



FERROTRAMVIARIA SPA
FERROVIE DEL NORD BARESE
AUTOLINEE

Indagine conoscitiva sulla soddisfazione dei viaggiatori delle autolinee

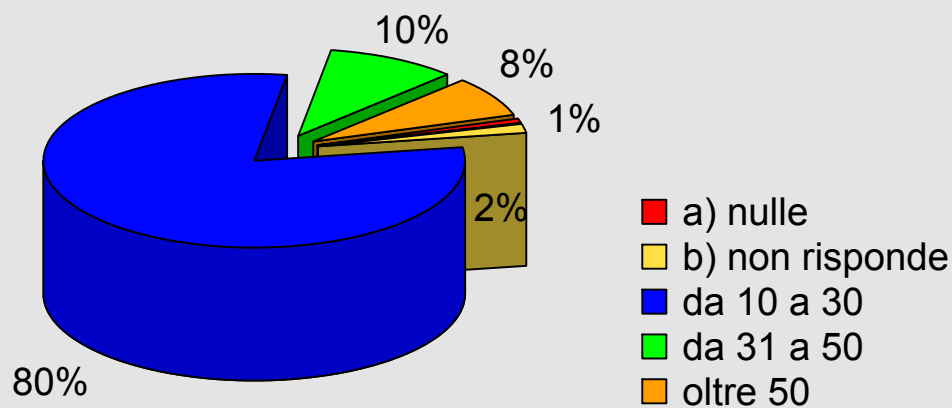
DICEMBRE 2011

(campione esaminato: 751 viaggiatori)

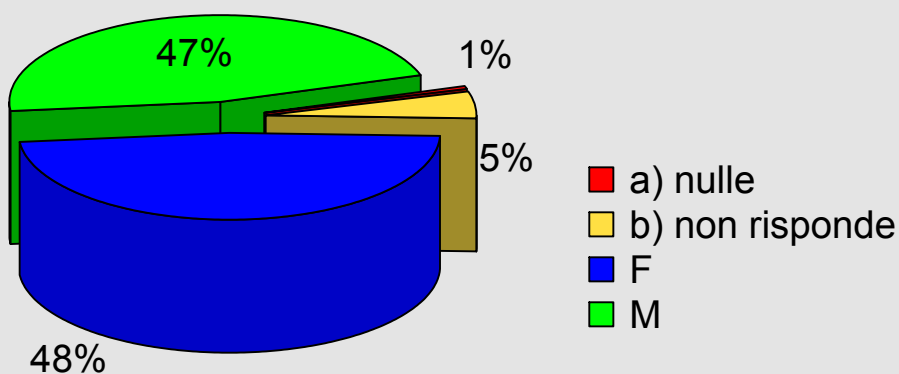




3 **Età**



4 **Sesso**

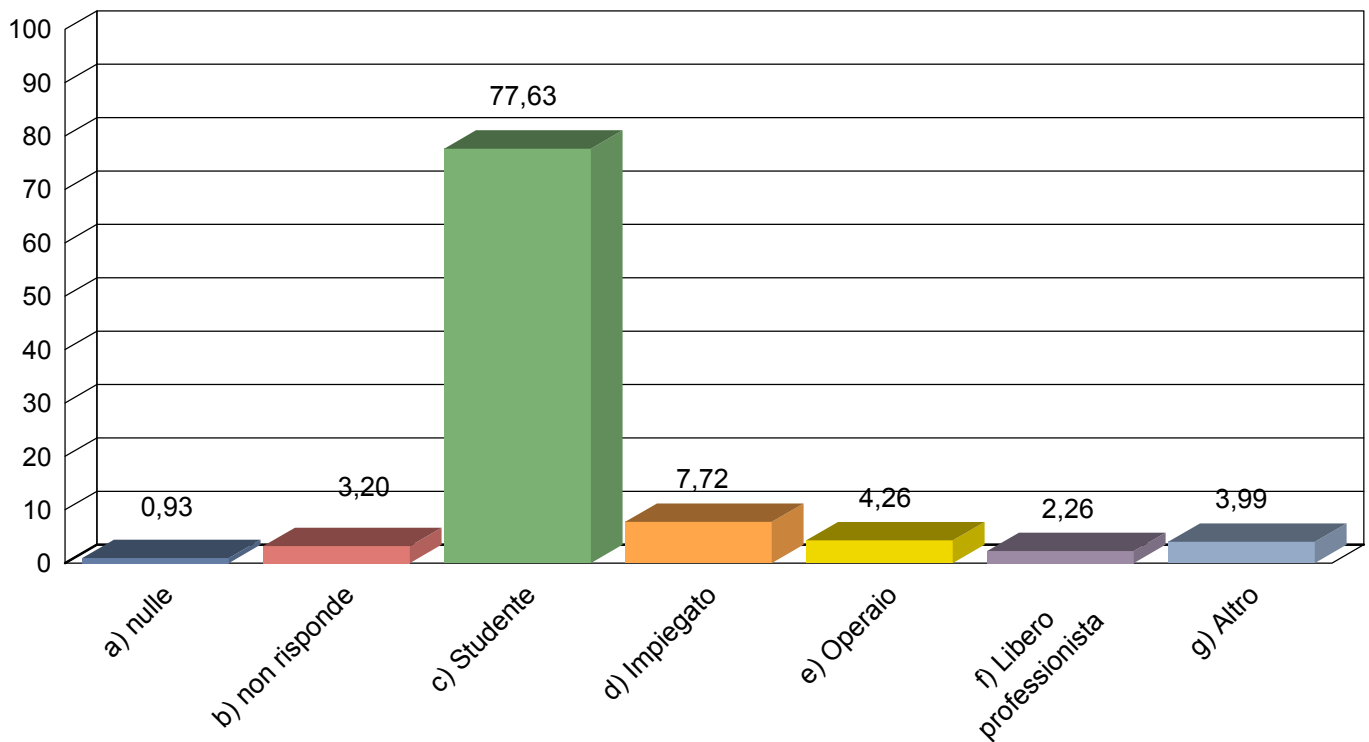


Indagine conoscitiva sulla soddisfazione dei viaggiatori

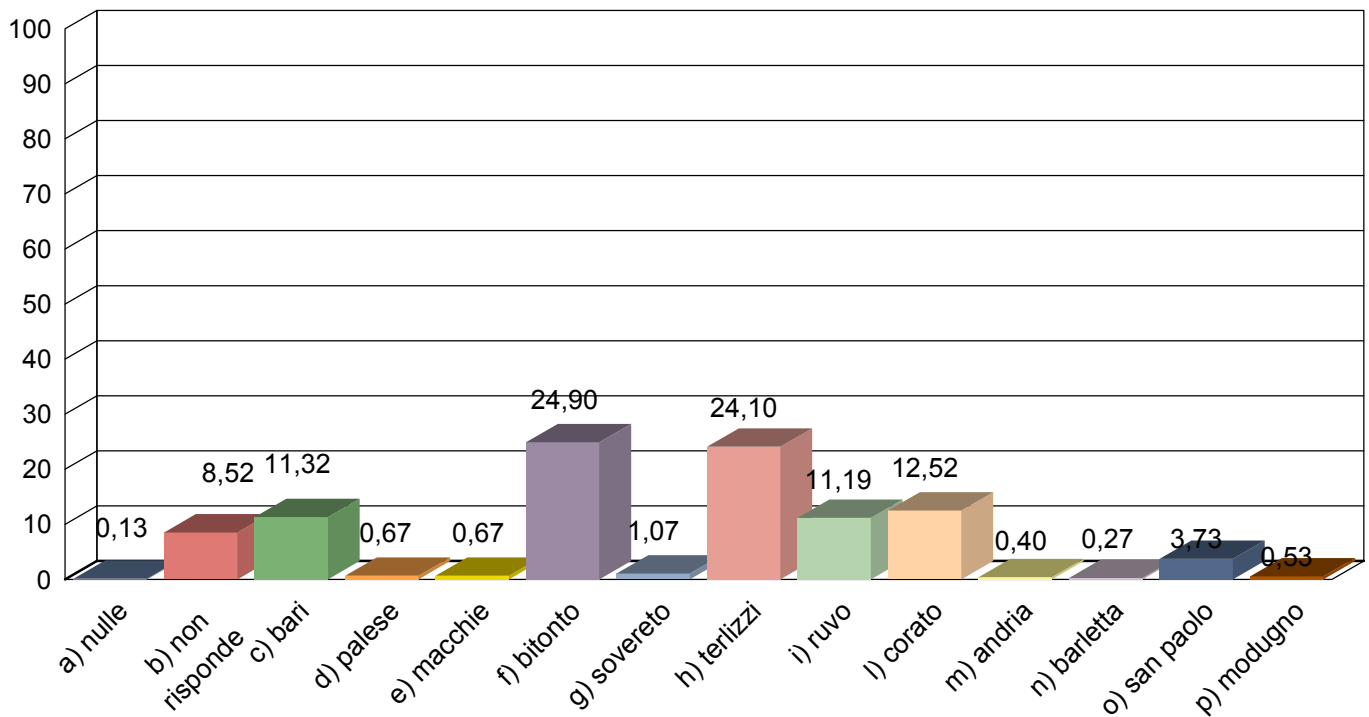


Linea: **AUTOLINEE** **Dicembre 2011**

5 Occupazione

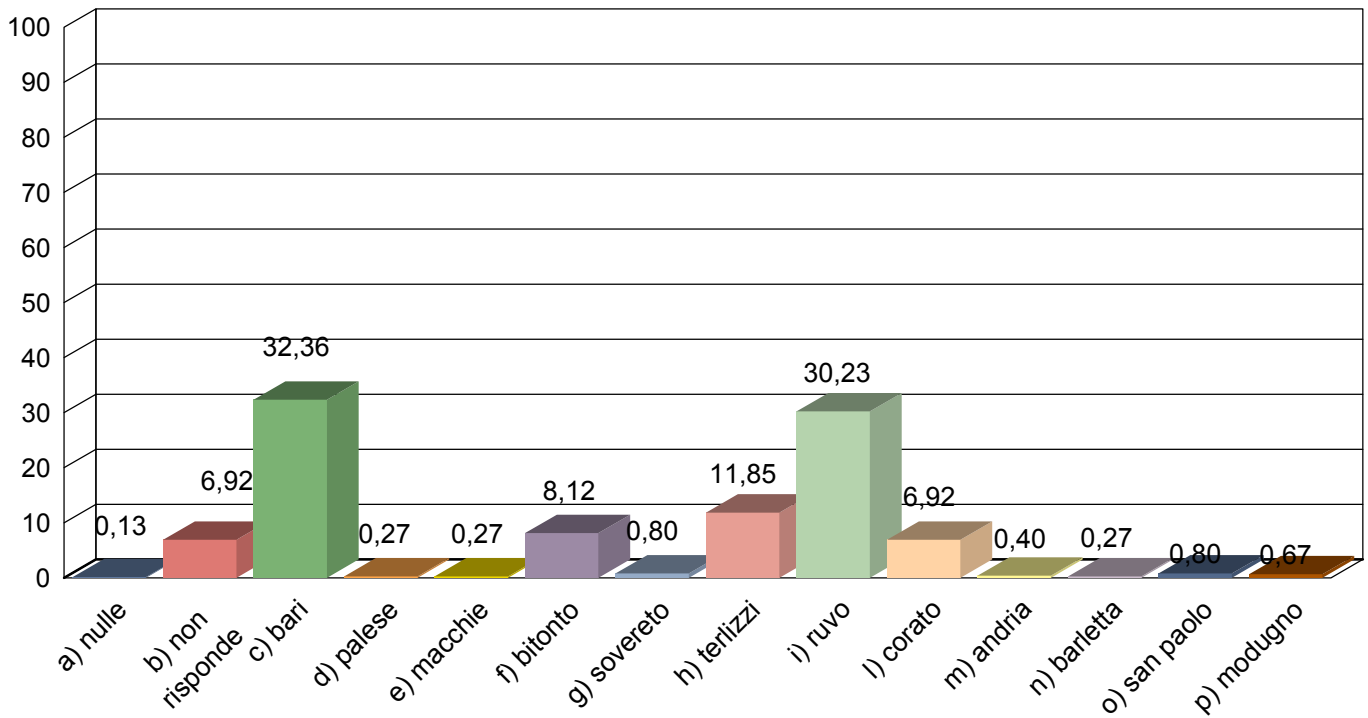


6 Partenza

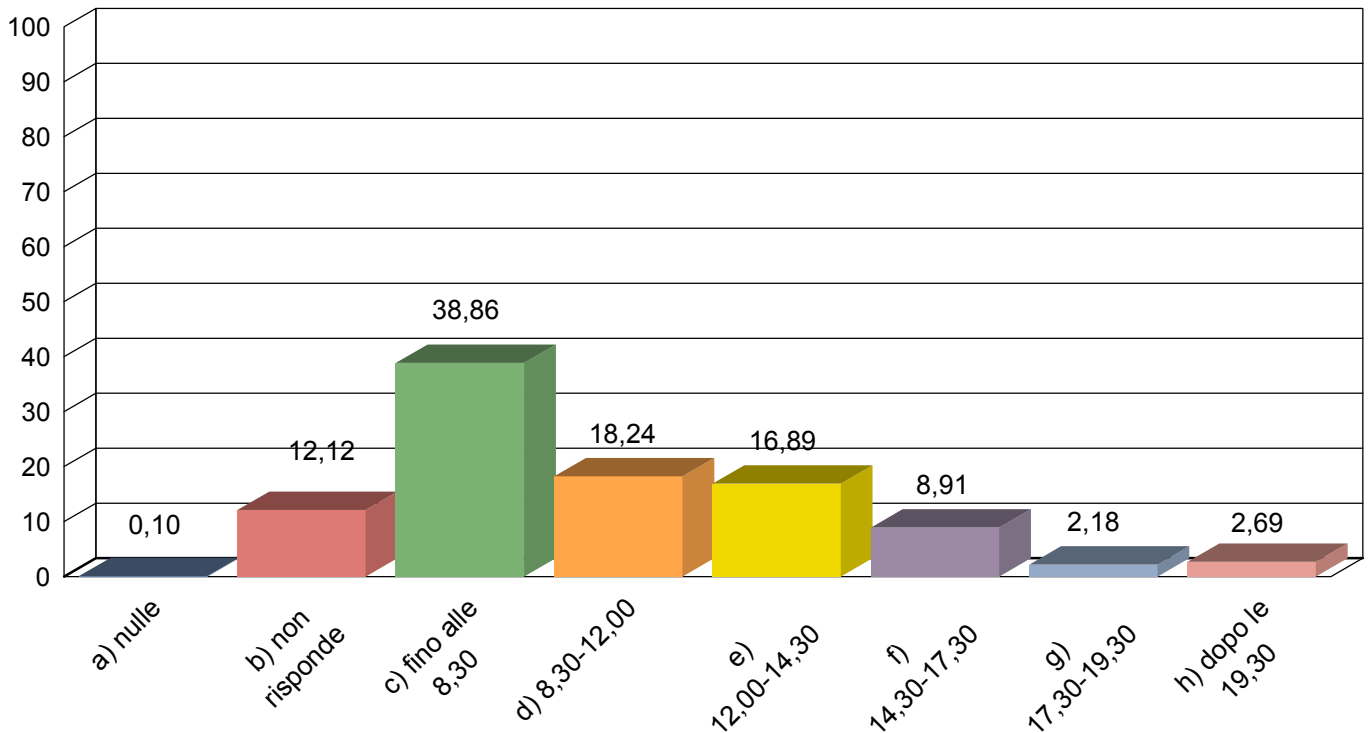




7 Arrivo

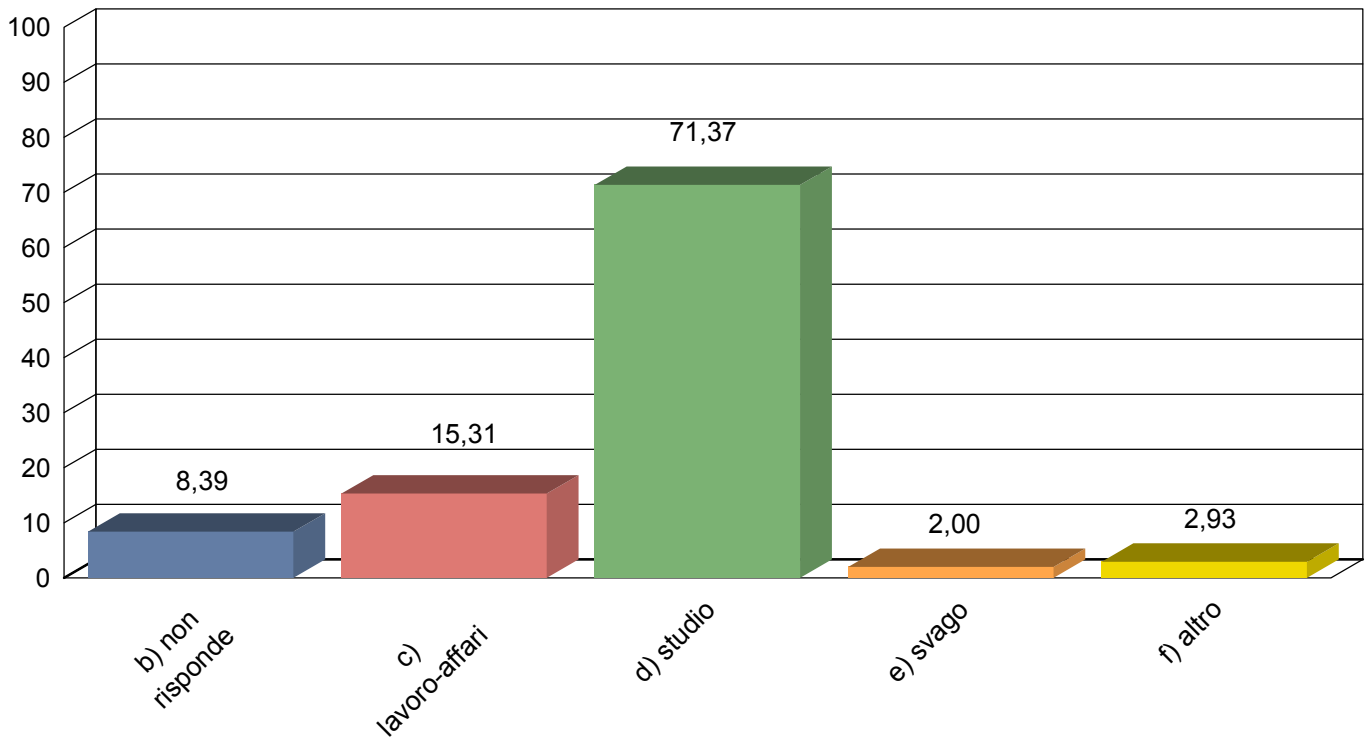


8 In quale fascia oraria utilizza di solito i ns. mezzi

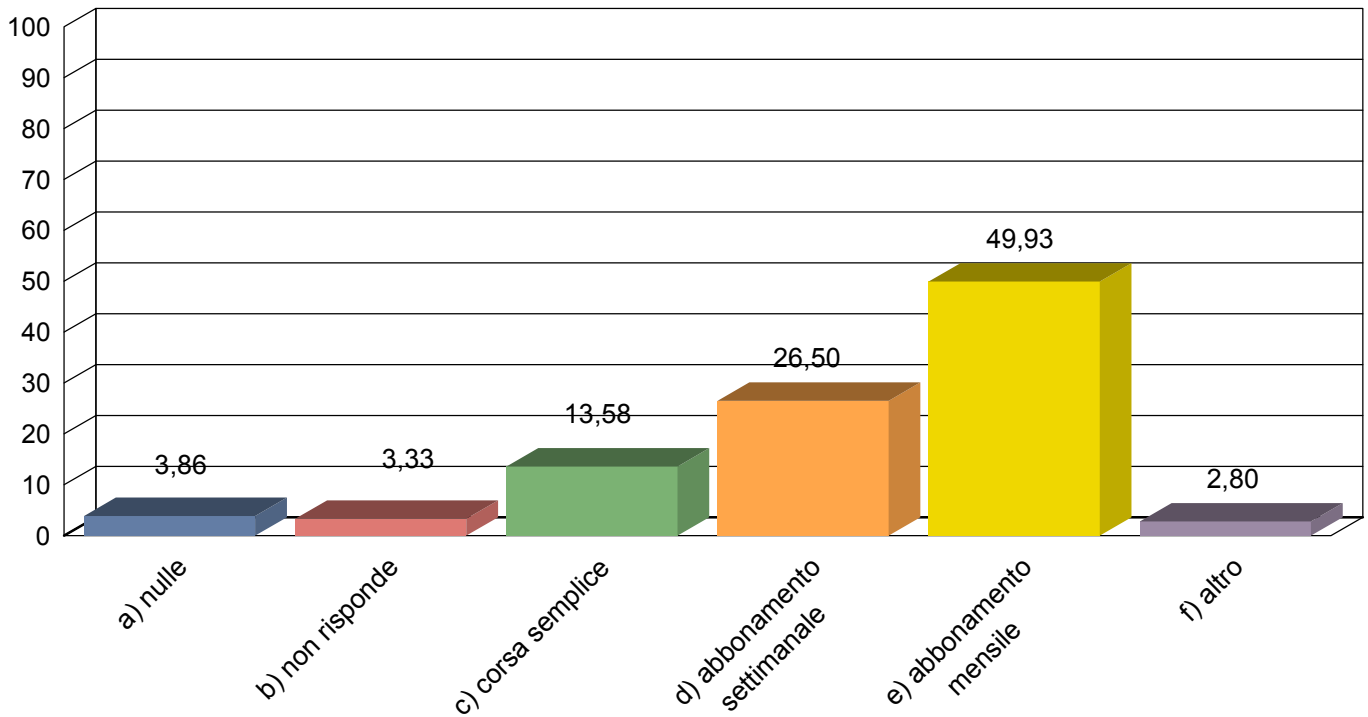




9 Scopo del viaggio

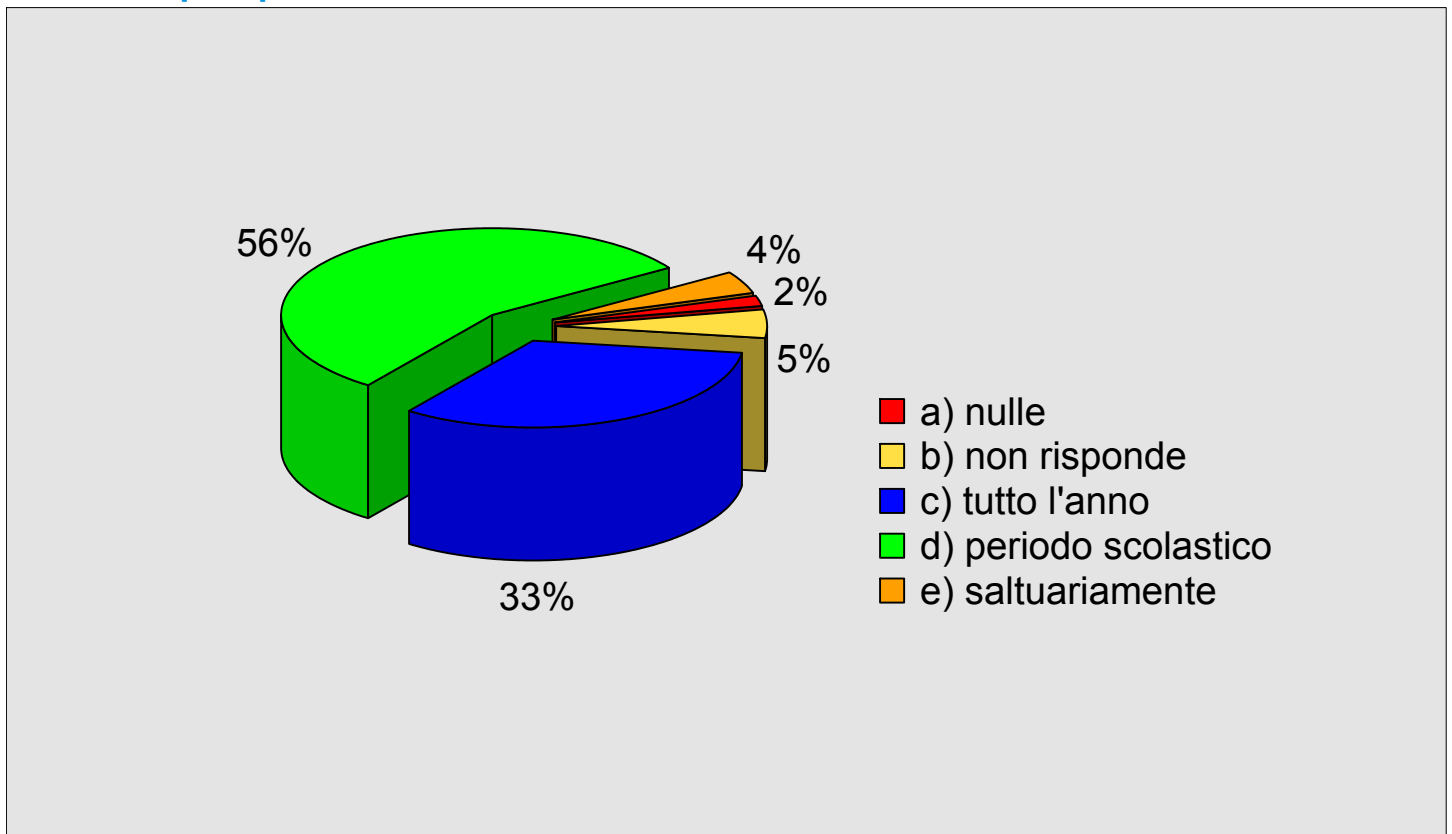


10 Tipo di biglietto utilizzato

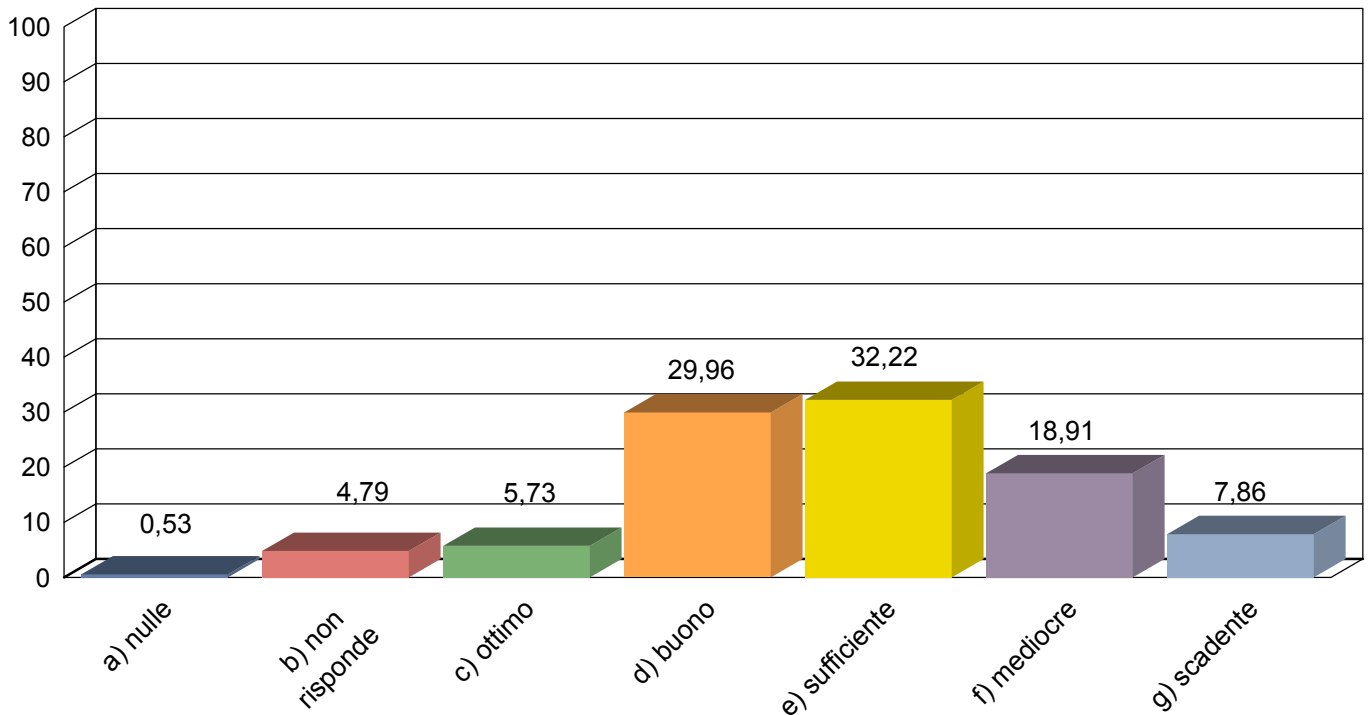




11 In quale periodo utilizza i ns. mezzi

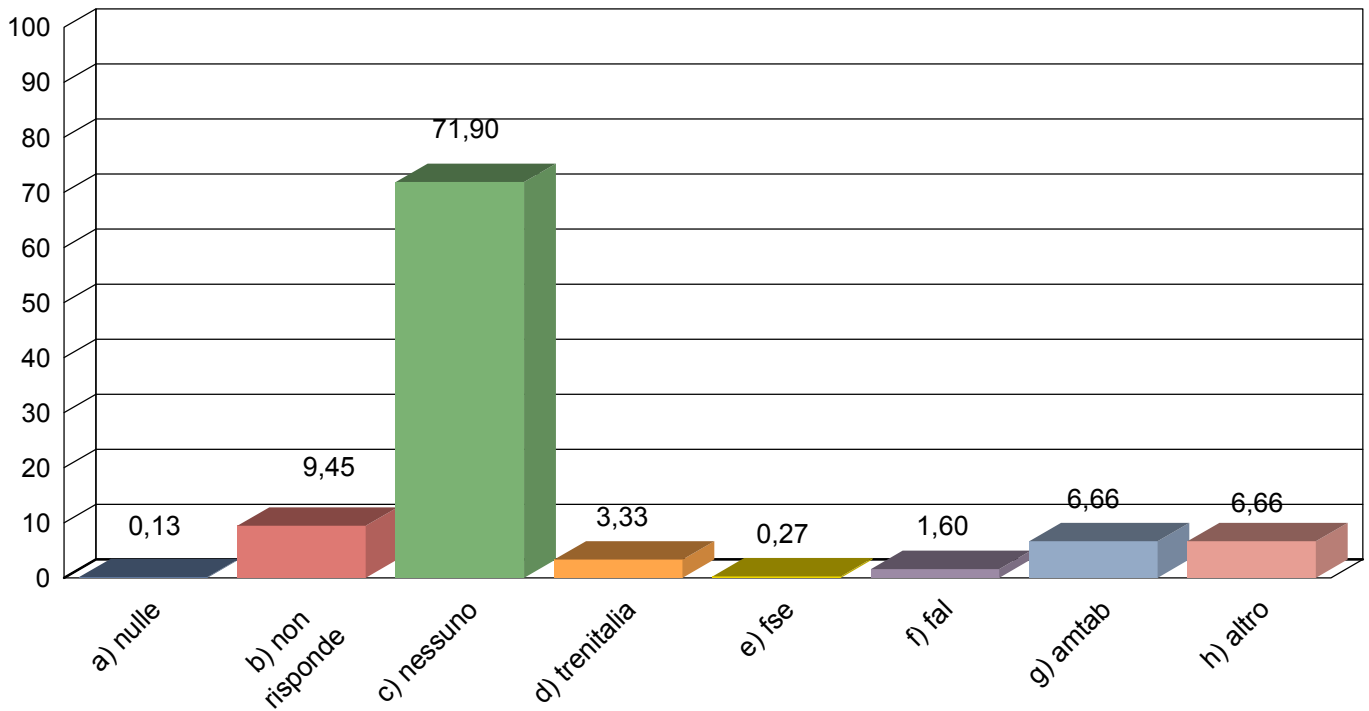


12 Reperibilità titoli di viaggio

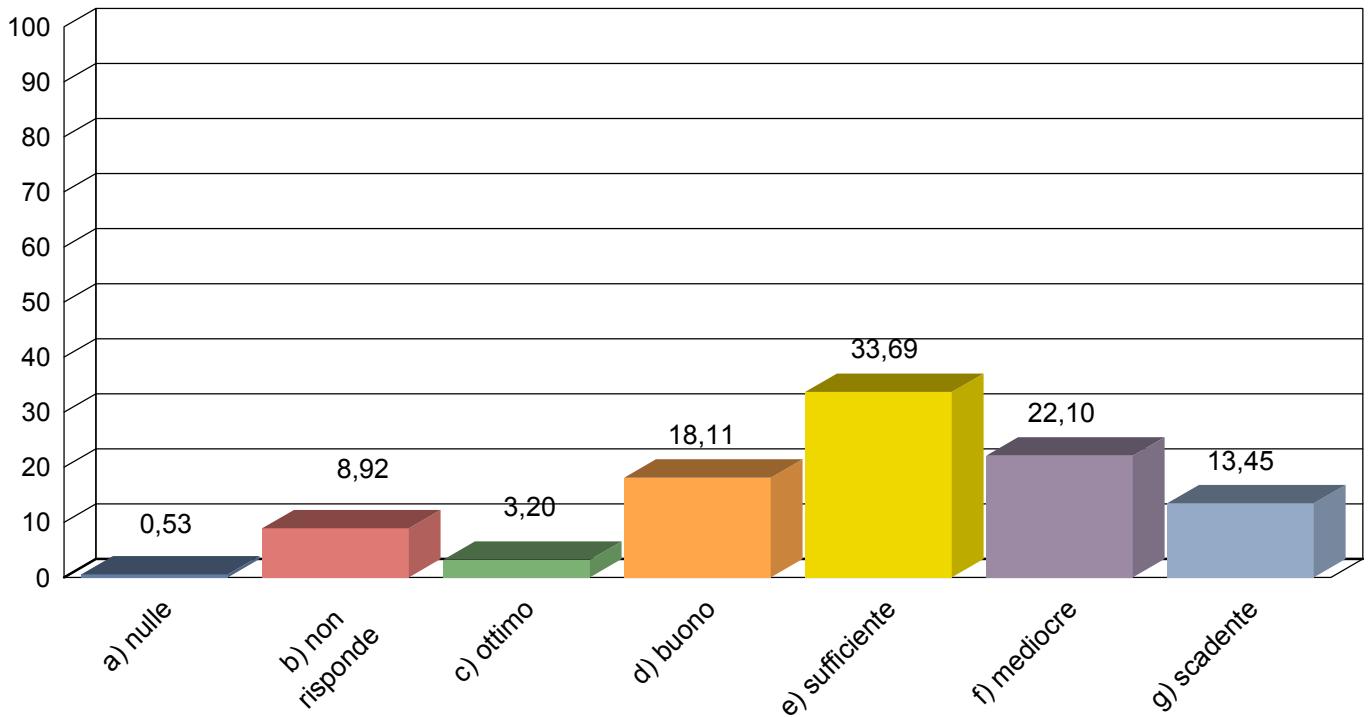




13 Con che mezzi prosegue il viaggio

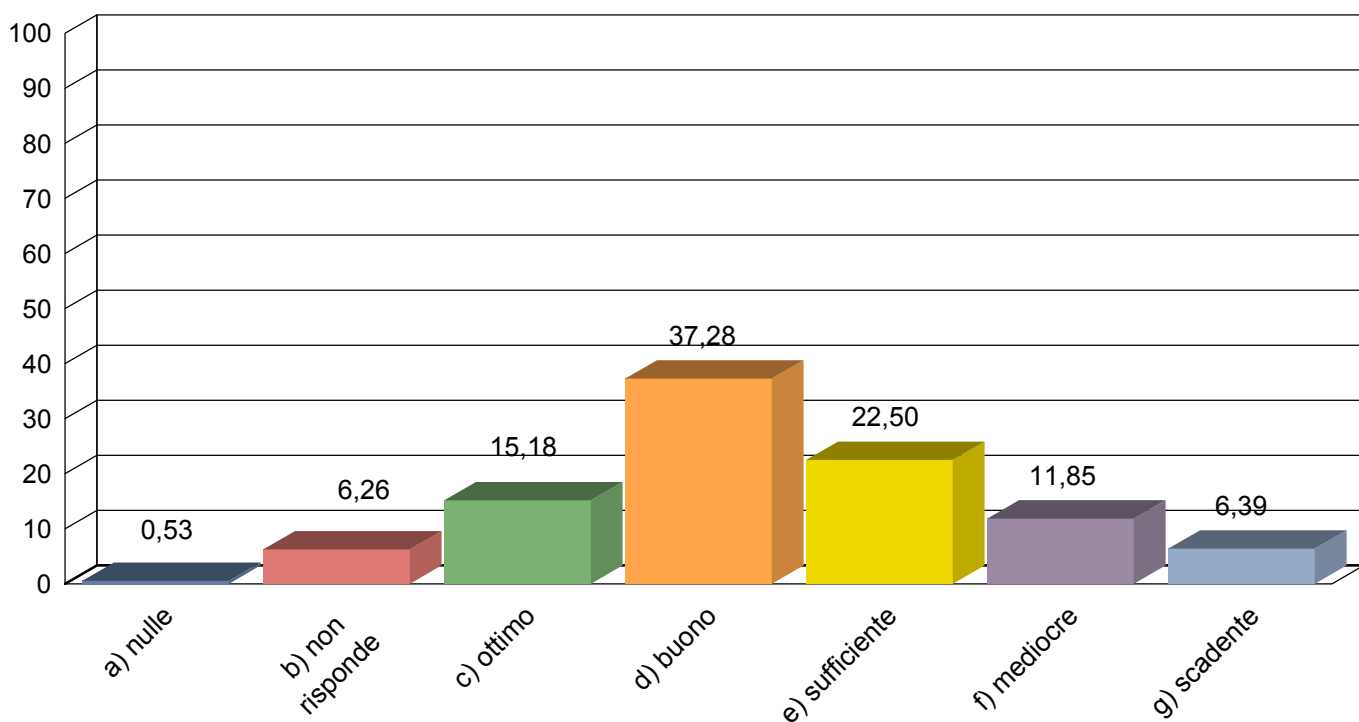


14 Come giudica i tempi di risposta ai reclami

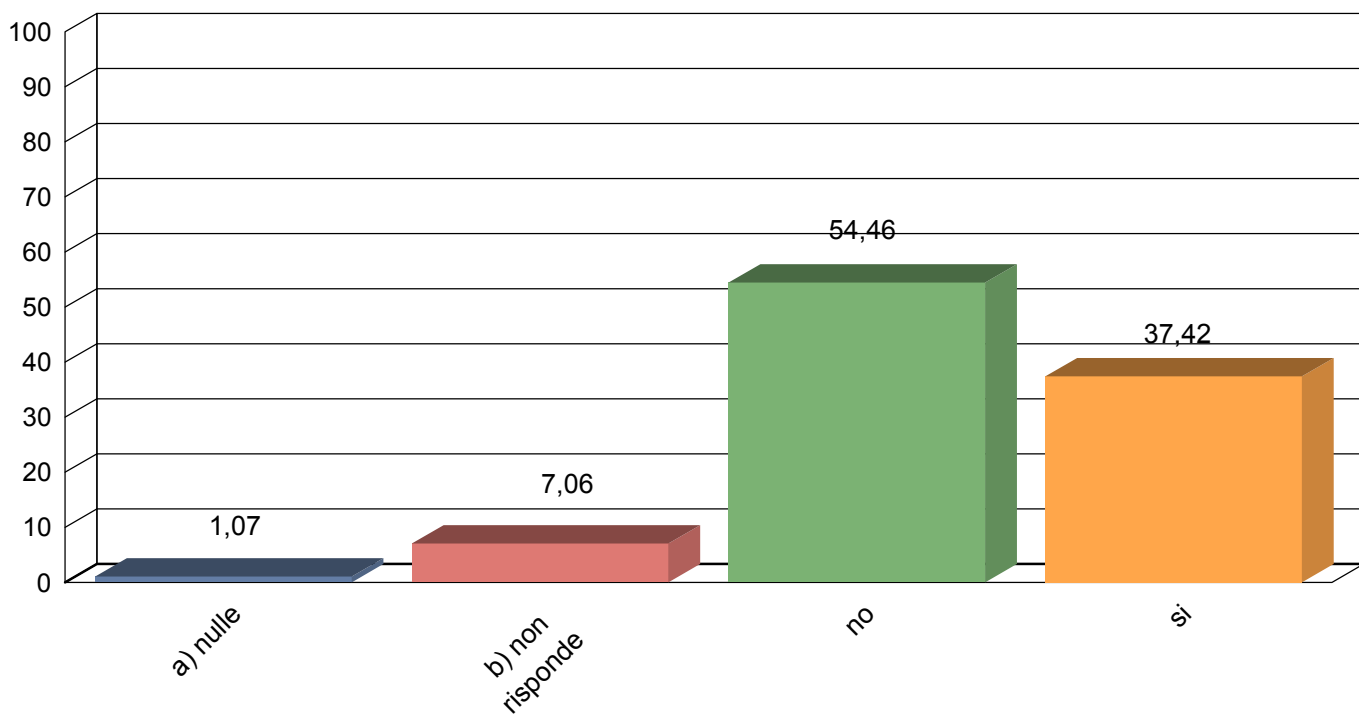




15 **Facilità di informazioni sugli orari**

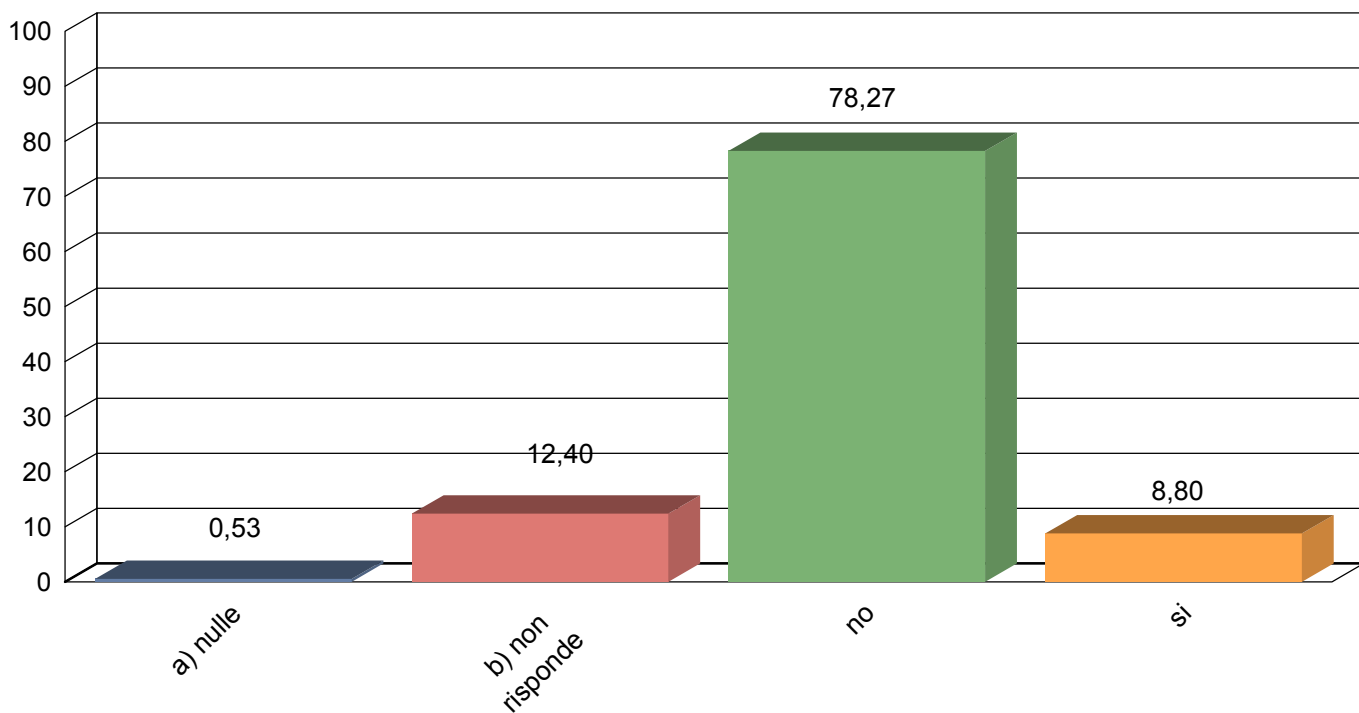


16 **Conosce il sito della ns. azienda?**

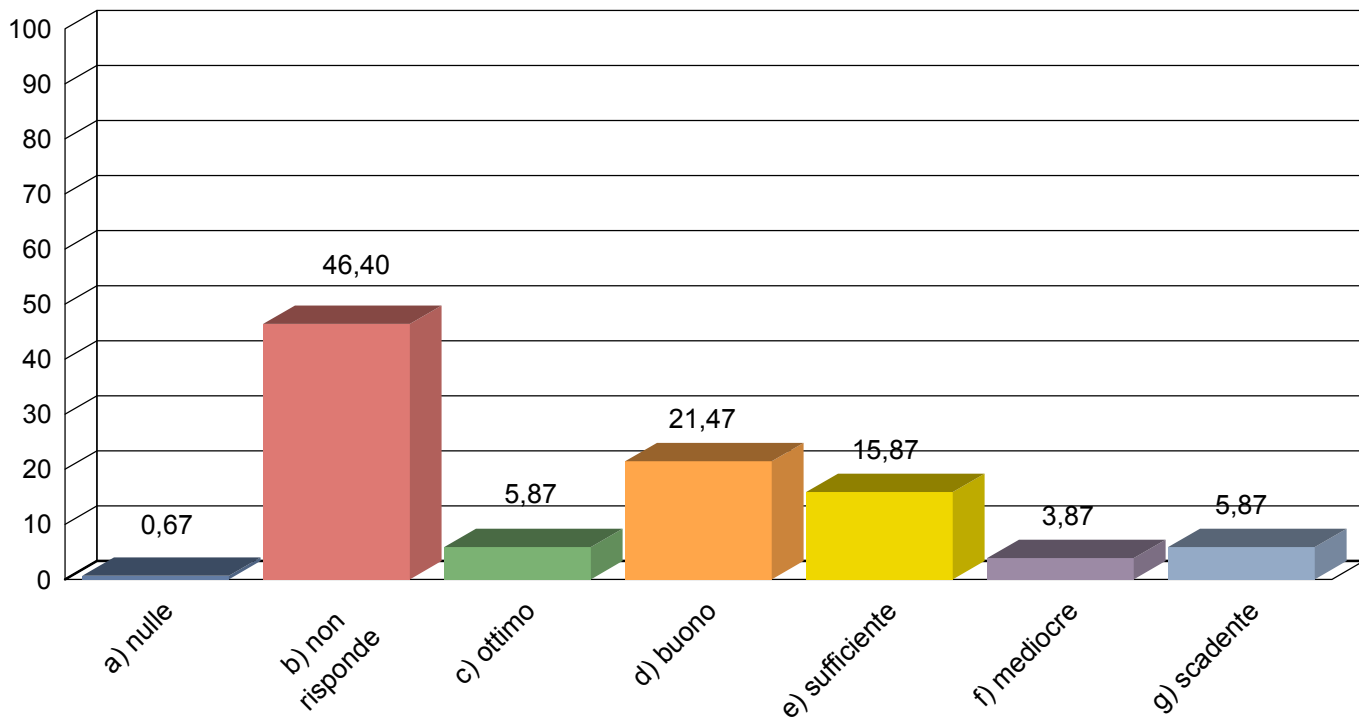




17 **Conosce la carta dei servi della ns. azienda?**

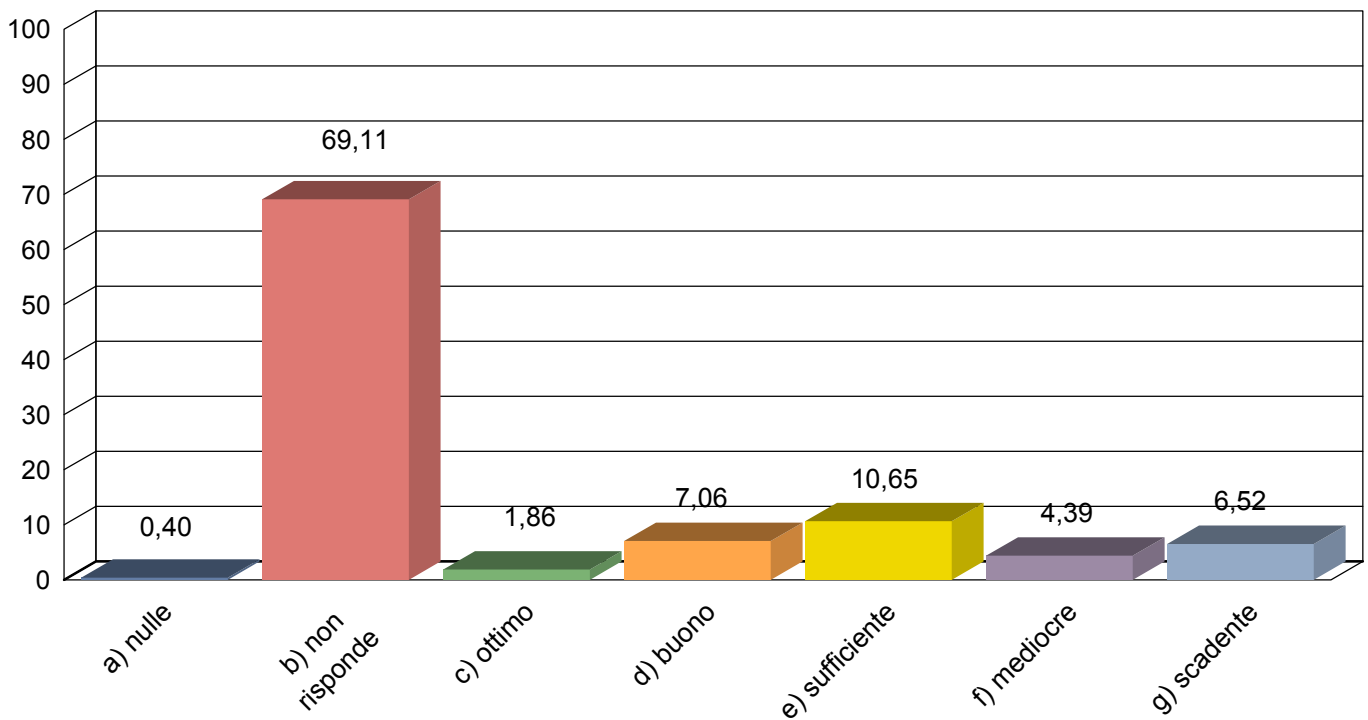


18 **Come giudica il sito**

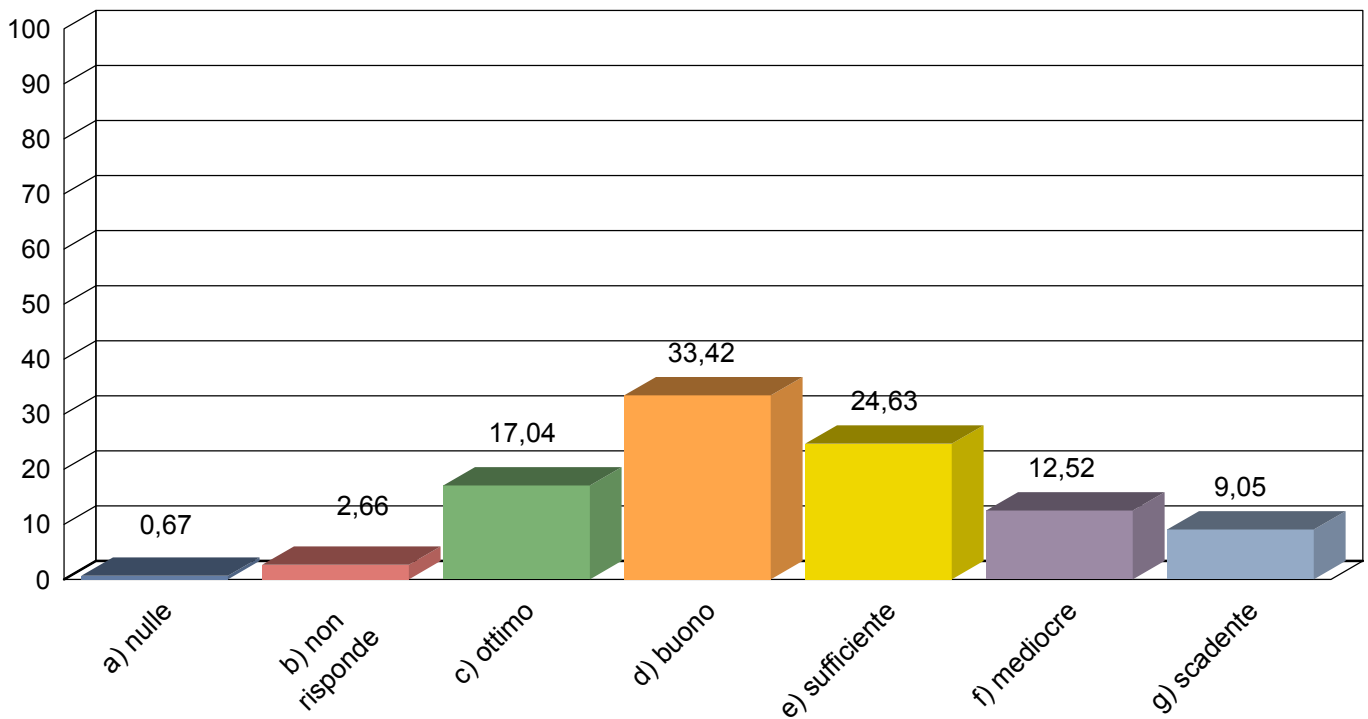




19 Come giudica la carta dei servizi

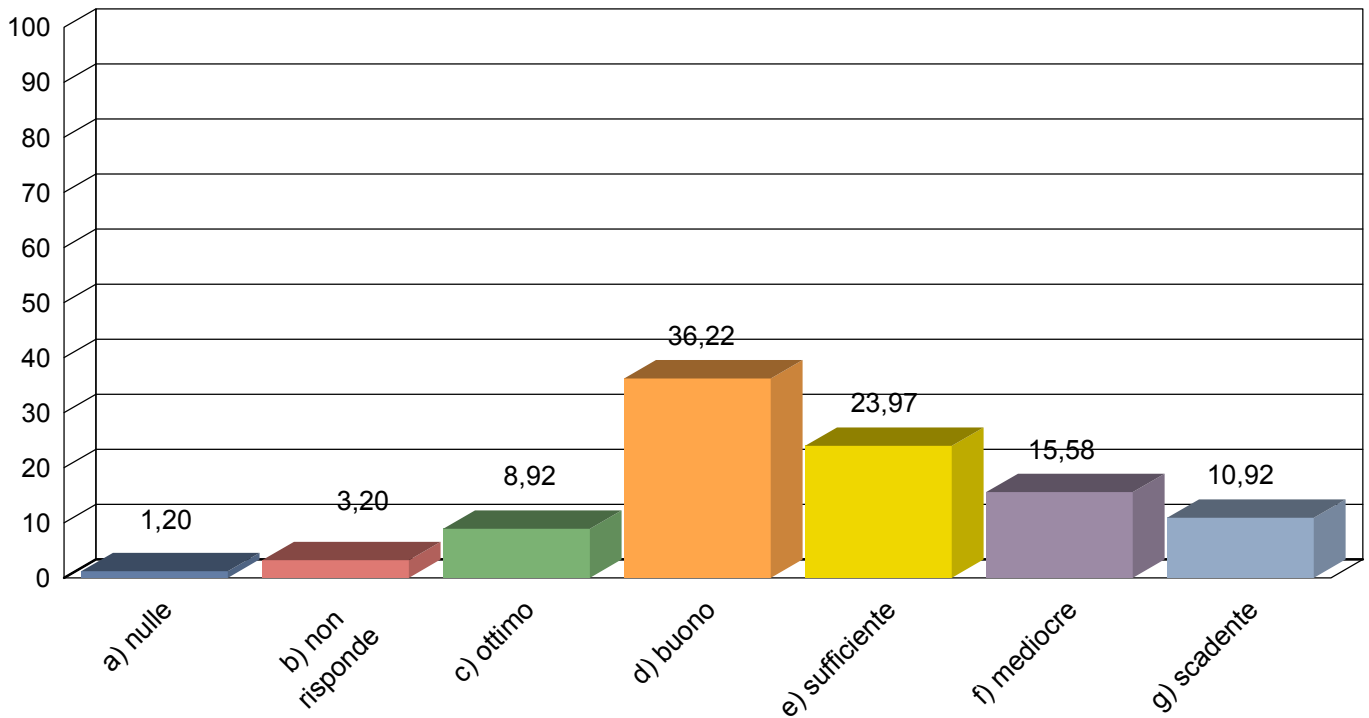


22 Puntualità/regolarità delle corse

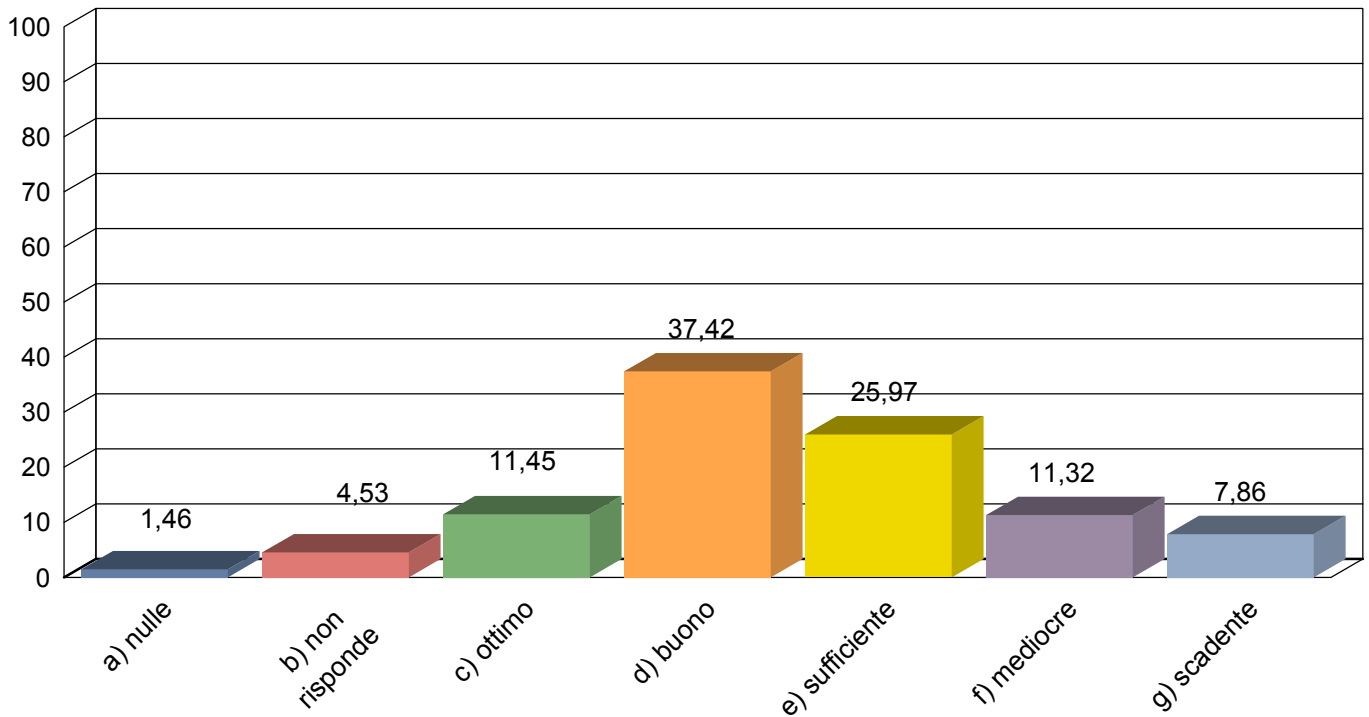




23 Frequenza delle corse

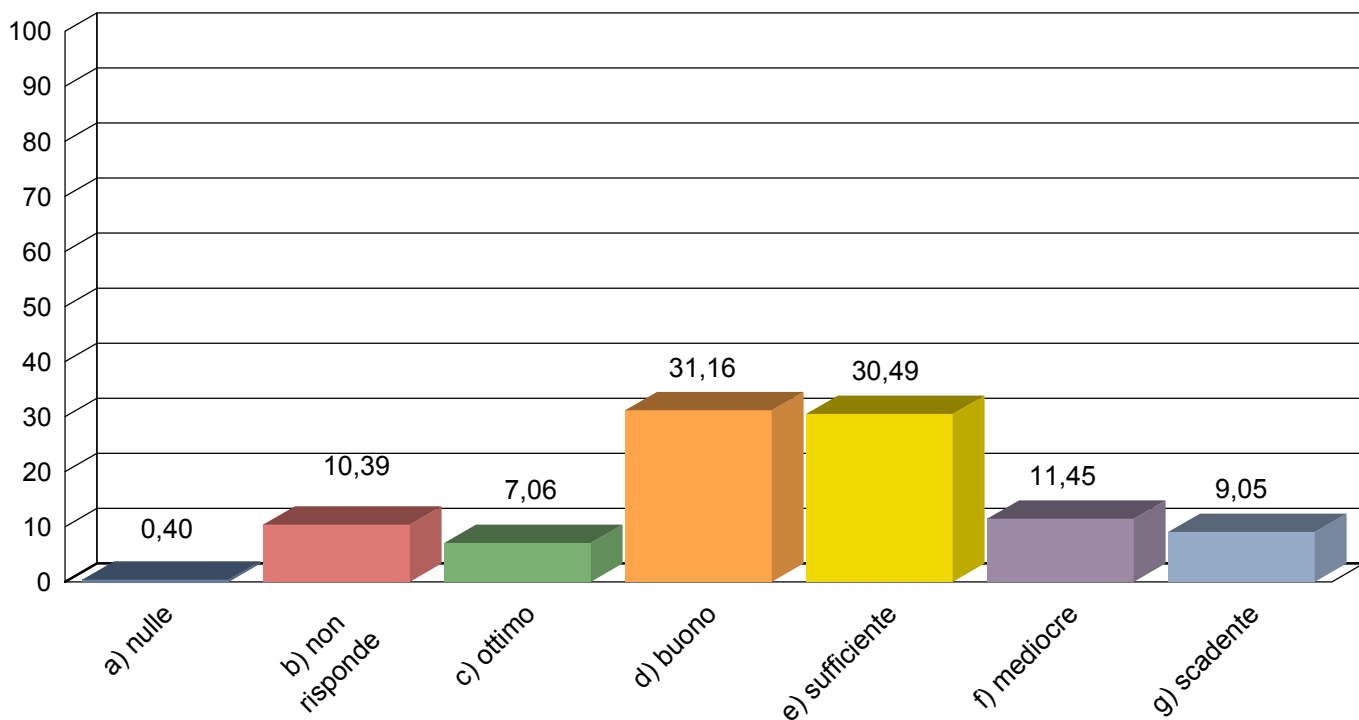


24 Tempi di percorrenza tragitto

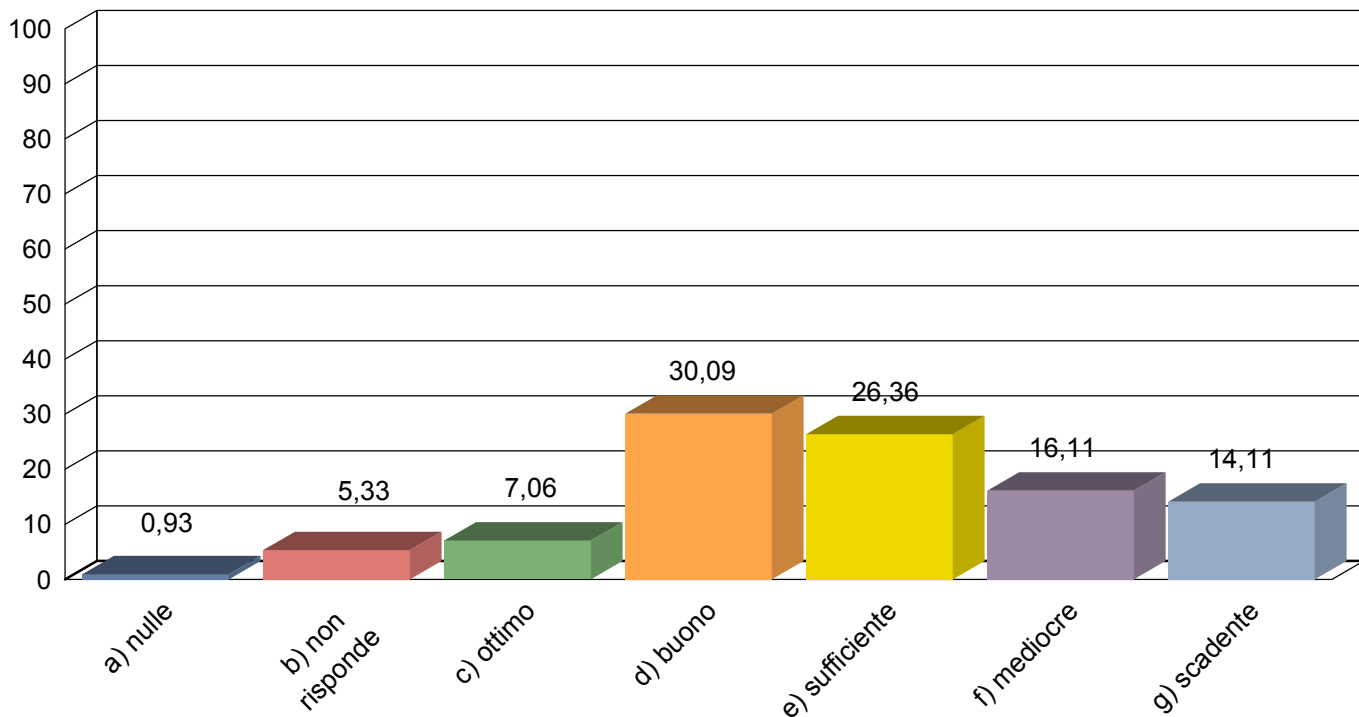




25 Coincidenze con altri mezzi di trasporto

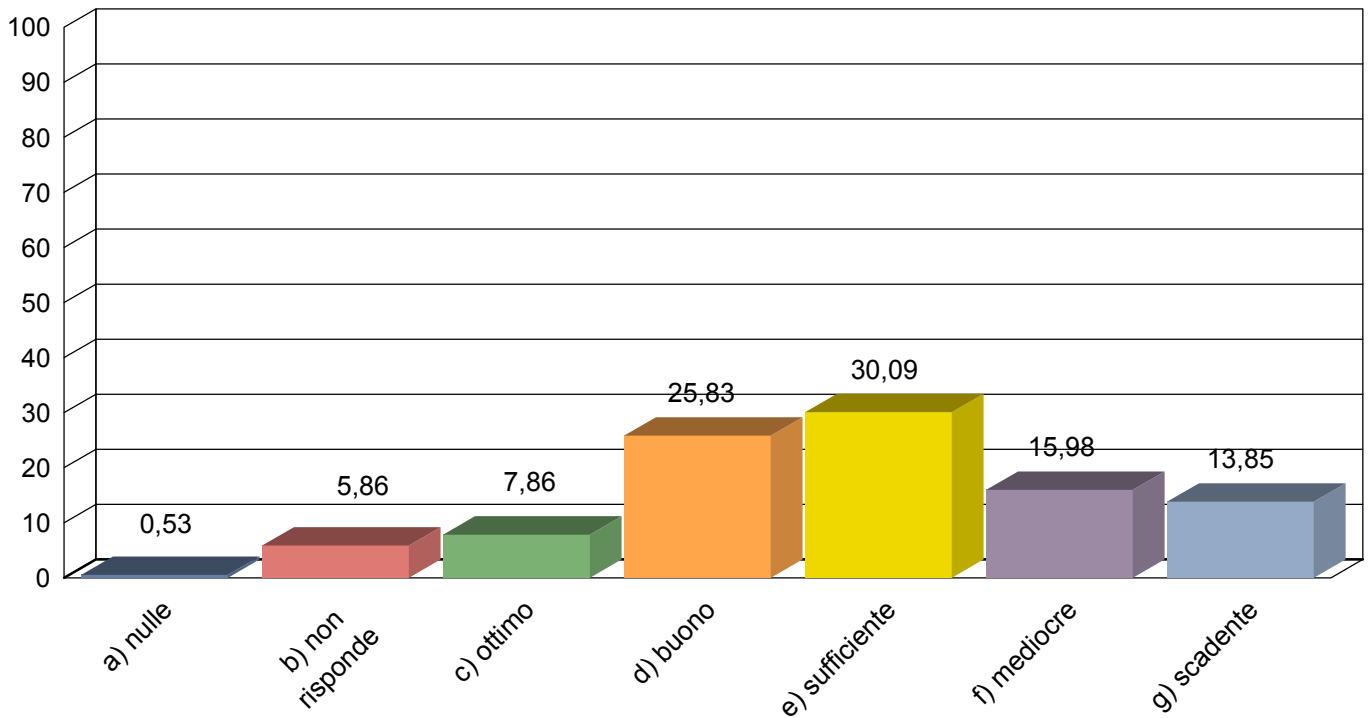


26 Informazioni alle fermate

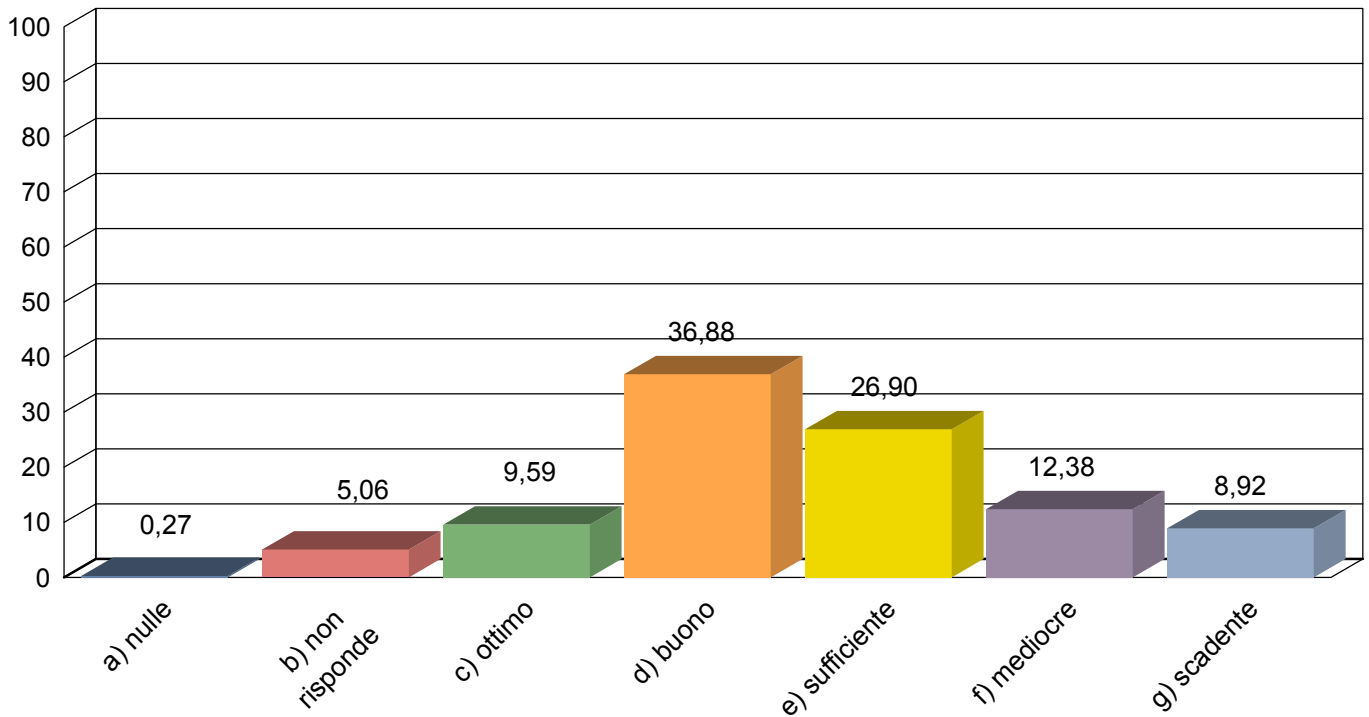




27 **Rapidità nel fornire informazioni in caso di disservizio**

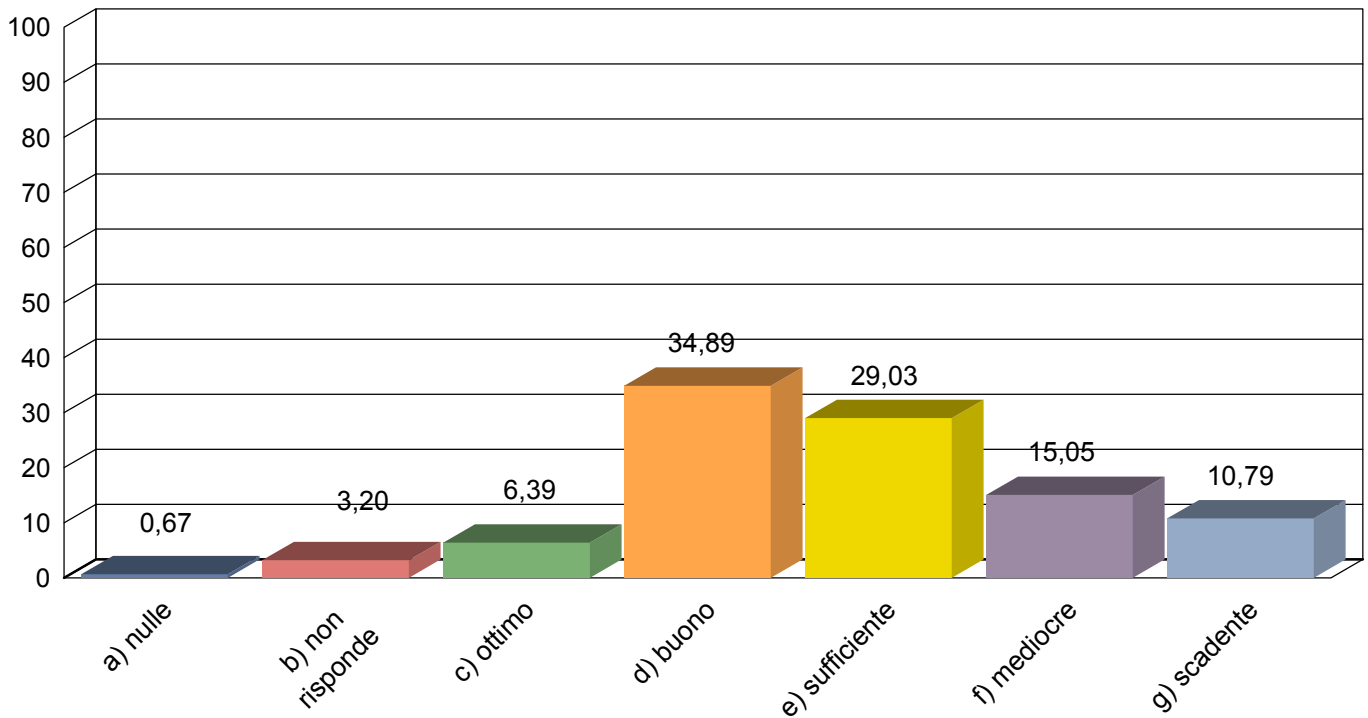


28 **Segnalazione delle fermate**

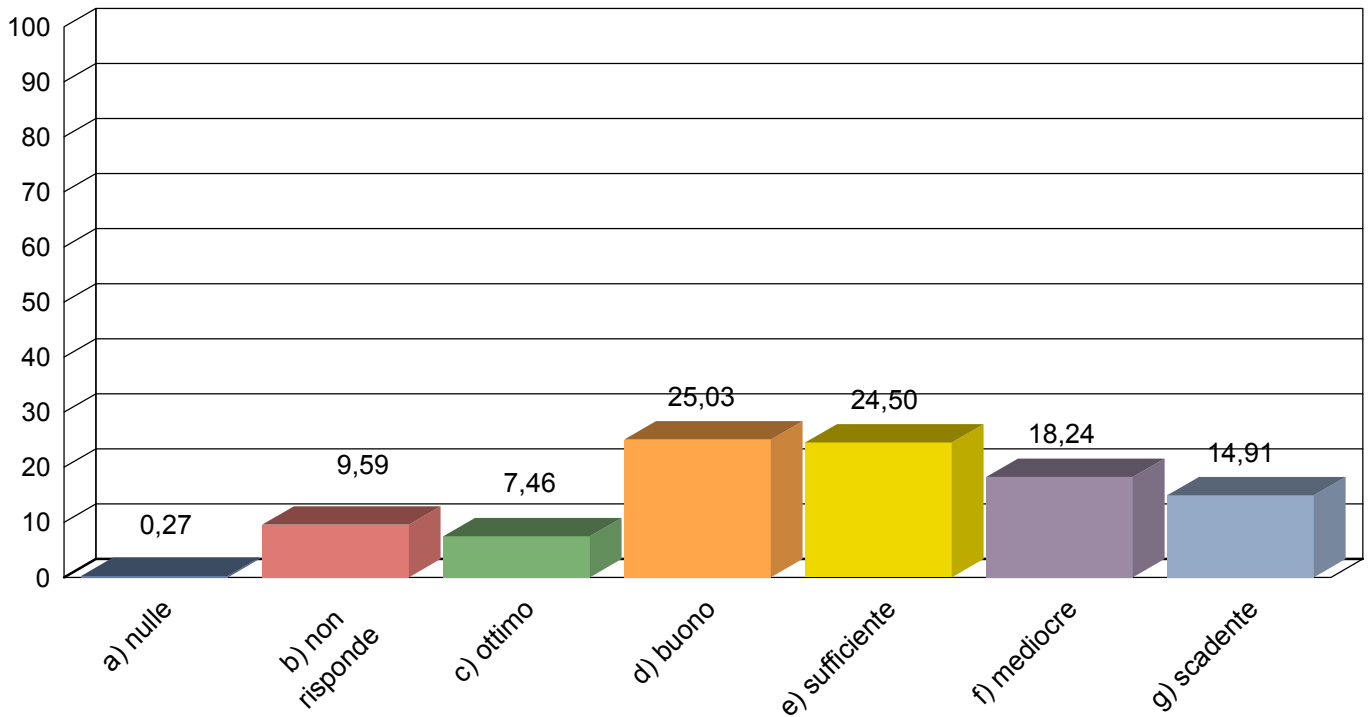




29 Comfort del viaggio

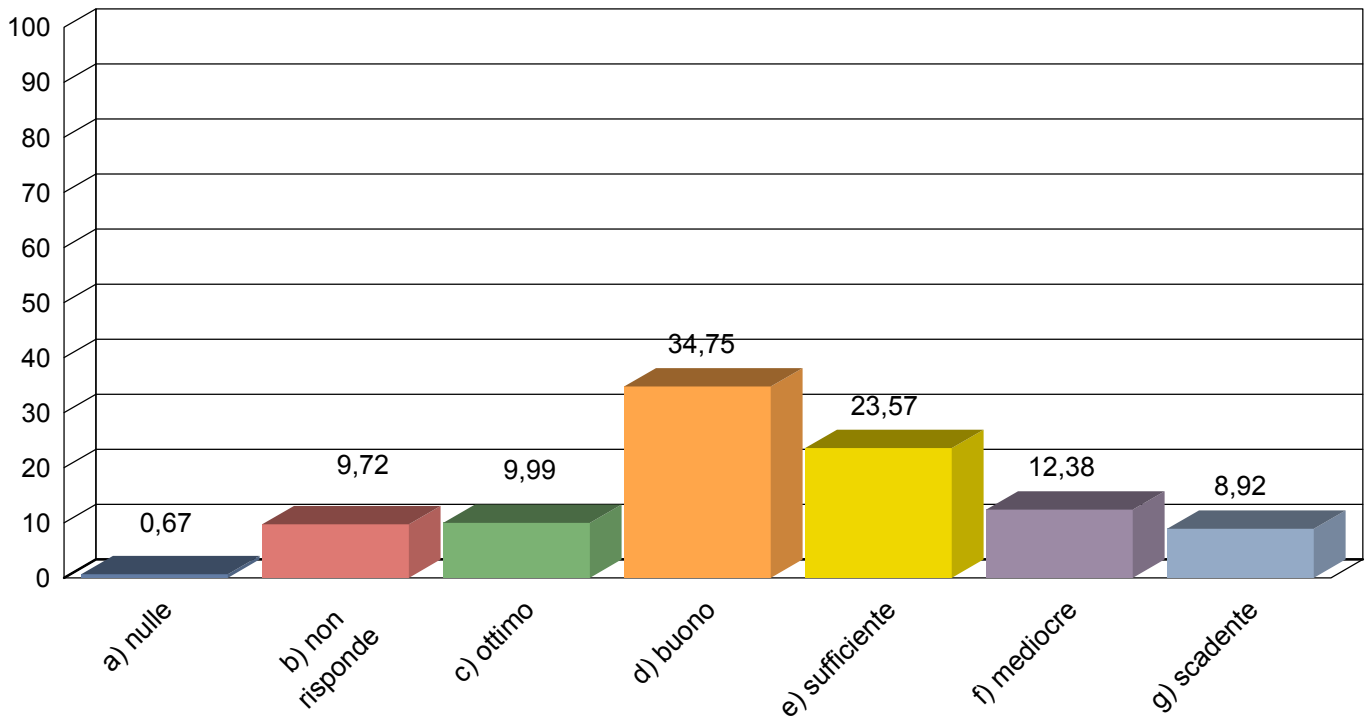


30 Pulizia del mezzo di trasporto

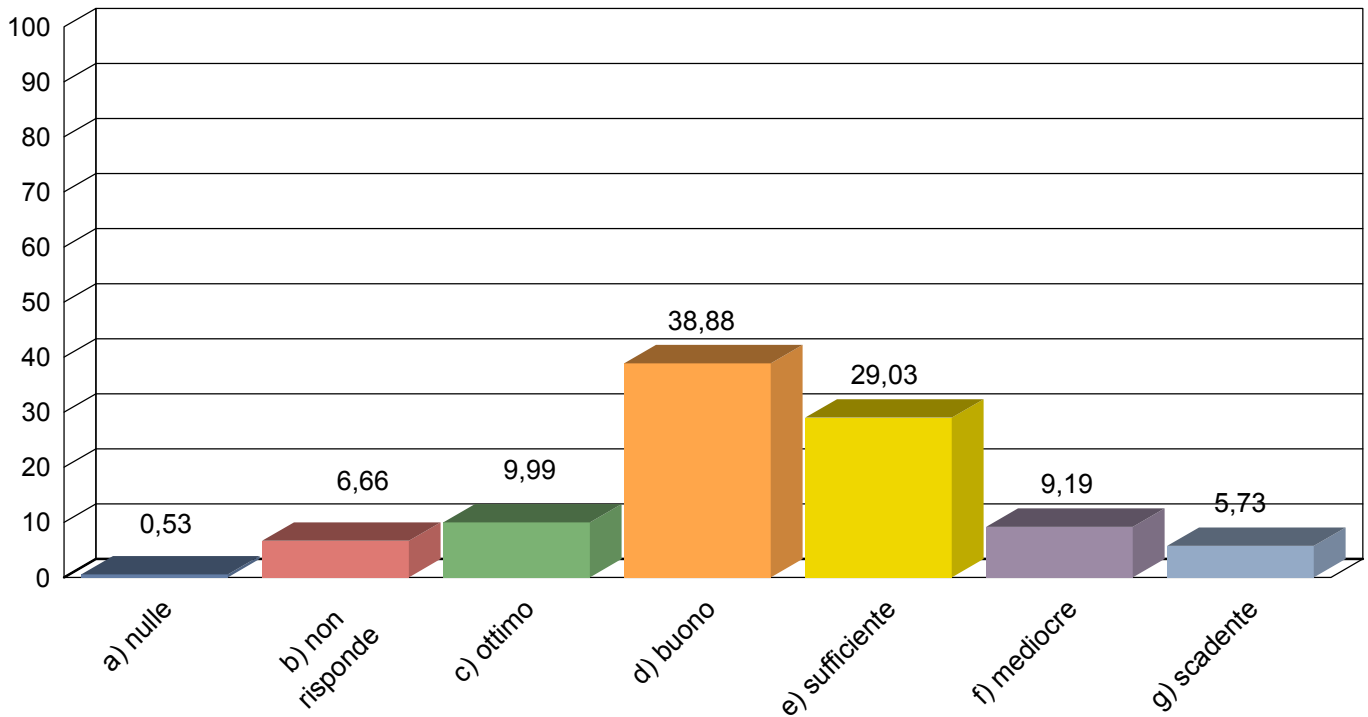




31 Cortesia/disponibilità del personale

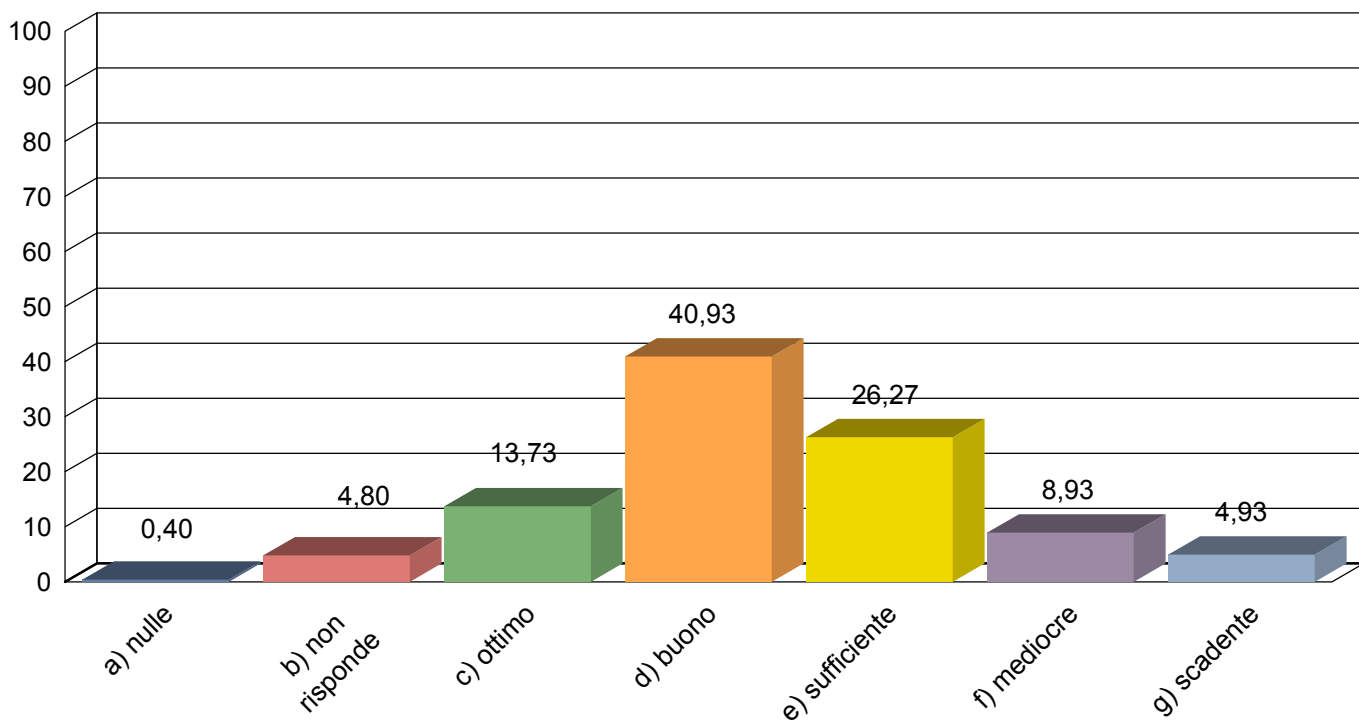


32 Competenza del personale

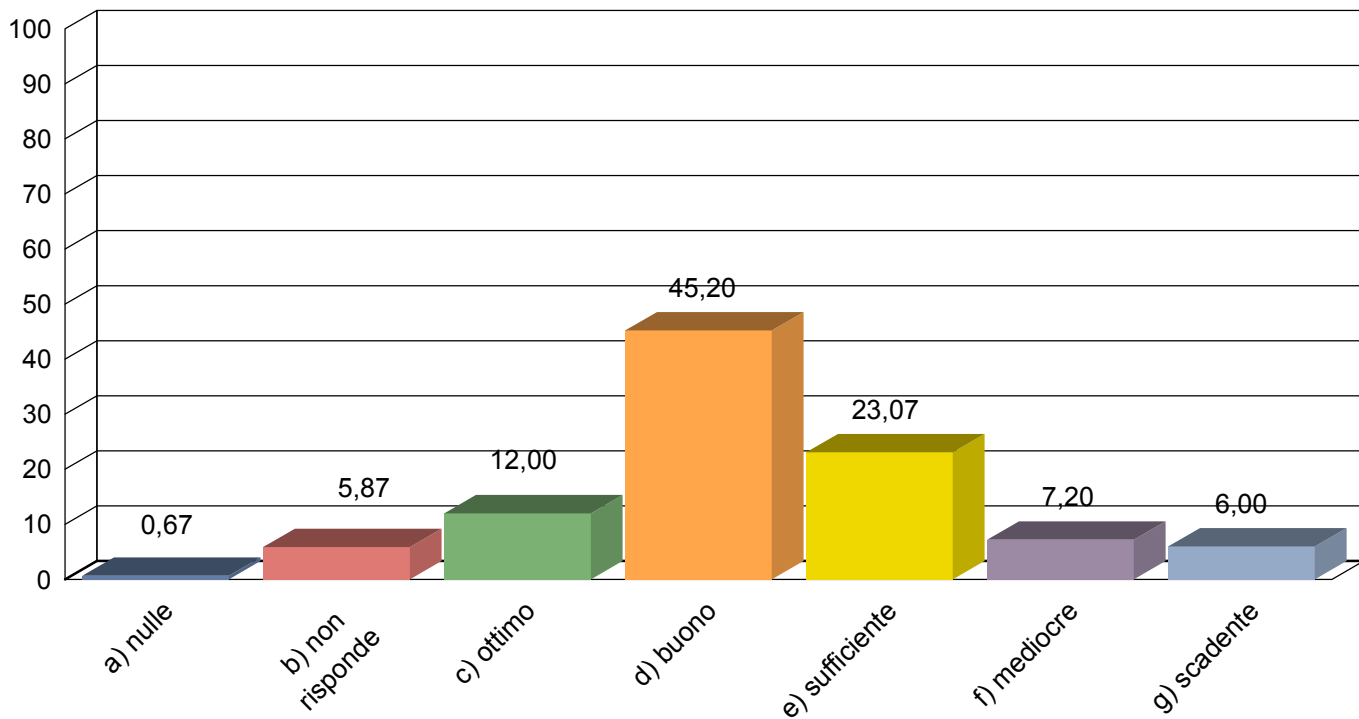




33 Riconoscibilità del personale

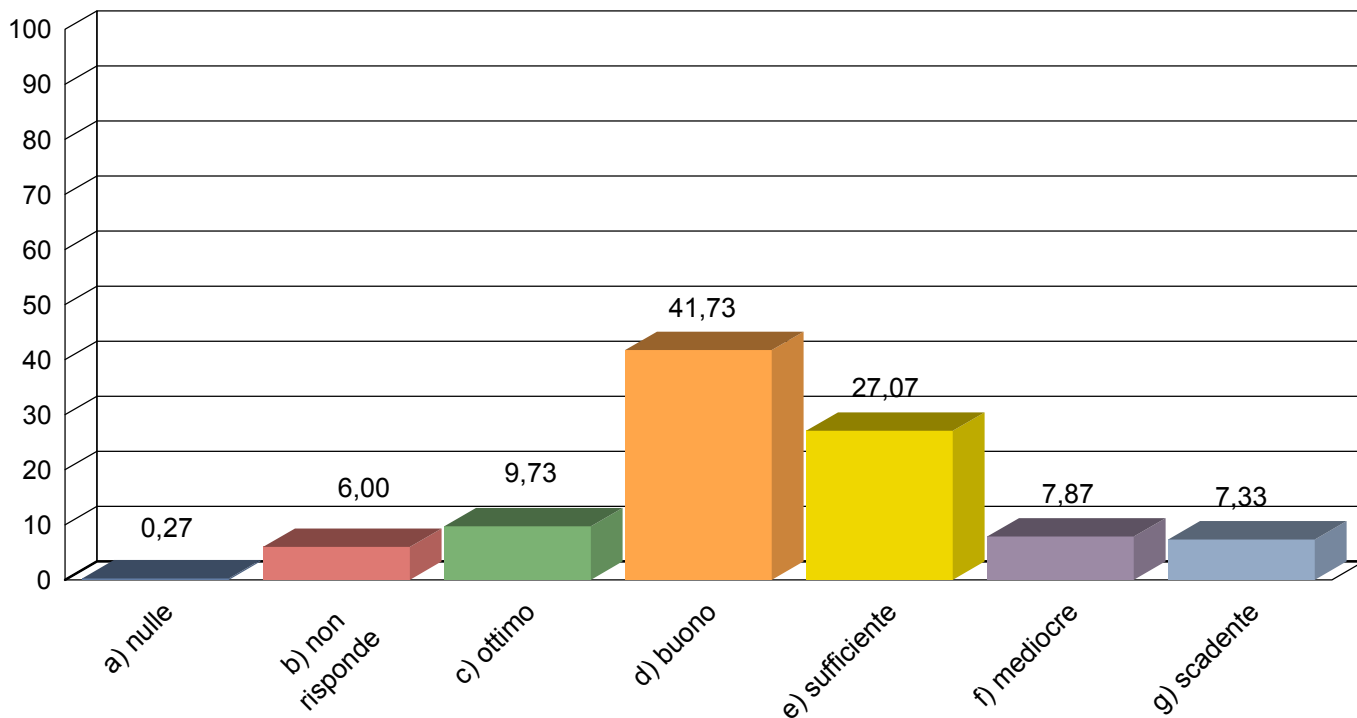


34 Sicurezza del viaggio





35 Sicurezza Personale e patrimoniale



Indagine conoscitiva sulla soddisfazione dei viaggiatori

Linea: **AUTOLINEE** **Dicembre 2011**

