FERROTRAMVIARIA SPA
FERROVIE DEL NORD BARESE
AUTOLINEE

Indagine conoscitiva sulla soddisfazione dei viaggiatori della ferrovia

GIUGNO 2011

(campione esaminato: 3148 viaggiatori)

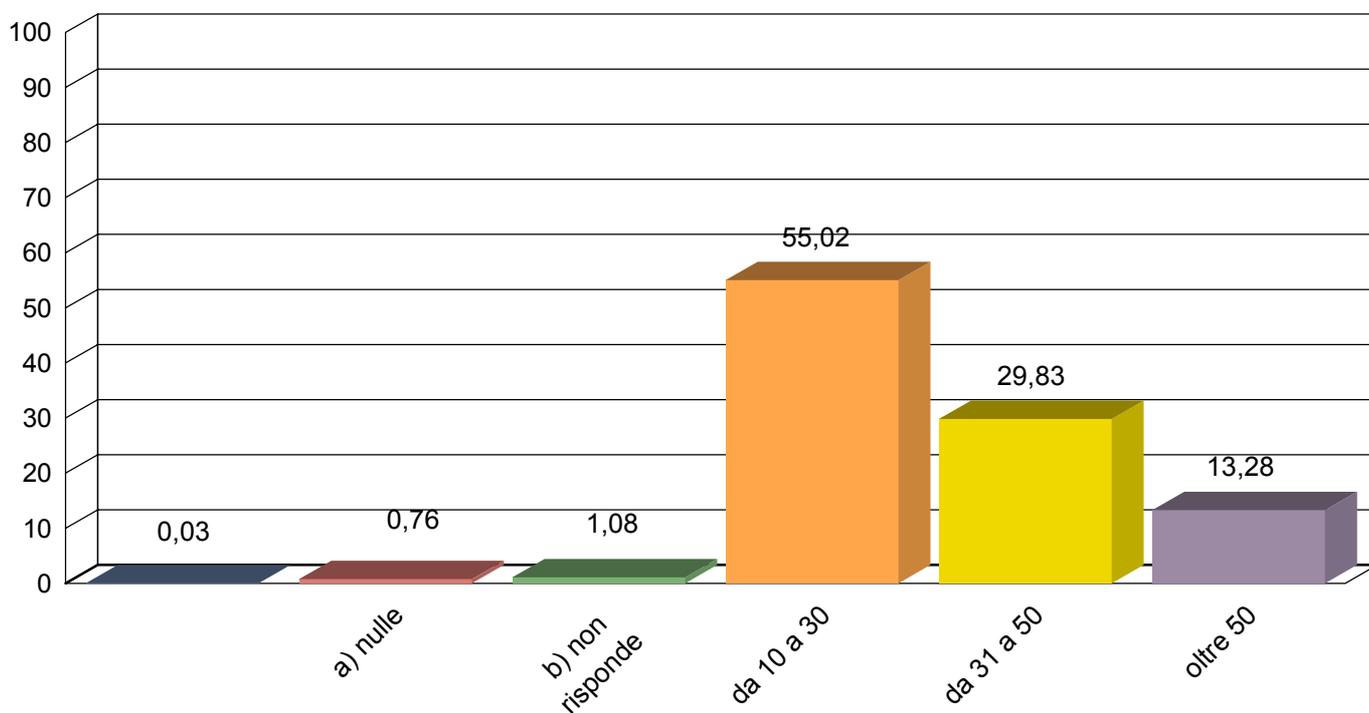


Indagine conoscitiva sulla soddisfazione dei viaggiatori

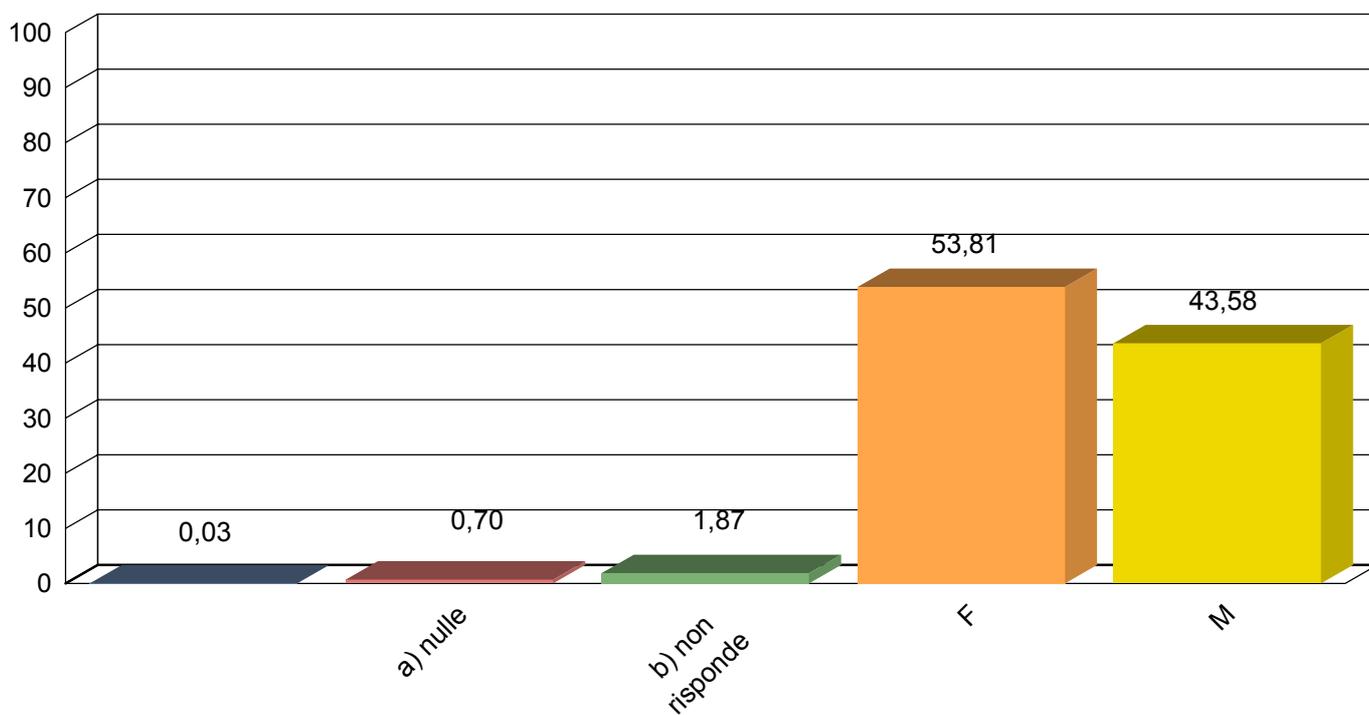


Linea: **FERROVIA** **Giugno 2011**

3 **Età**

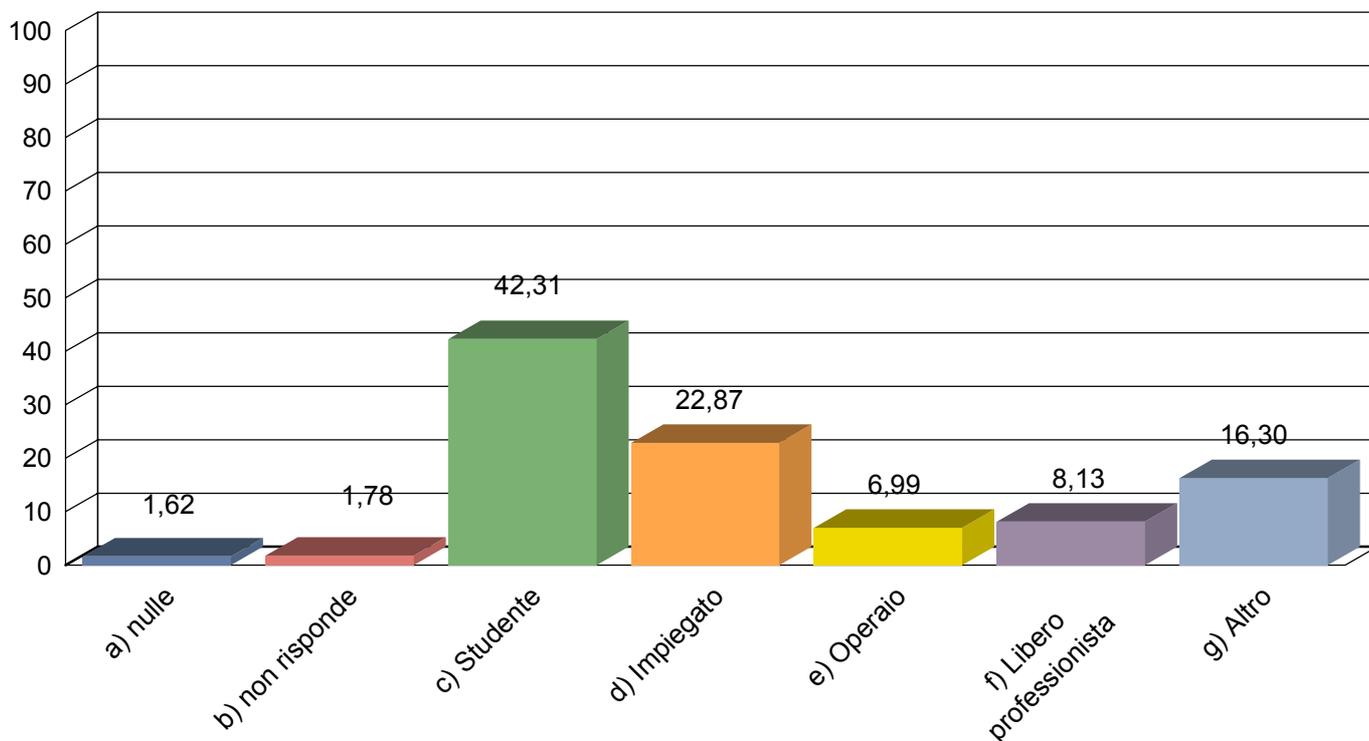


4 **Sesso**

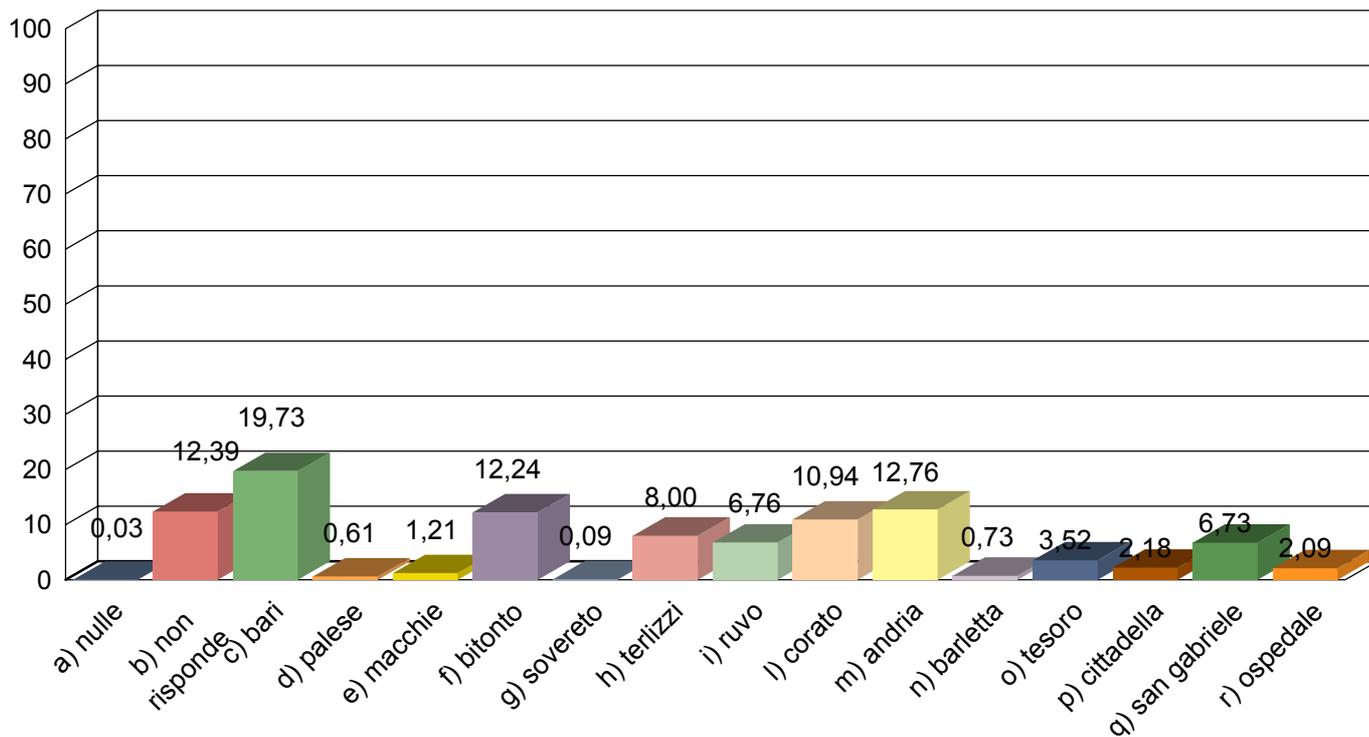




5 **Occupazione**



6 **Partenza**

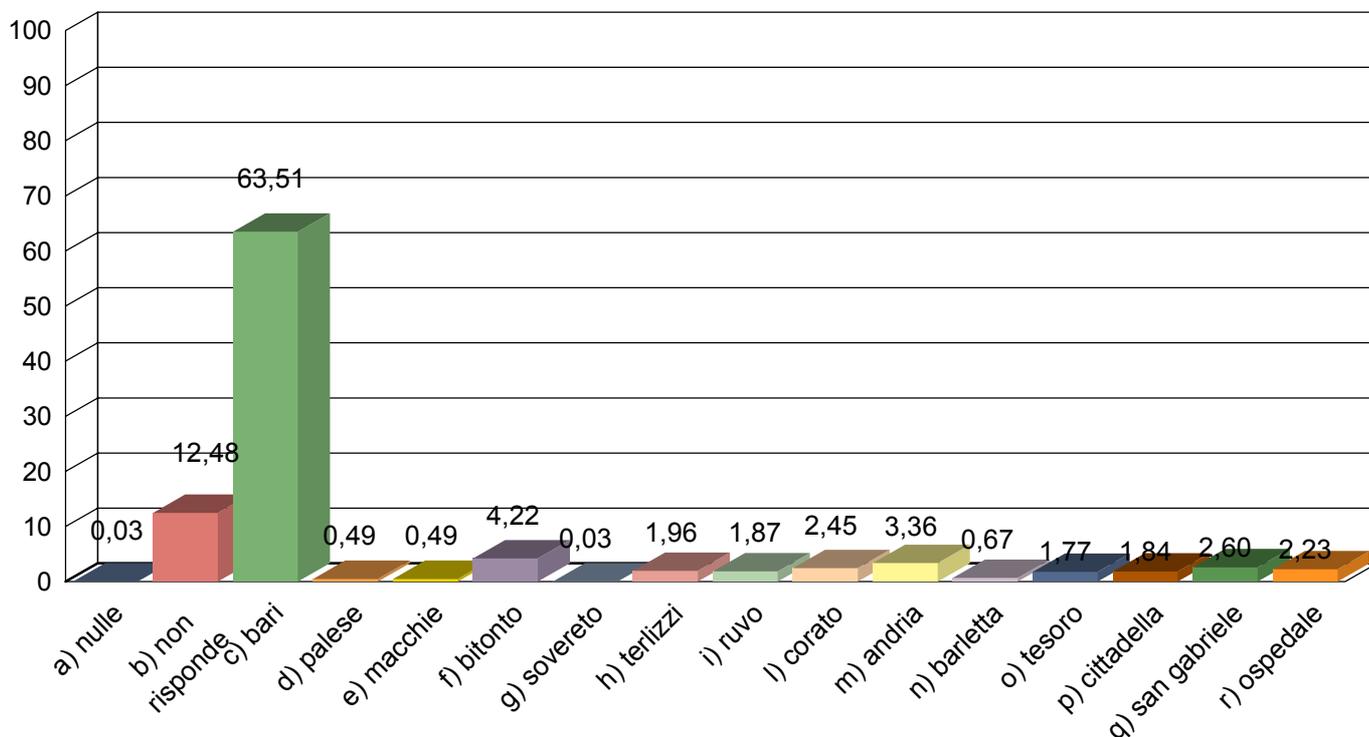


Indagine conoscitiva sulla soddisfazione dei viaggiatori

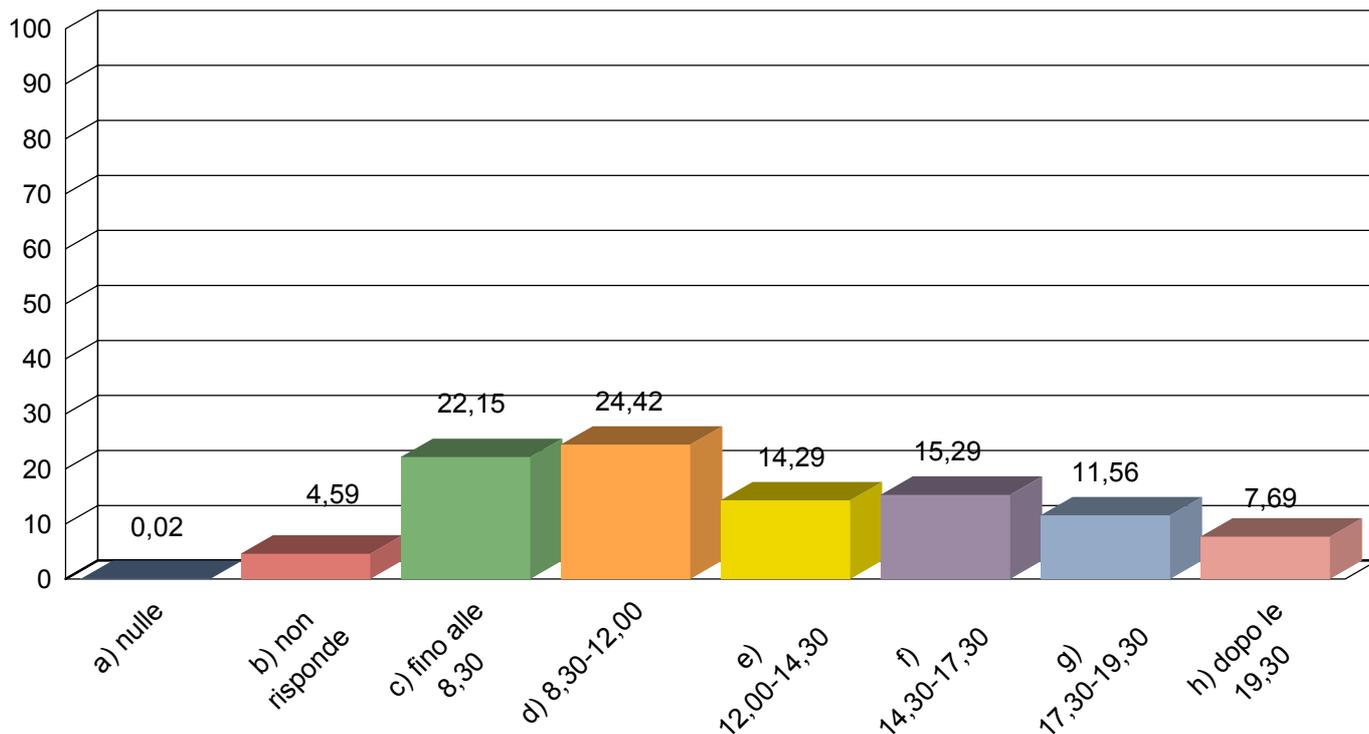


Linea: **FERROVIA** **Giugno 2011**

7 Arrivo

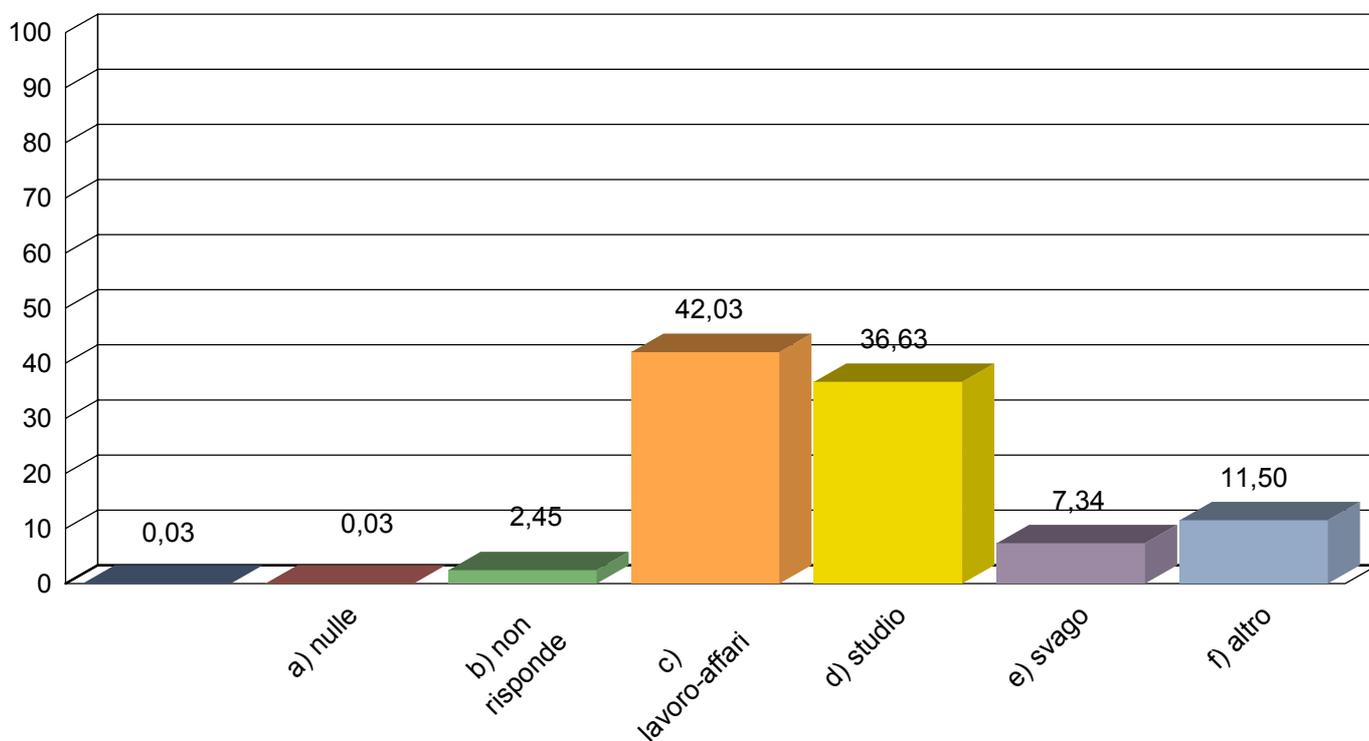


8 In quale fascia oraria utilizza di solito i ns. mezzi

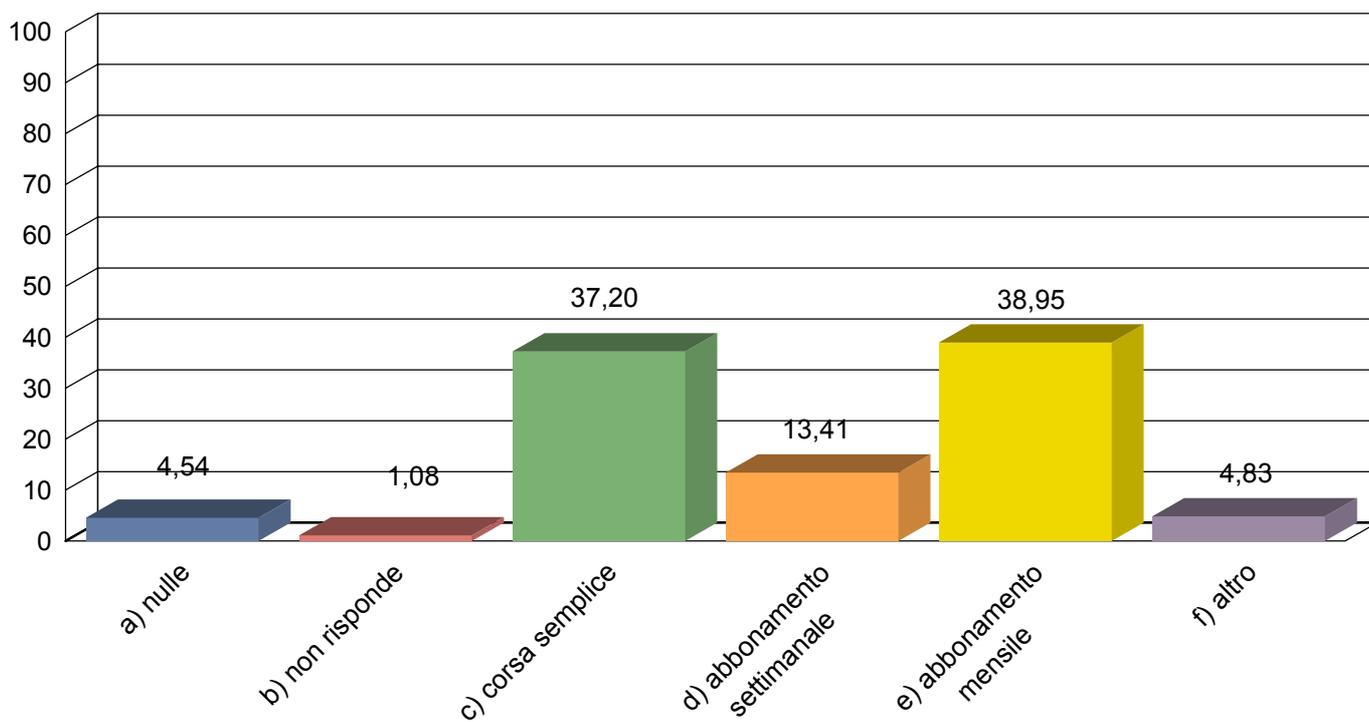




9 Scopo del viaggio

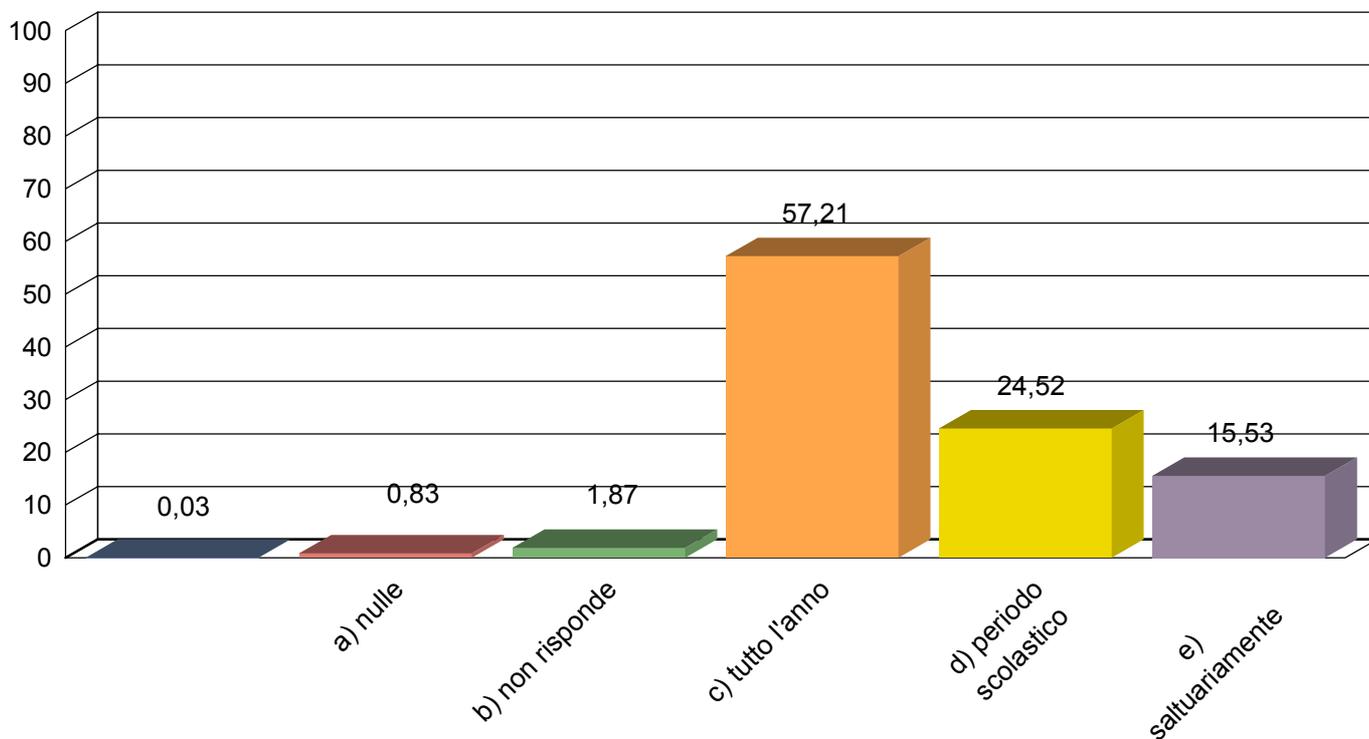


10 Tipo di biglietto utilizzato

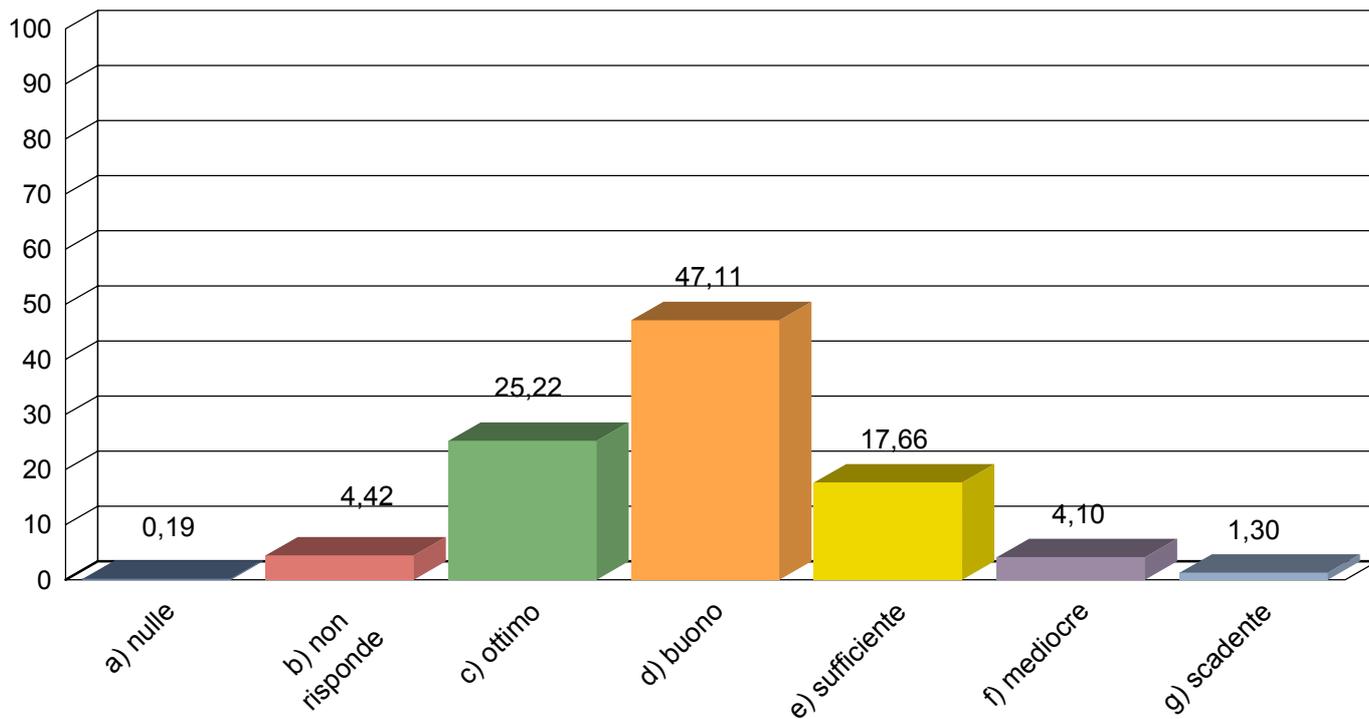




11 In quale periodo utilizza i ns. mezzi

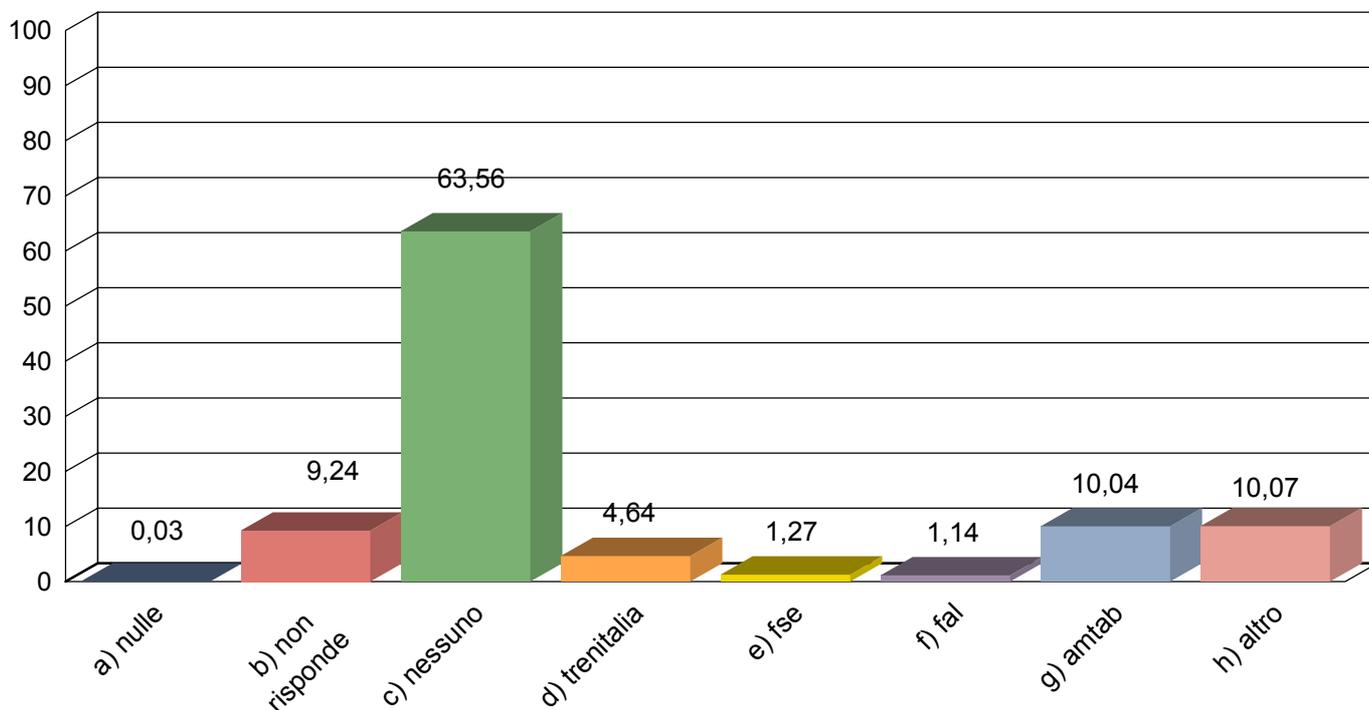


12 Reperibilità titoli di viaggio

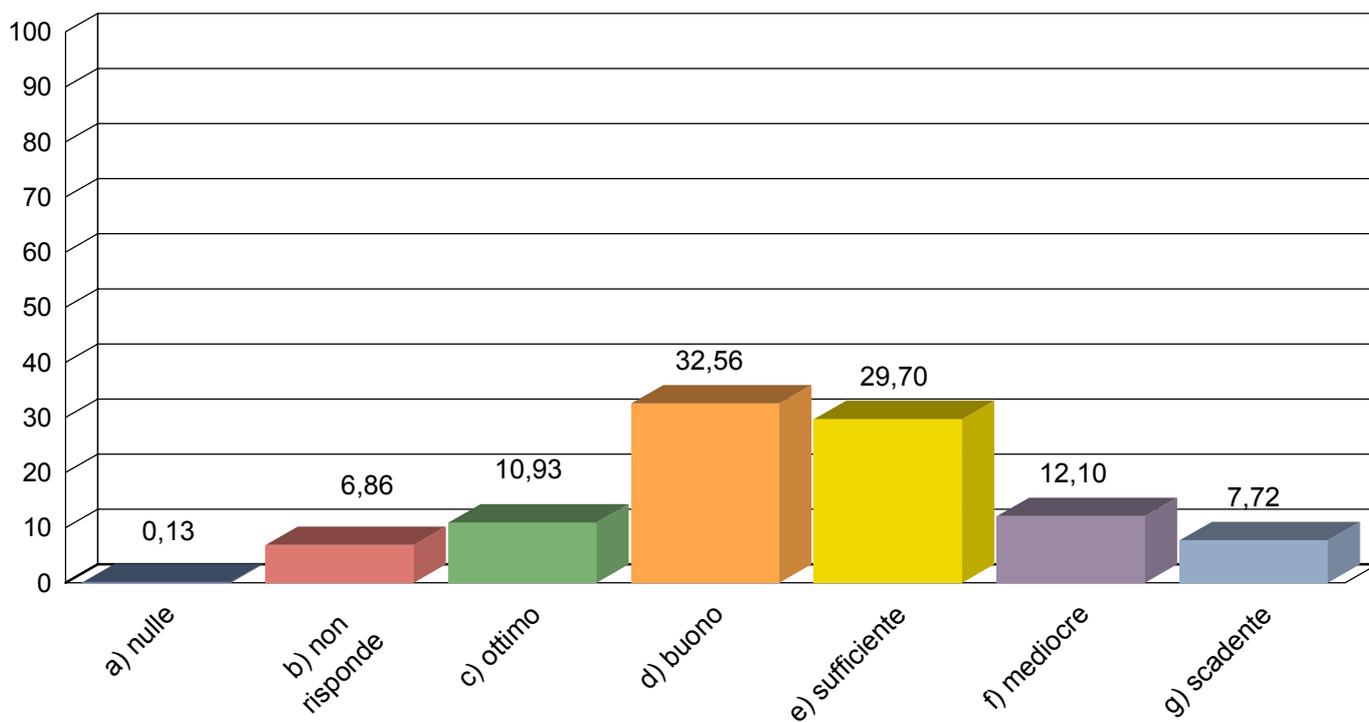




13 Con che mezzi prosegue il viaggio

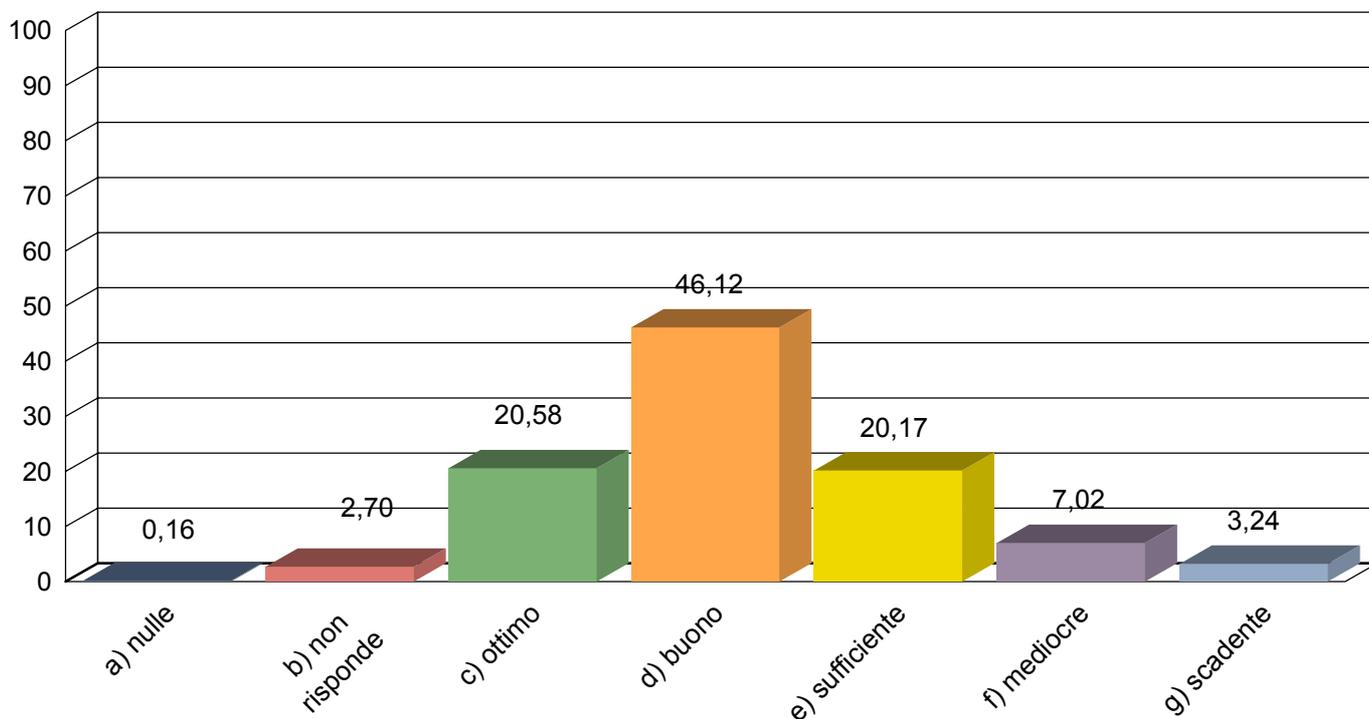


14 Come giudica i tempi di risposta ai reclami

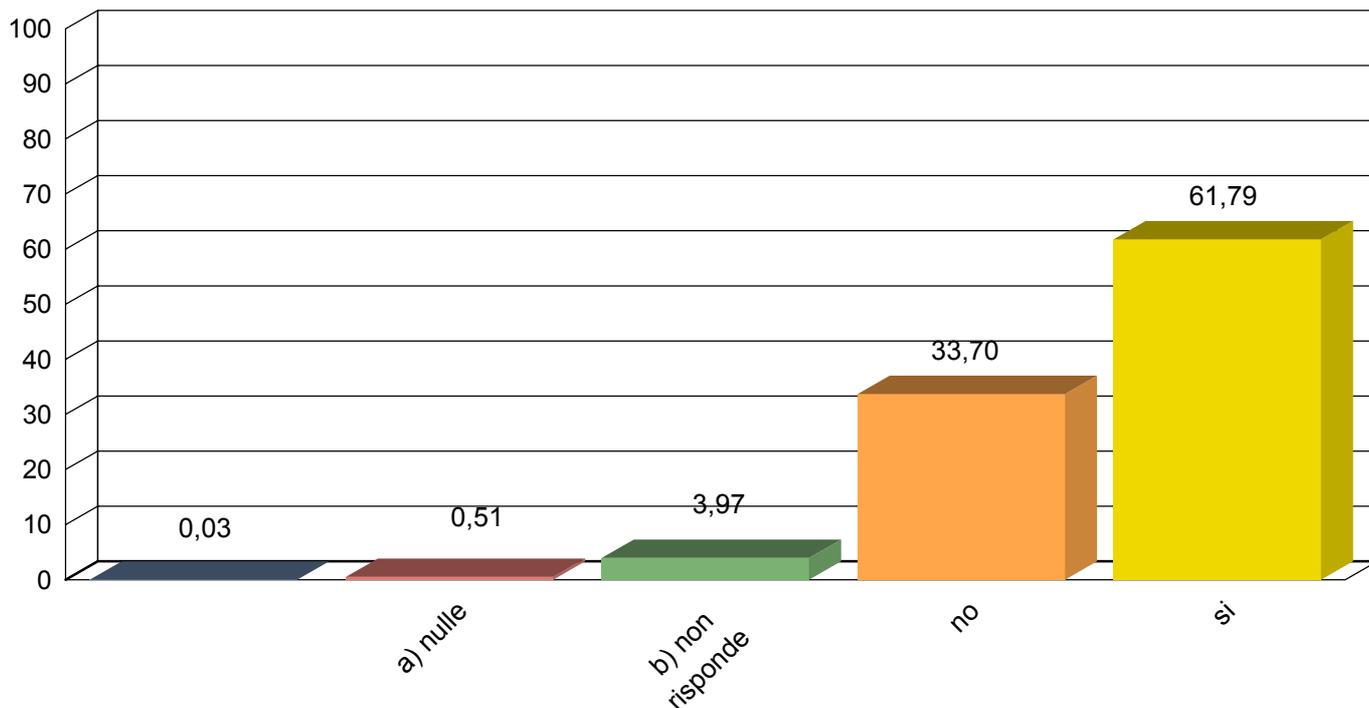




15 **Facilità di informazioni sugli orari**

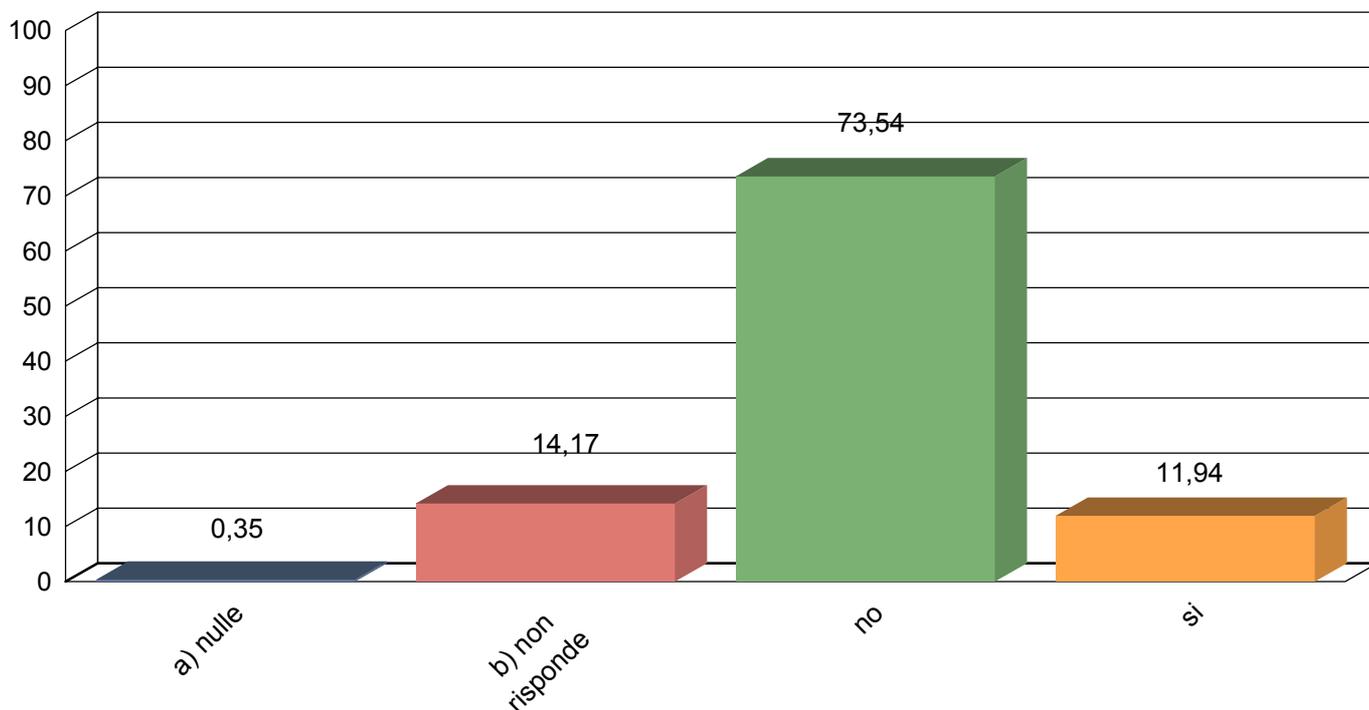


16 **Conosce il sito della ns. azienda?**

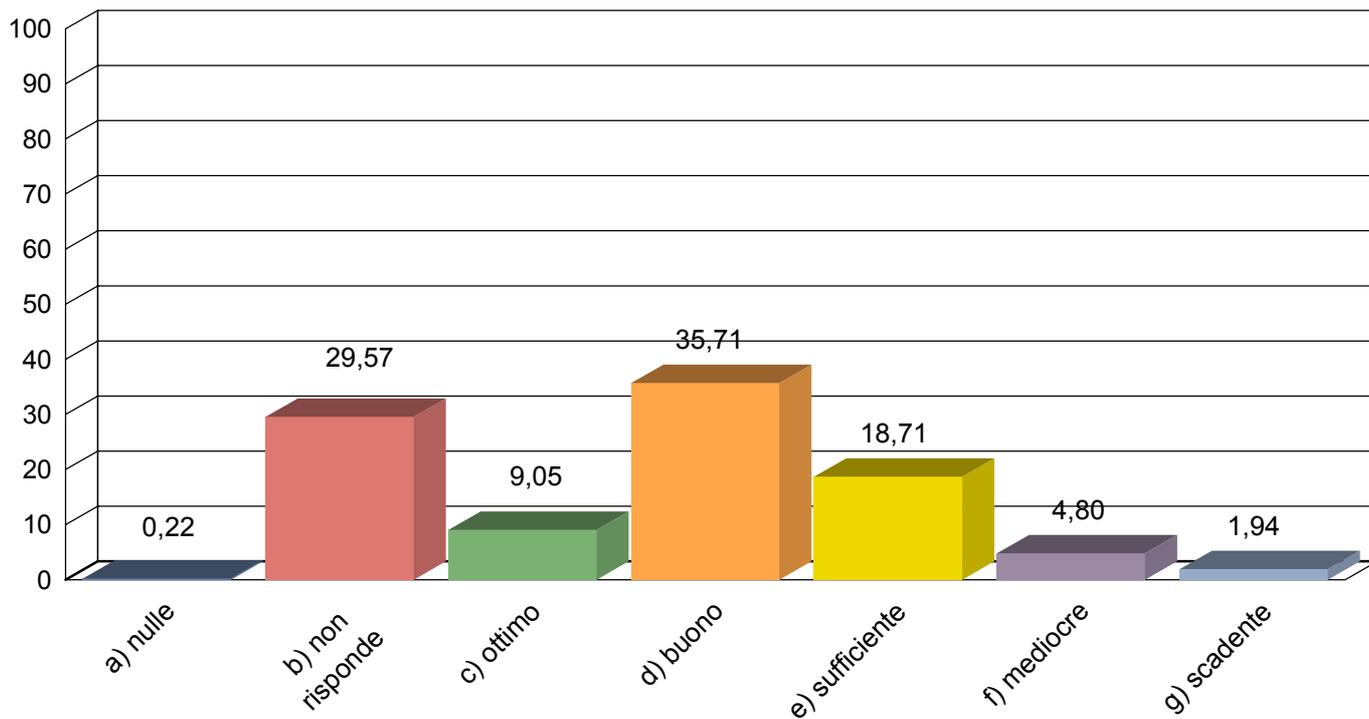




17 **Conosce la carta dei servi della ns. azienda?**

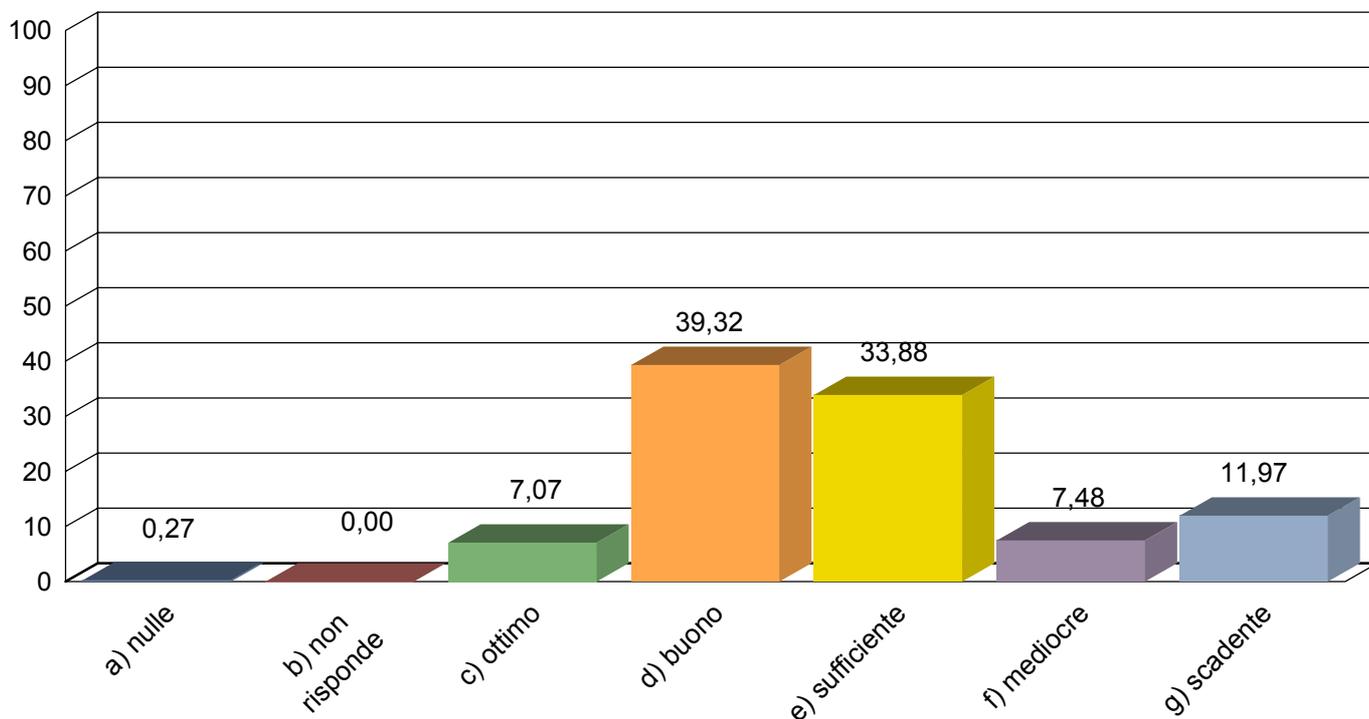


18 **Come giudica il sito**

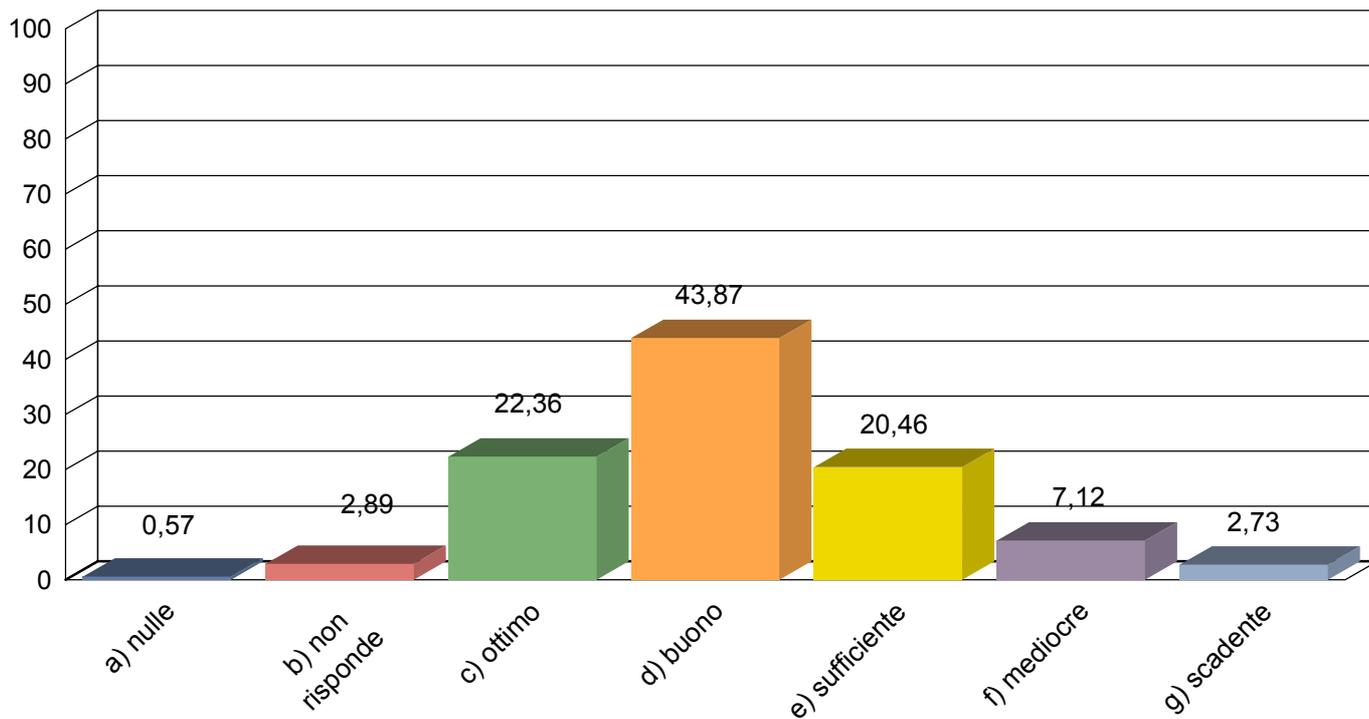




19 Come giudica la carta dei servizi

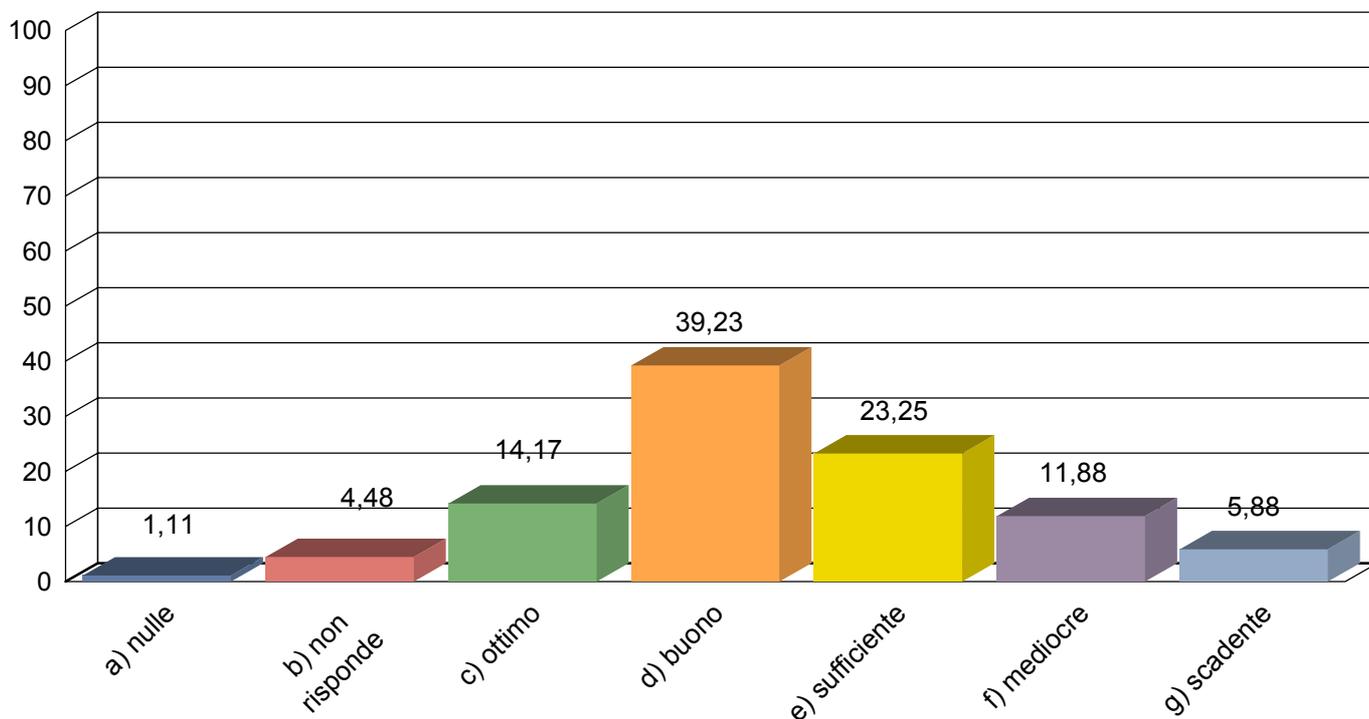


22 Puntualità/regolarità delle corse/treni

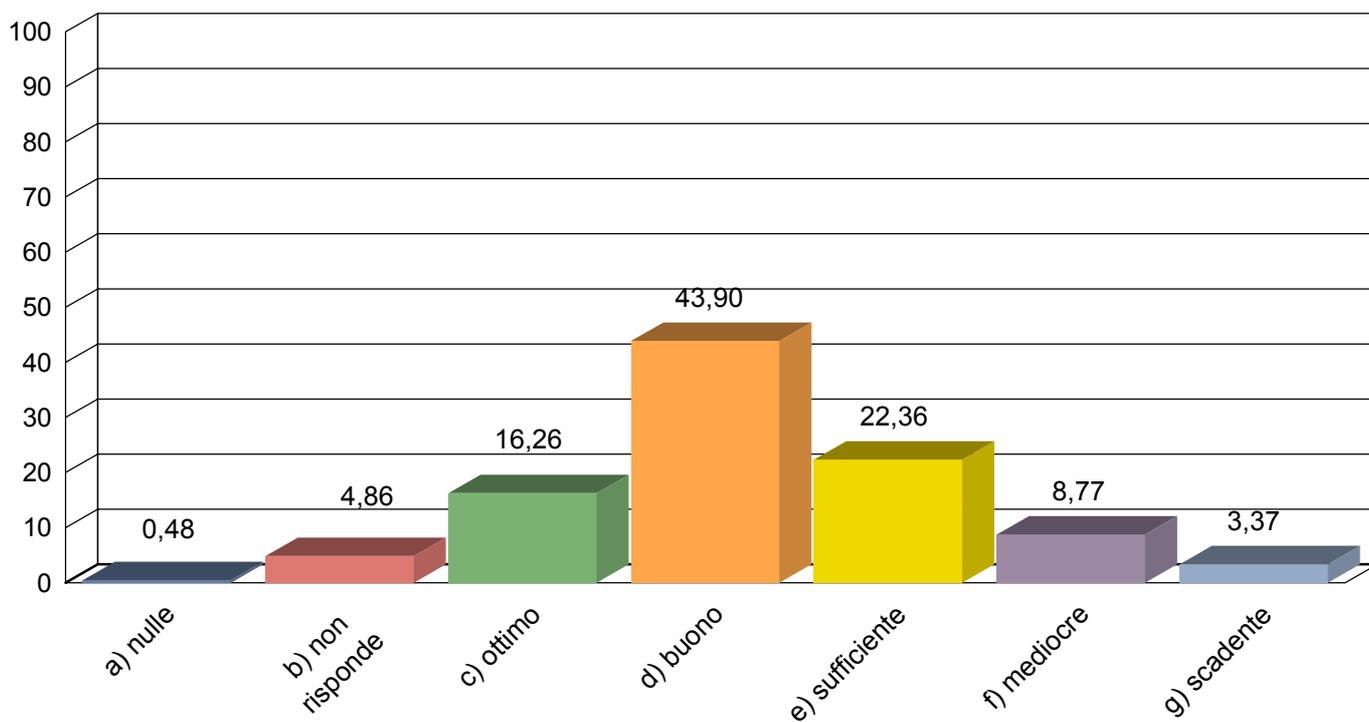




23 Frequenza delle corse/treni

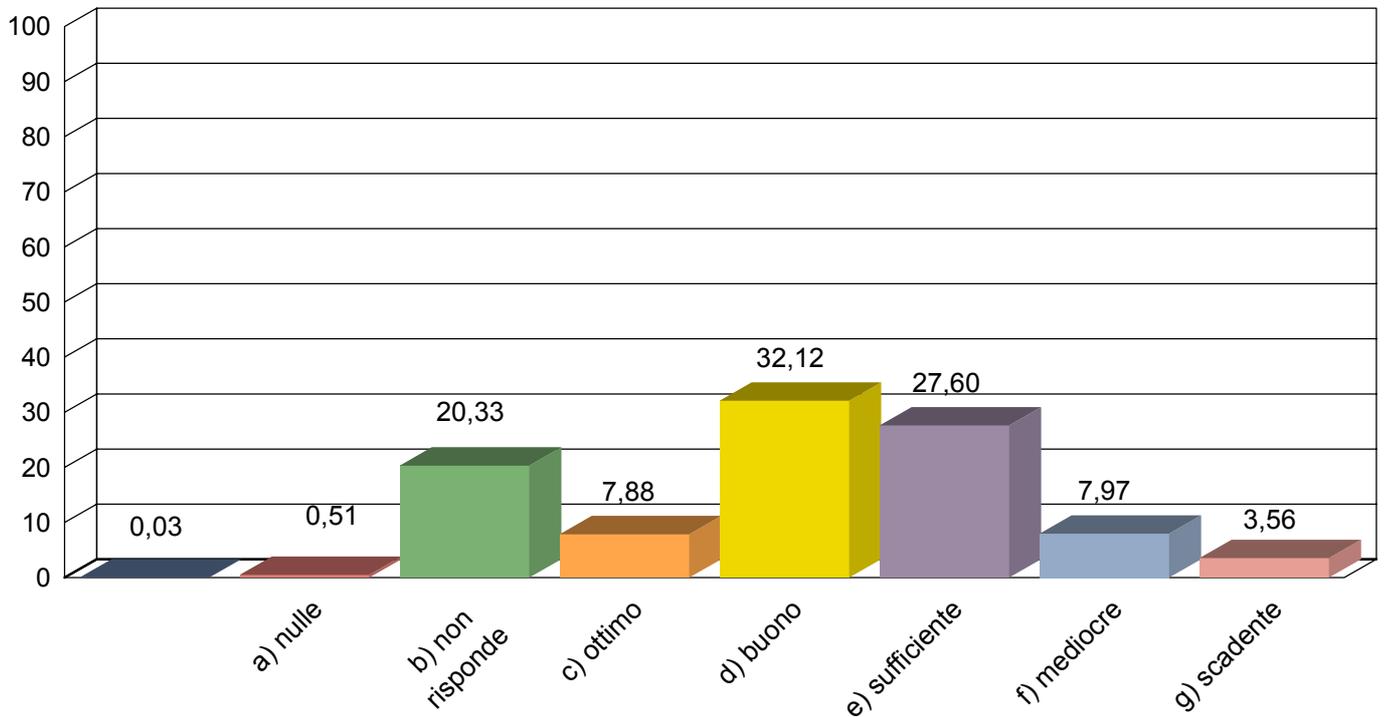


24 Tempi di percorrenza tragitto

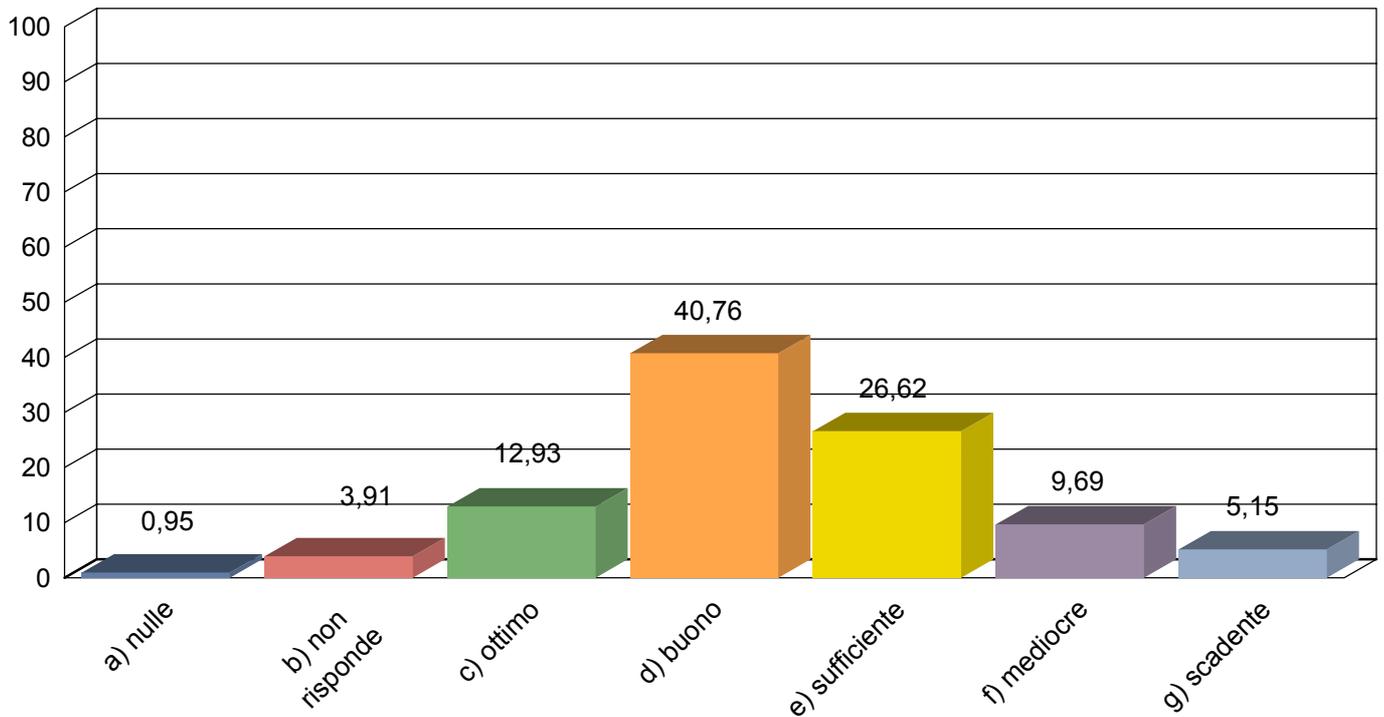




25 Coincidenze con altri mezzi di trasporto

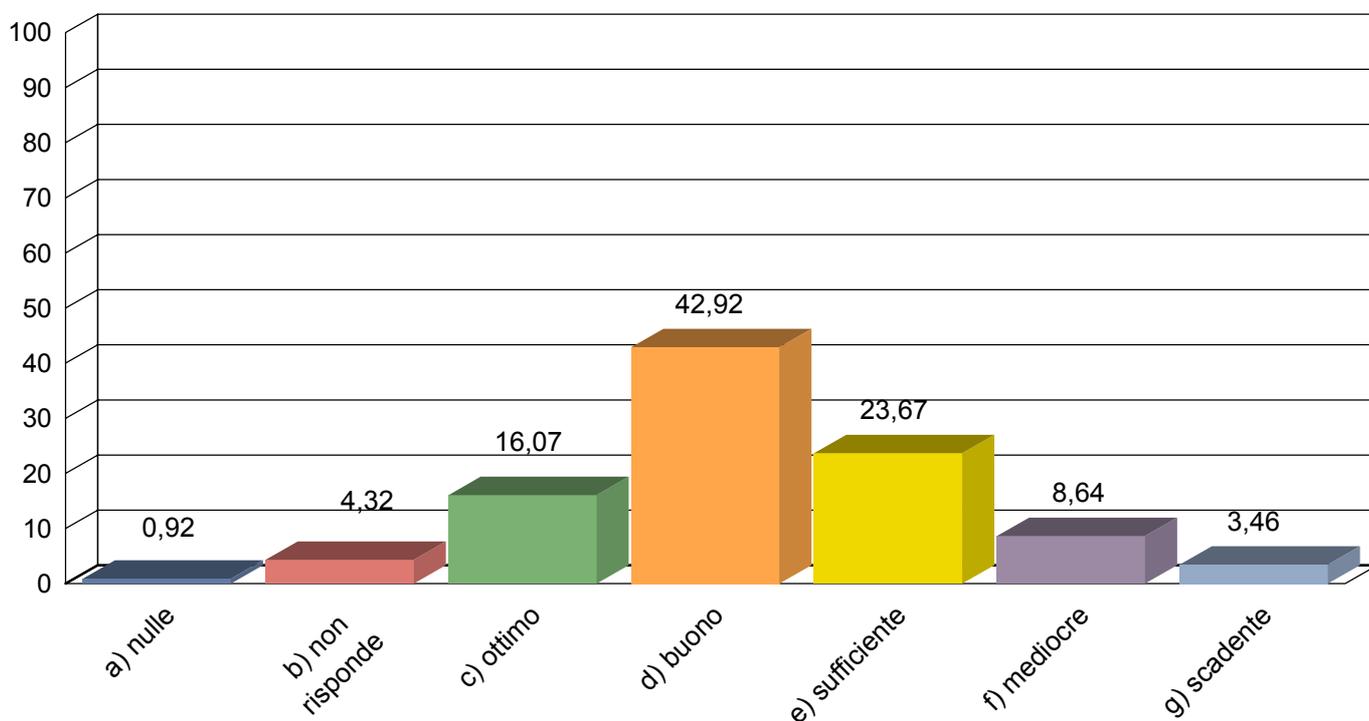


26 Informazioni alle fermate/stazioni

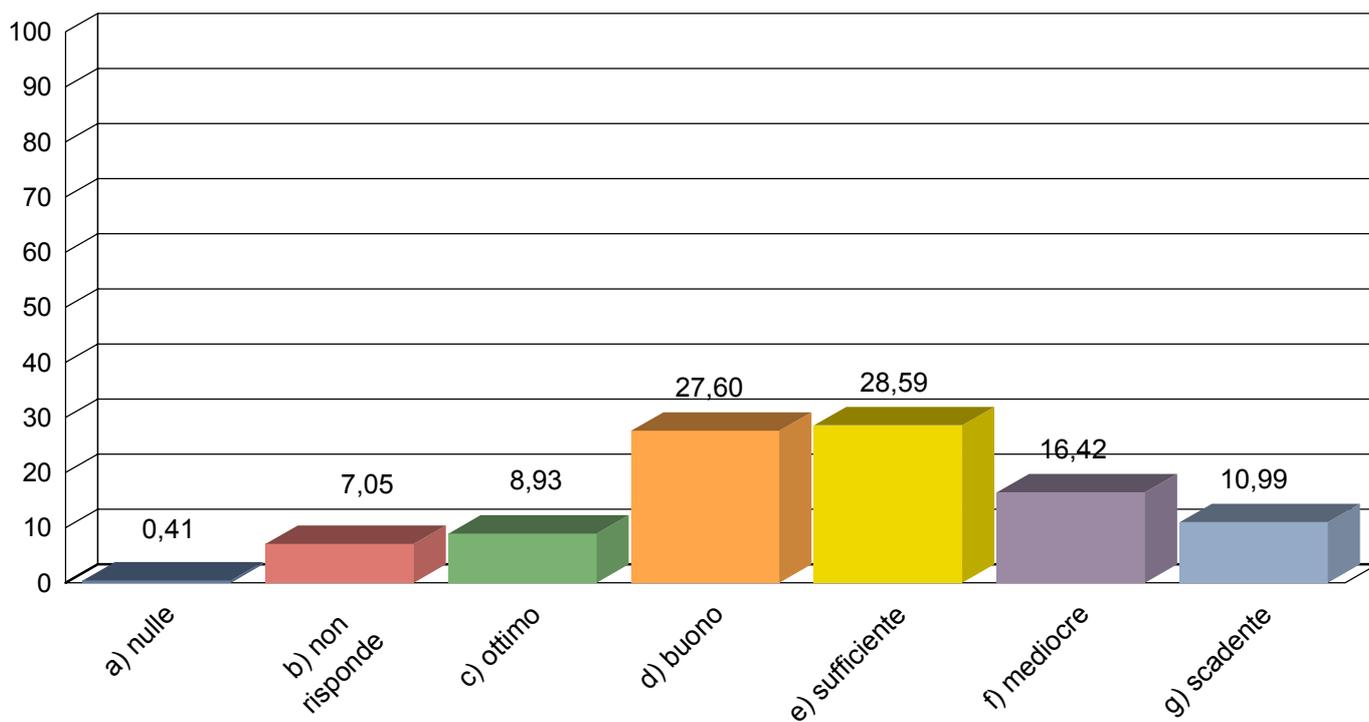




27 Informazioni a bordo

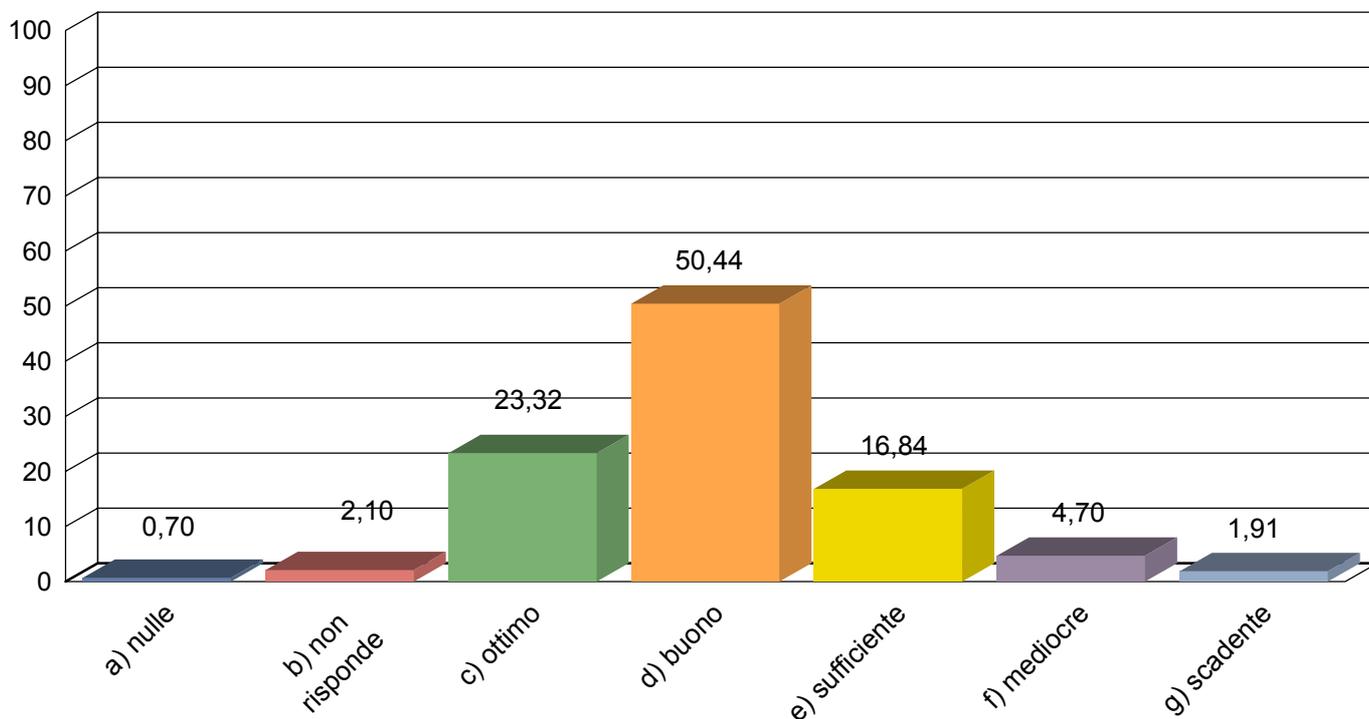


28 Rapidità nel fornire informazioni in caso di disservizio

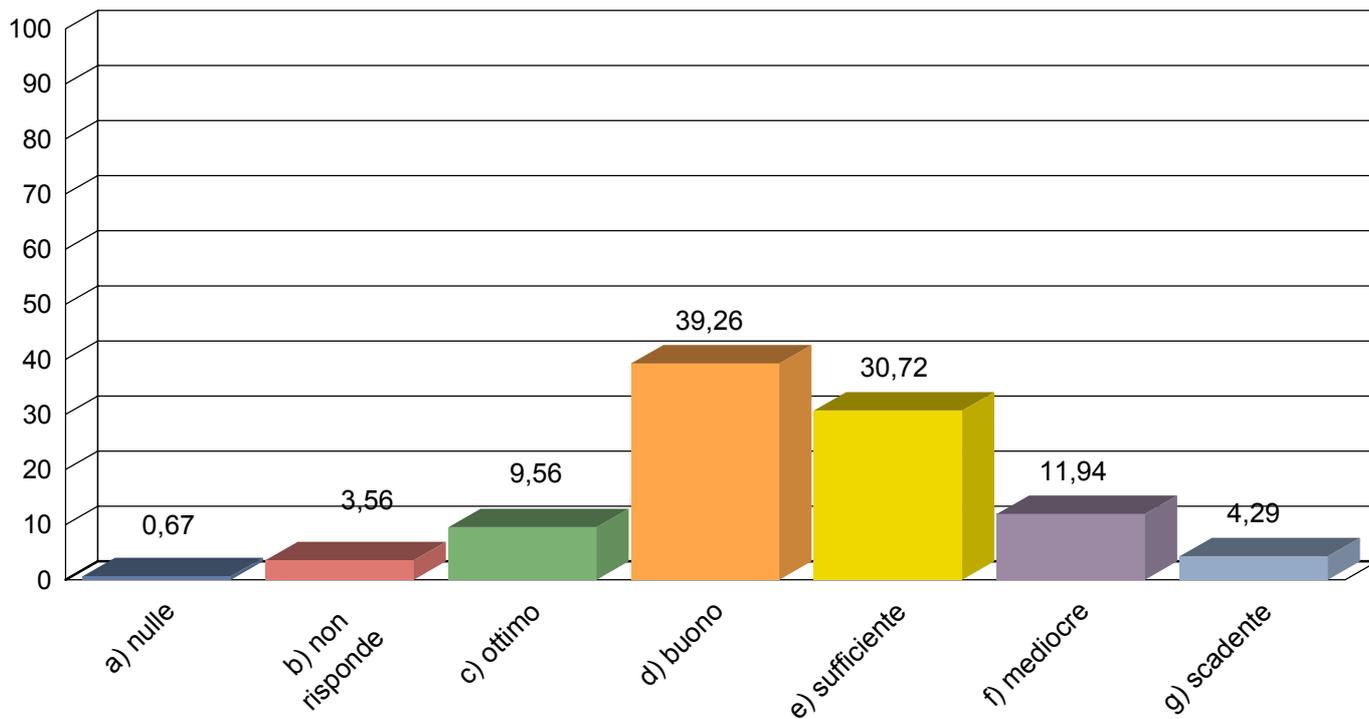




29 **Comfort del viaggio**

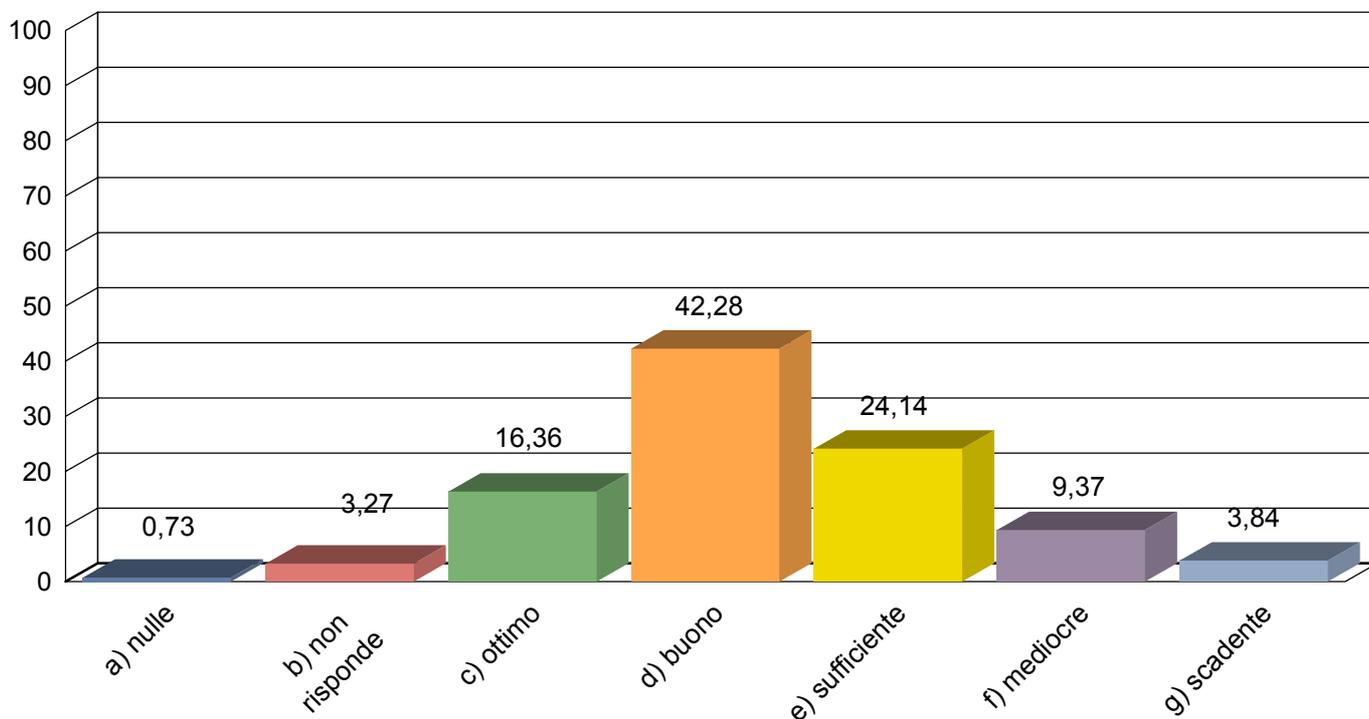


30 **Comfort nelle fermate/stazioni**

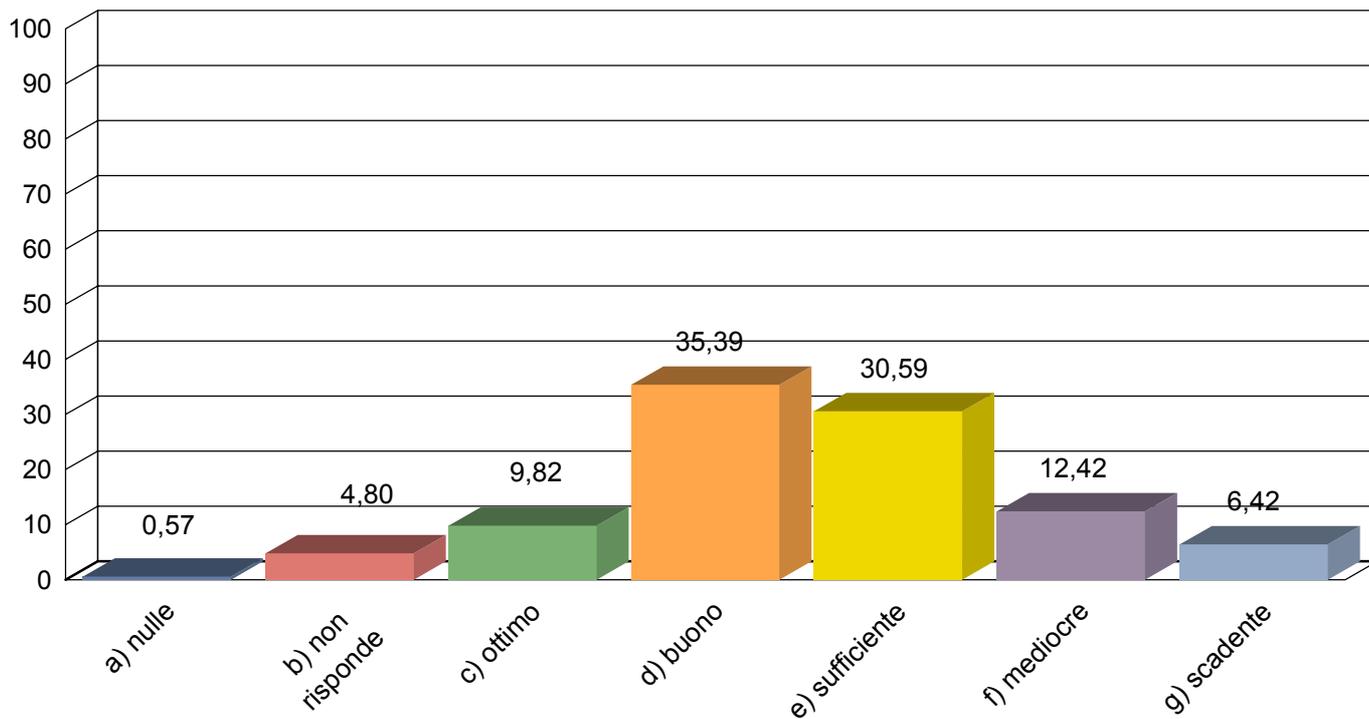




31 Pulizia del mezzo di trasporto

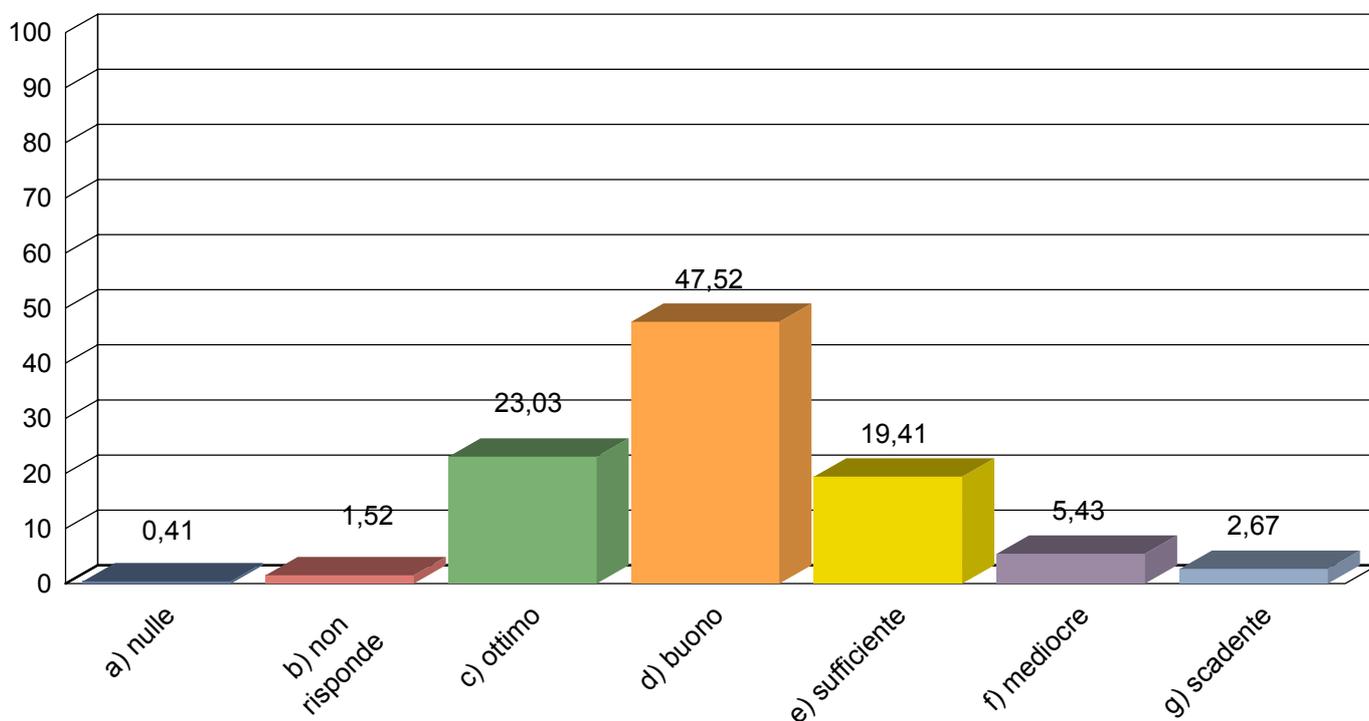


32 Pulizia locali ferroviari

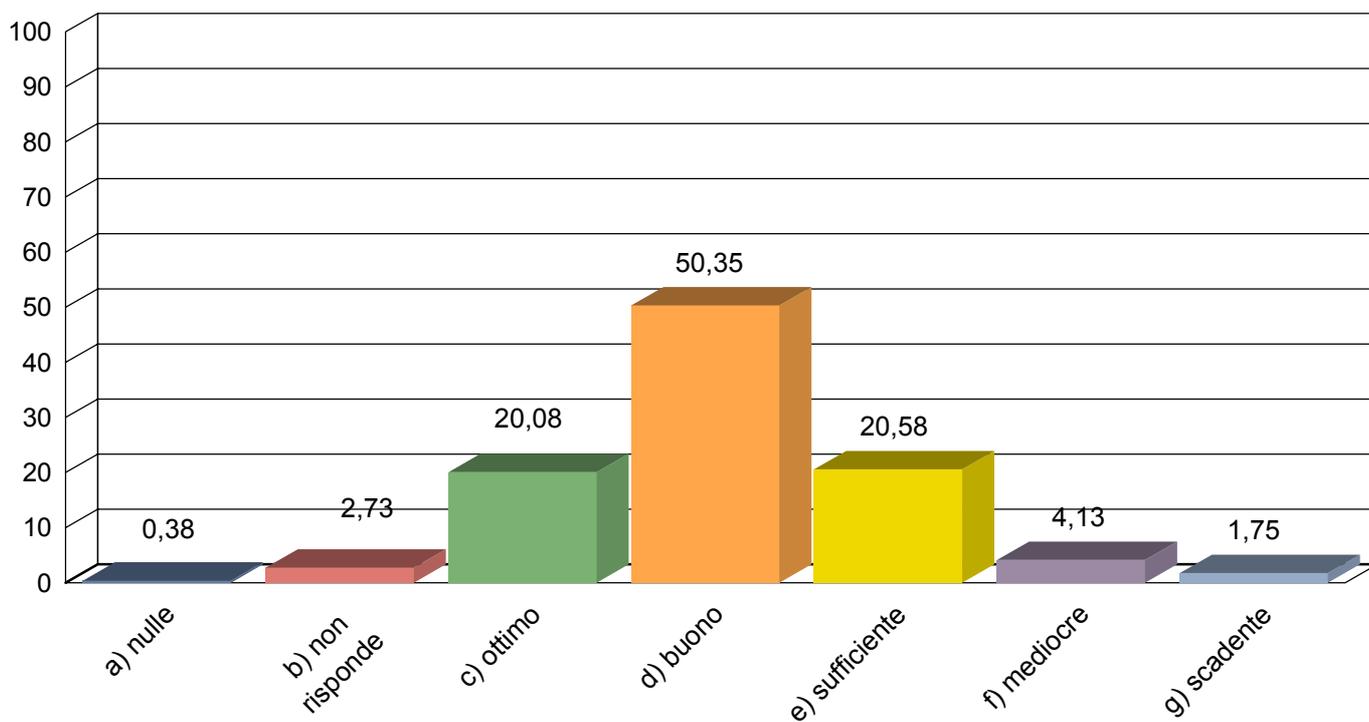




33 **Cortesia/disponibilità del personale**

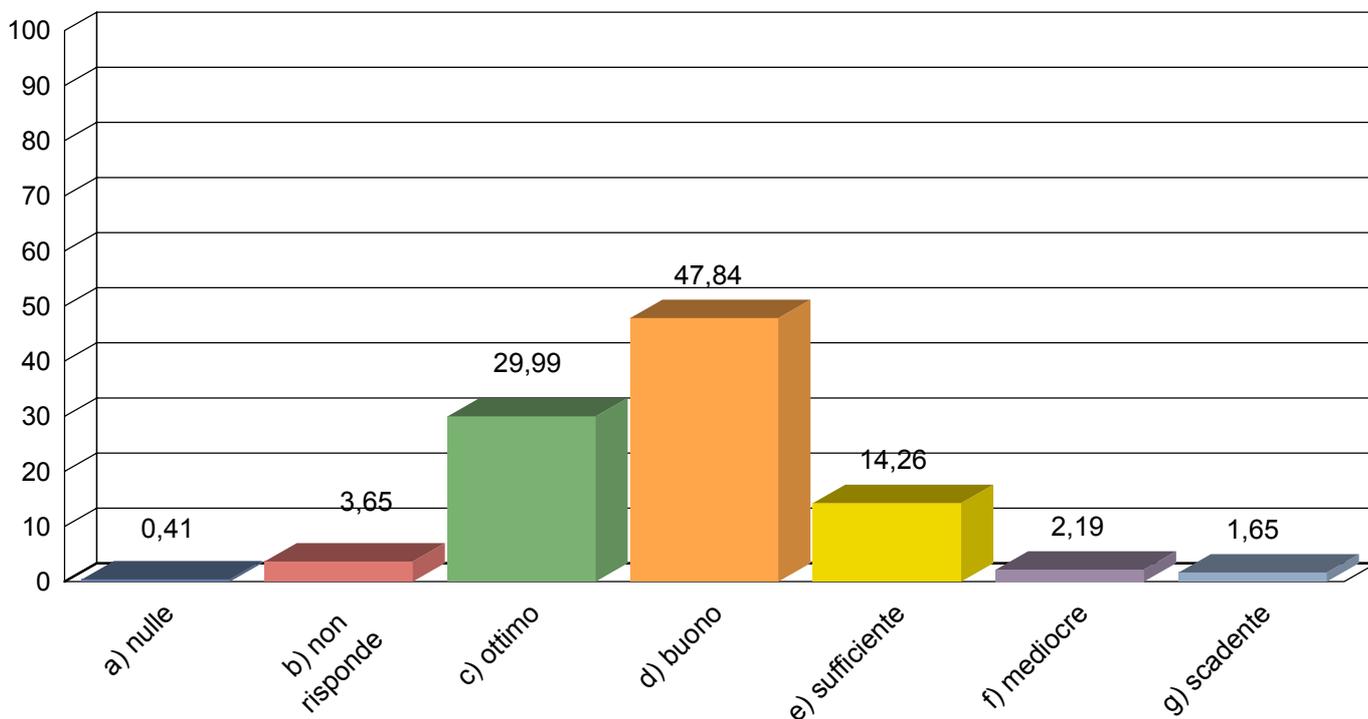


34 **Competenza del personale**

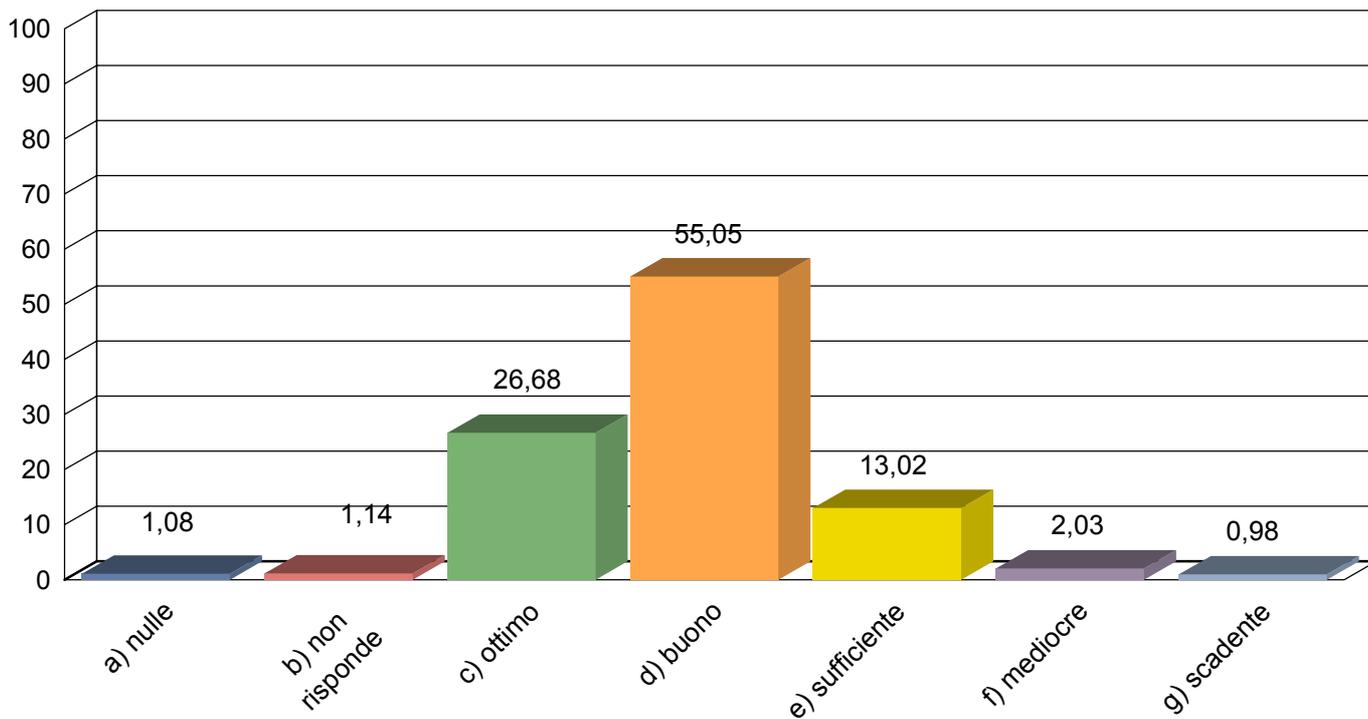




35 Riconoscibilità del personale

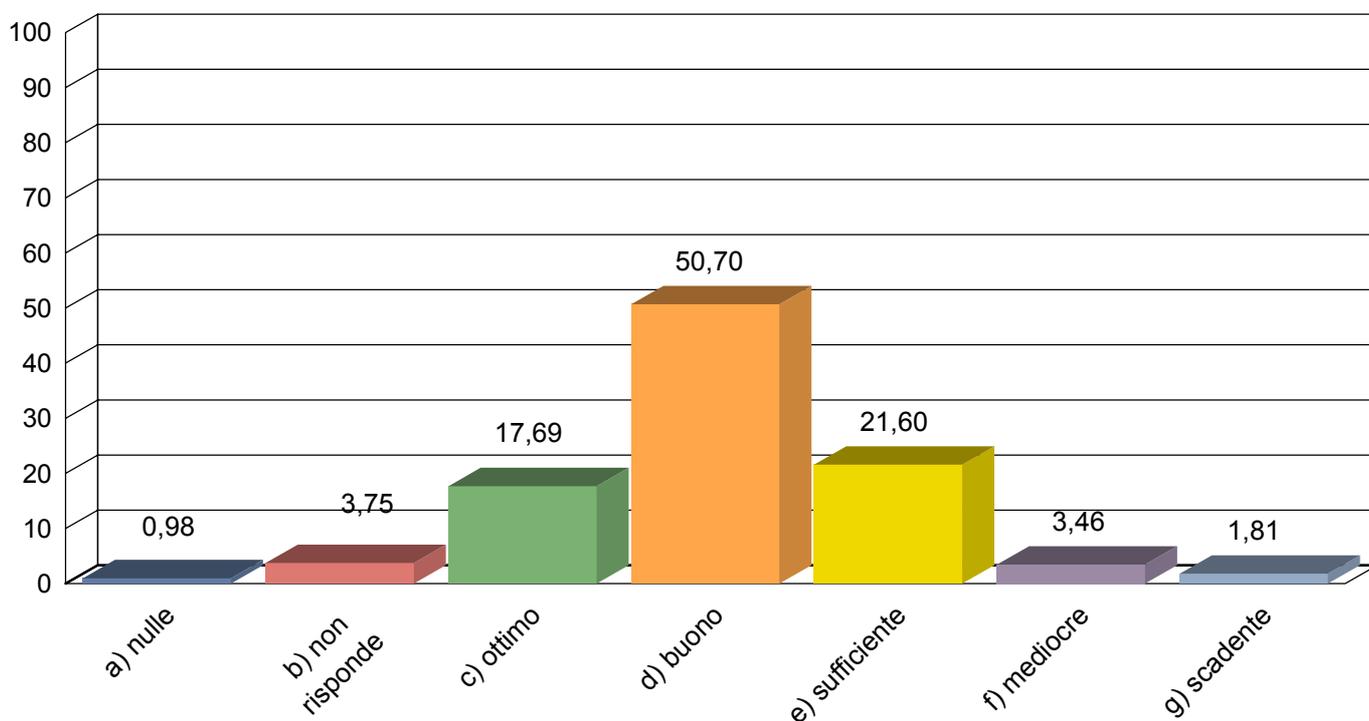


36 Sicurezza del viaggio

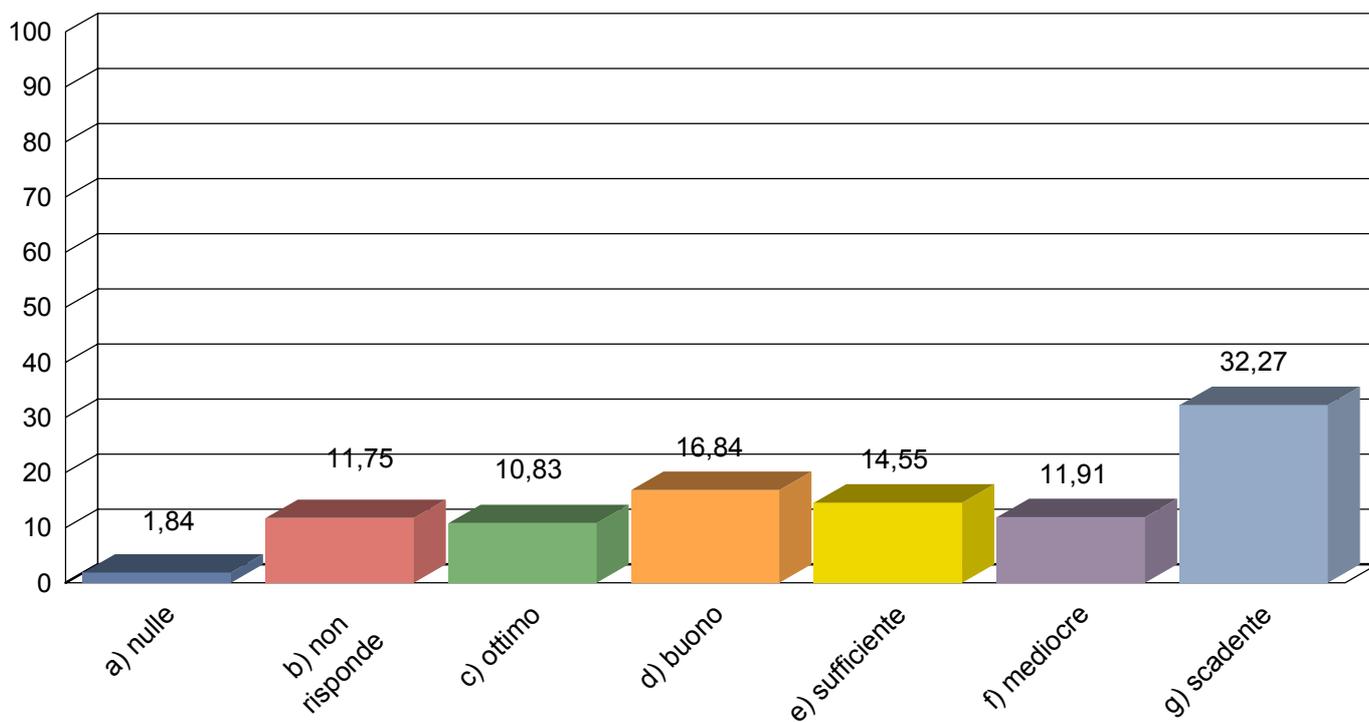




37 Sicurezza Perzonale e patrimoniale



38 Come giudicherebbe la distribuzione di giornali



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