

---

**FERROTRAMVIARIA SPA**  
FERROVIE DEL NORD BARESE  
AUTOLINEE

---

**Indagine conoscitiva sulla soddisfazione dei viaggiatori delle autolinee**

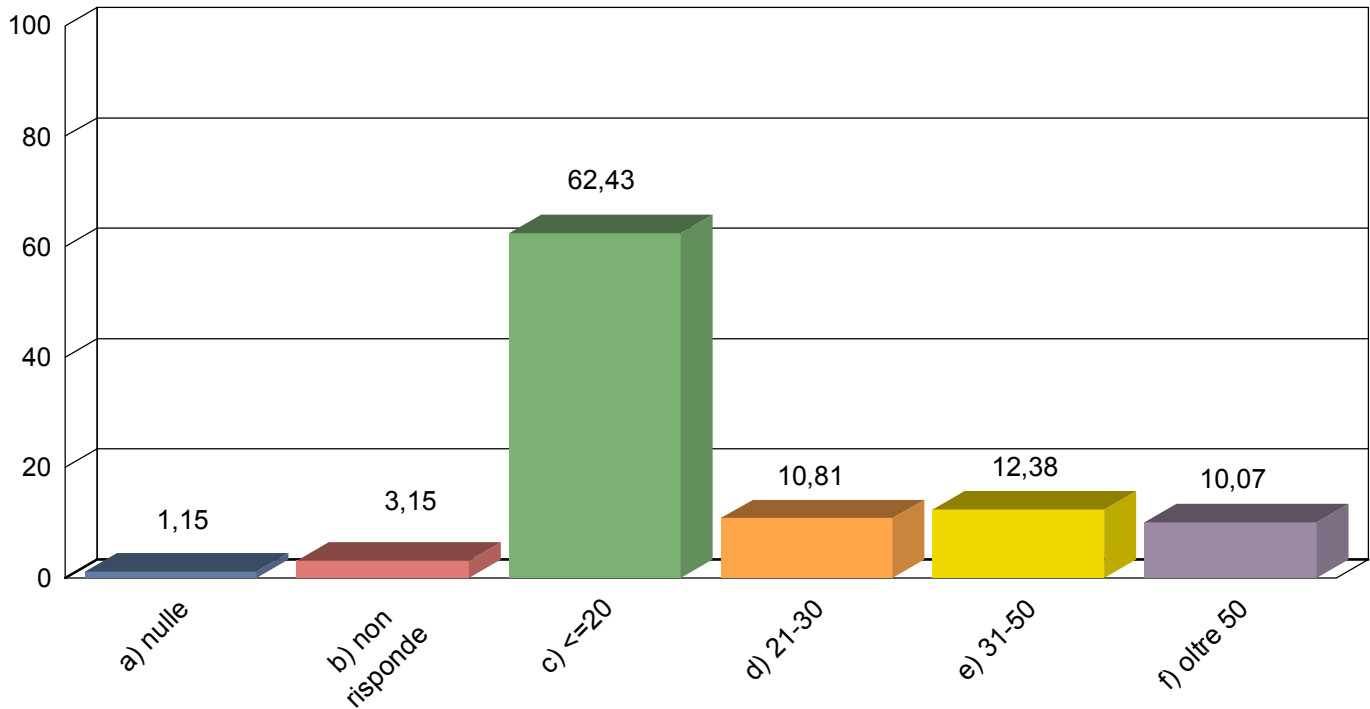
**GIUGNO 2015**

**(campione esaminato: 953 viaggiatori)**

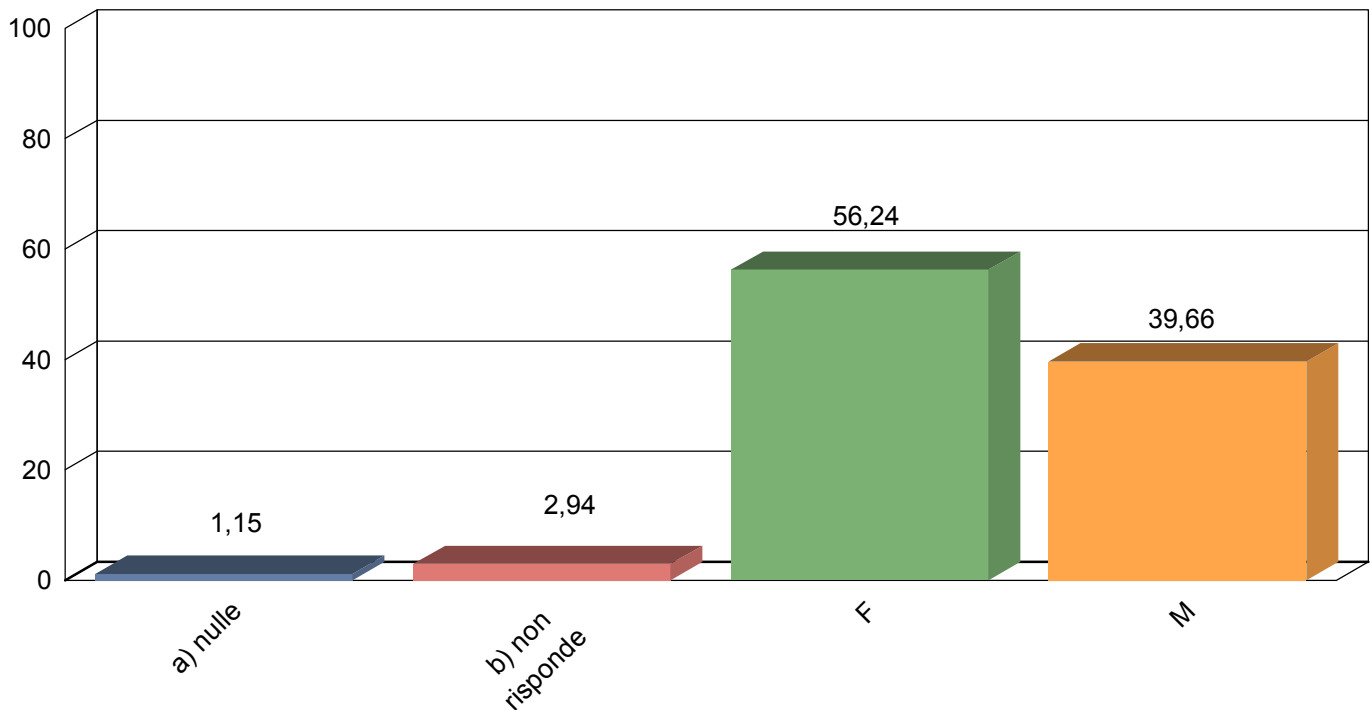




## Età

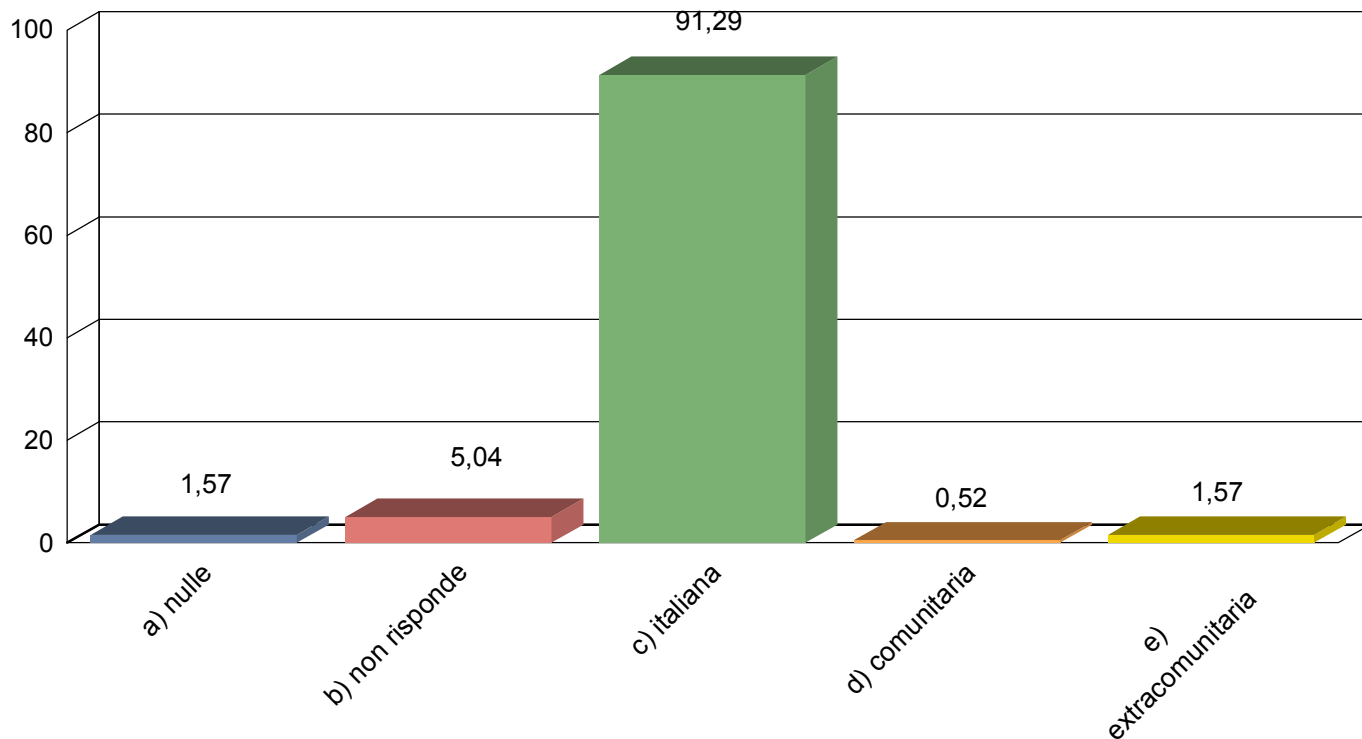


## Sesso

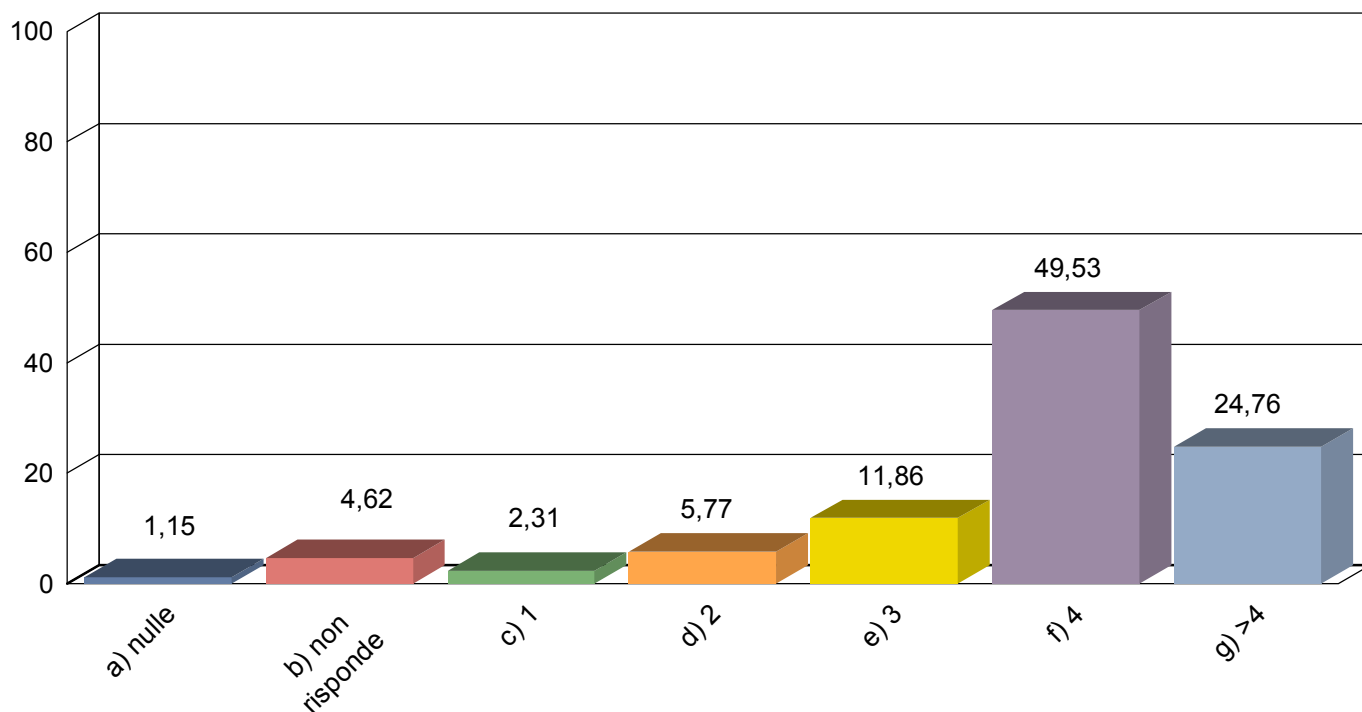




## Nazionalità

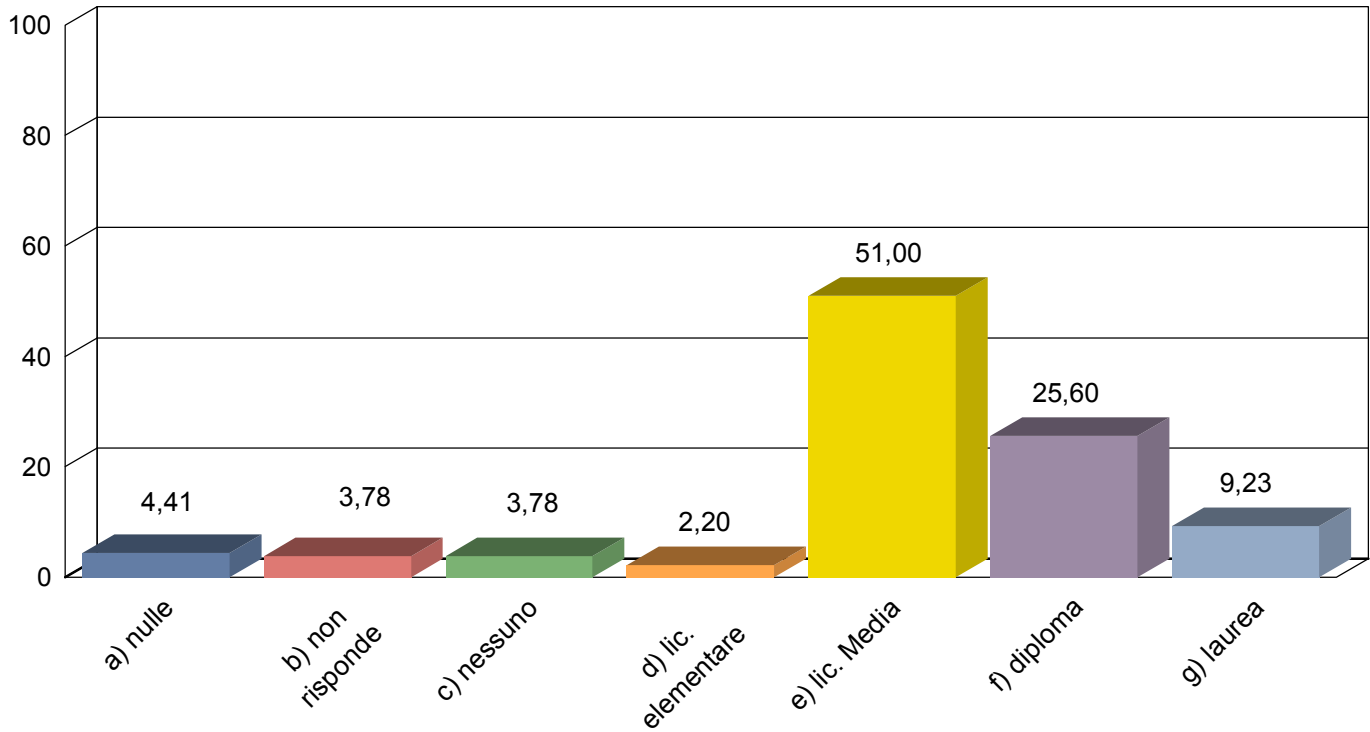


## Nucleo familiare

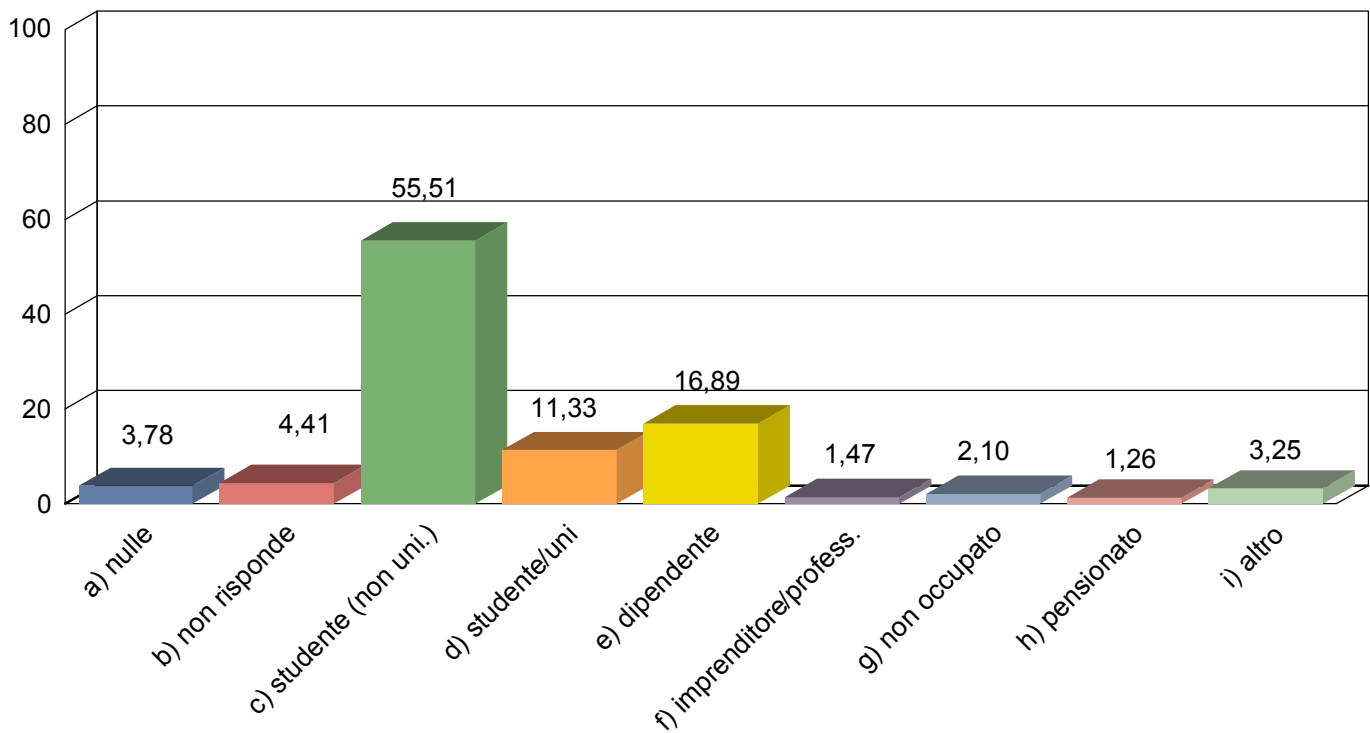




## Titolo di studio

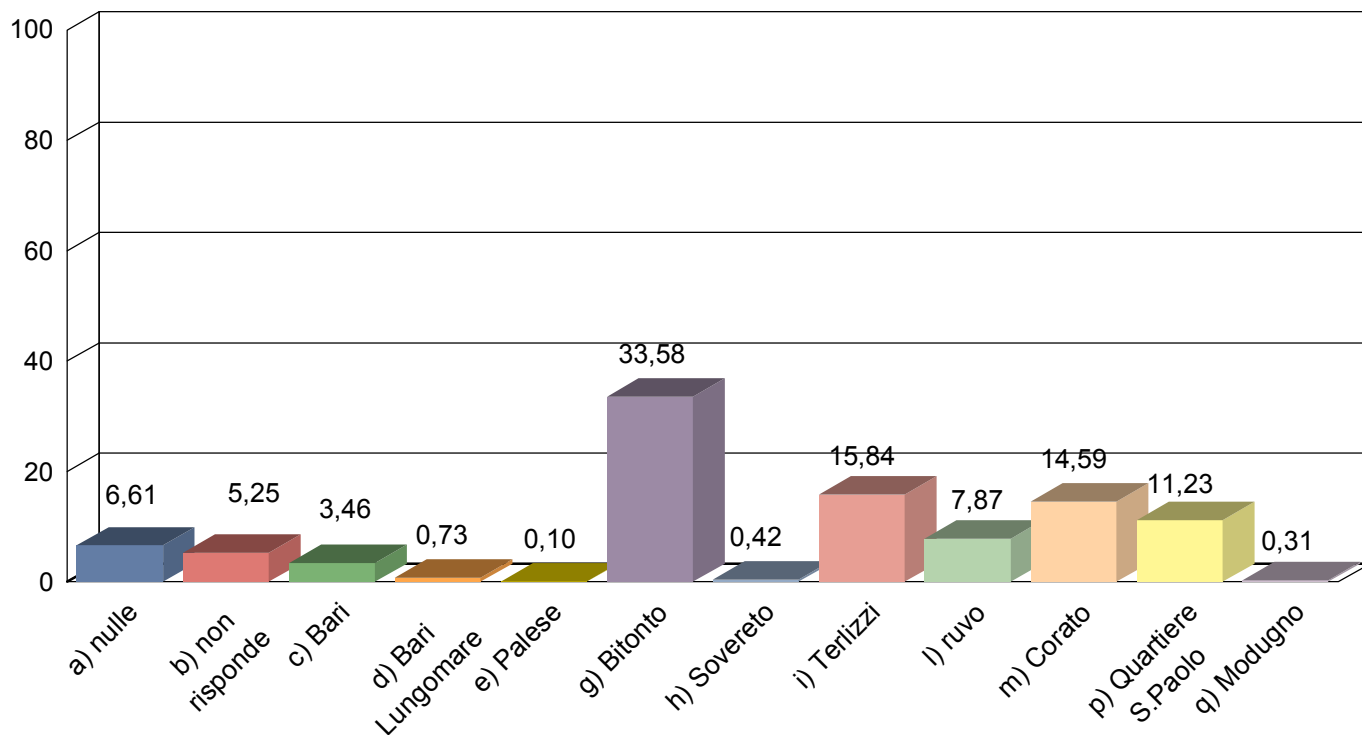


## Occupazione

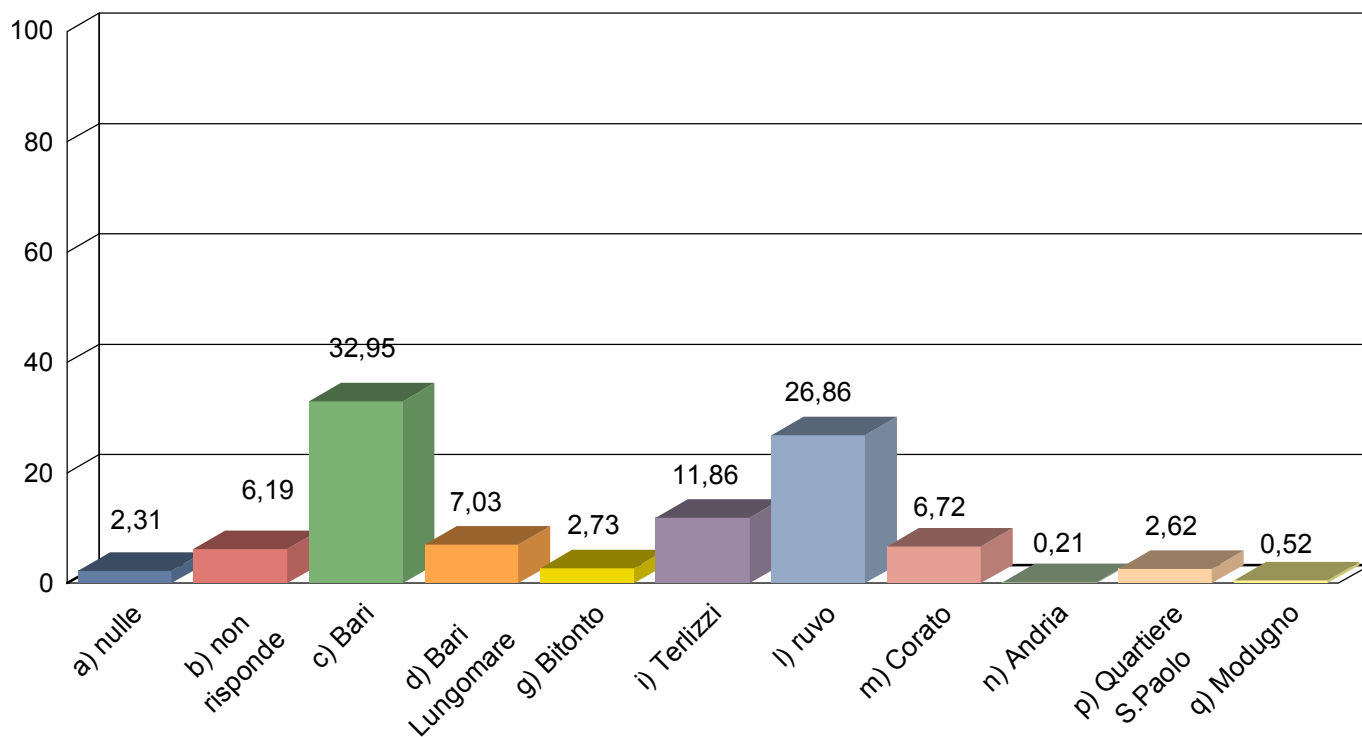




## Città di partenza di questo viaggio

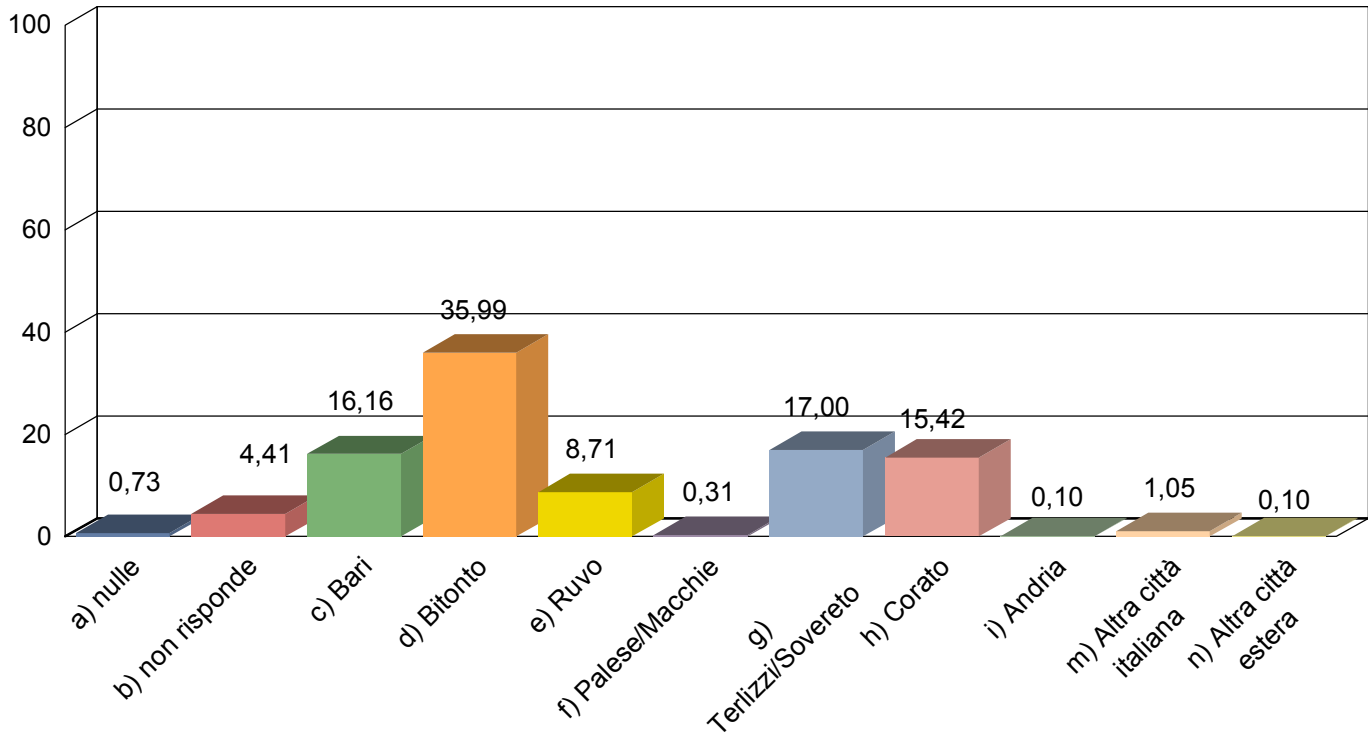


## Città di arrivo di questo viaggio

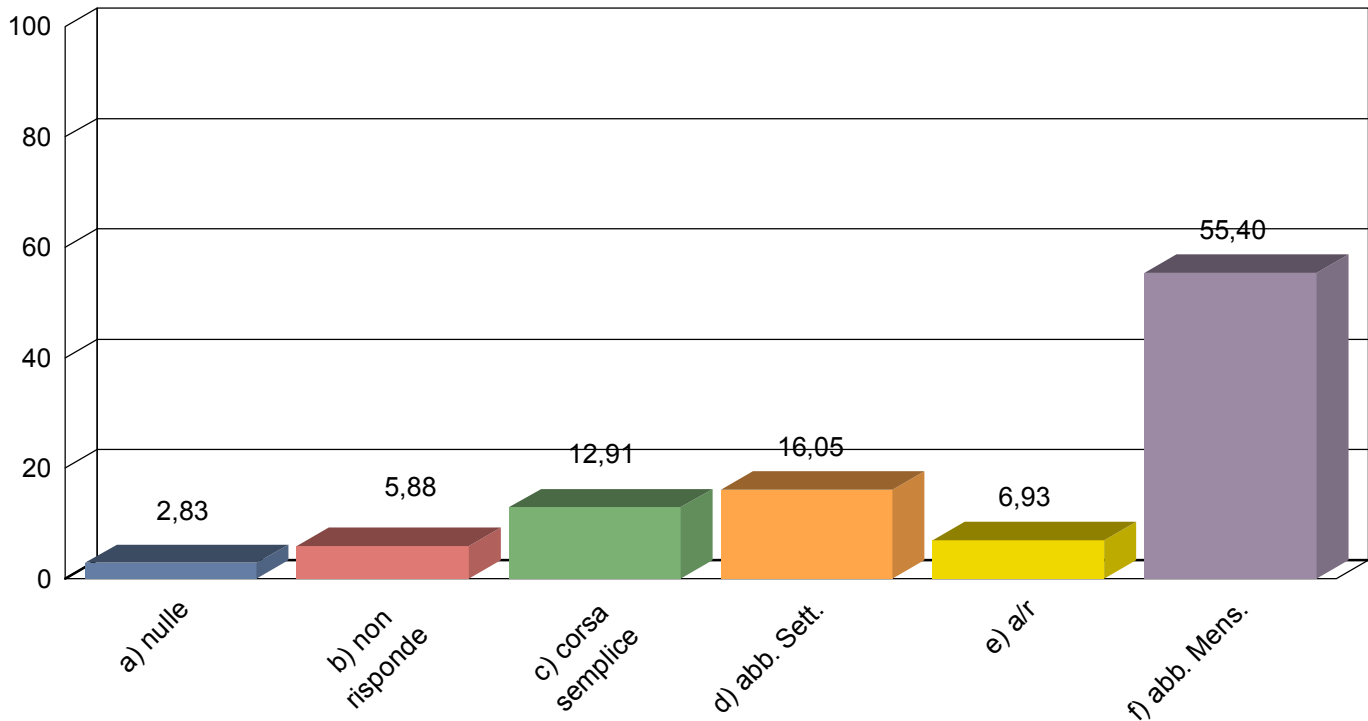




## Citta' di residenza

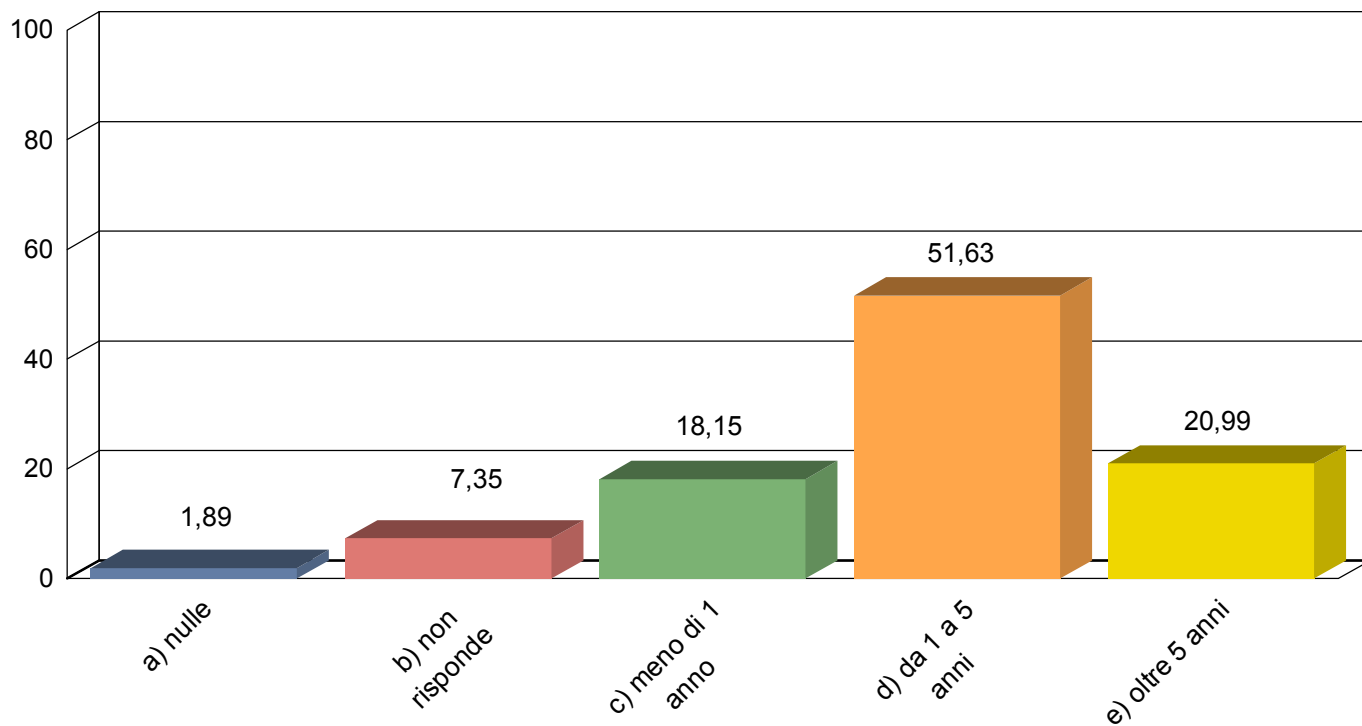


## Tipo di biglietto utilizzato

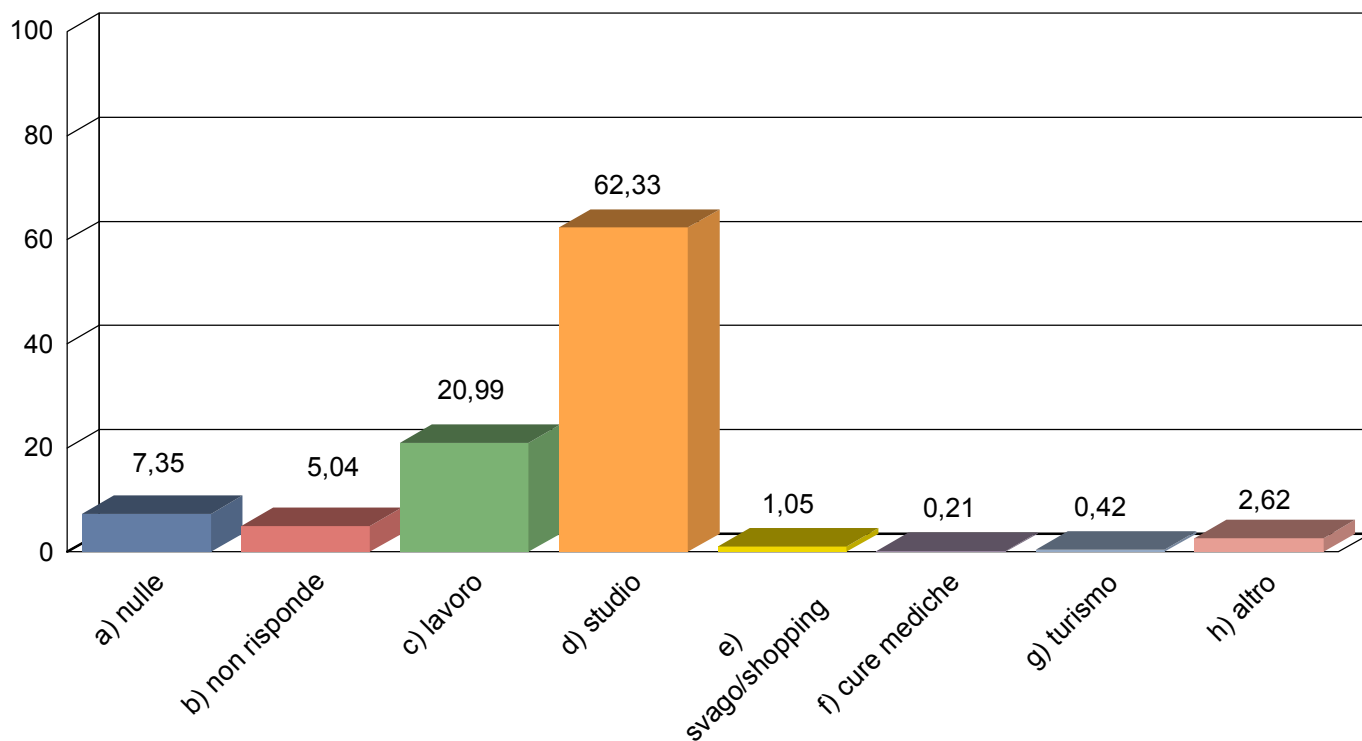




## Da quanto tempo utilizza il bus

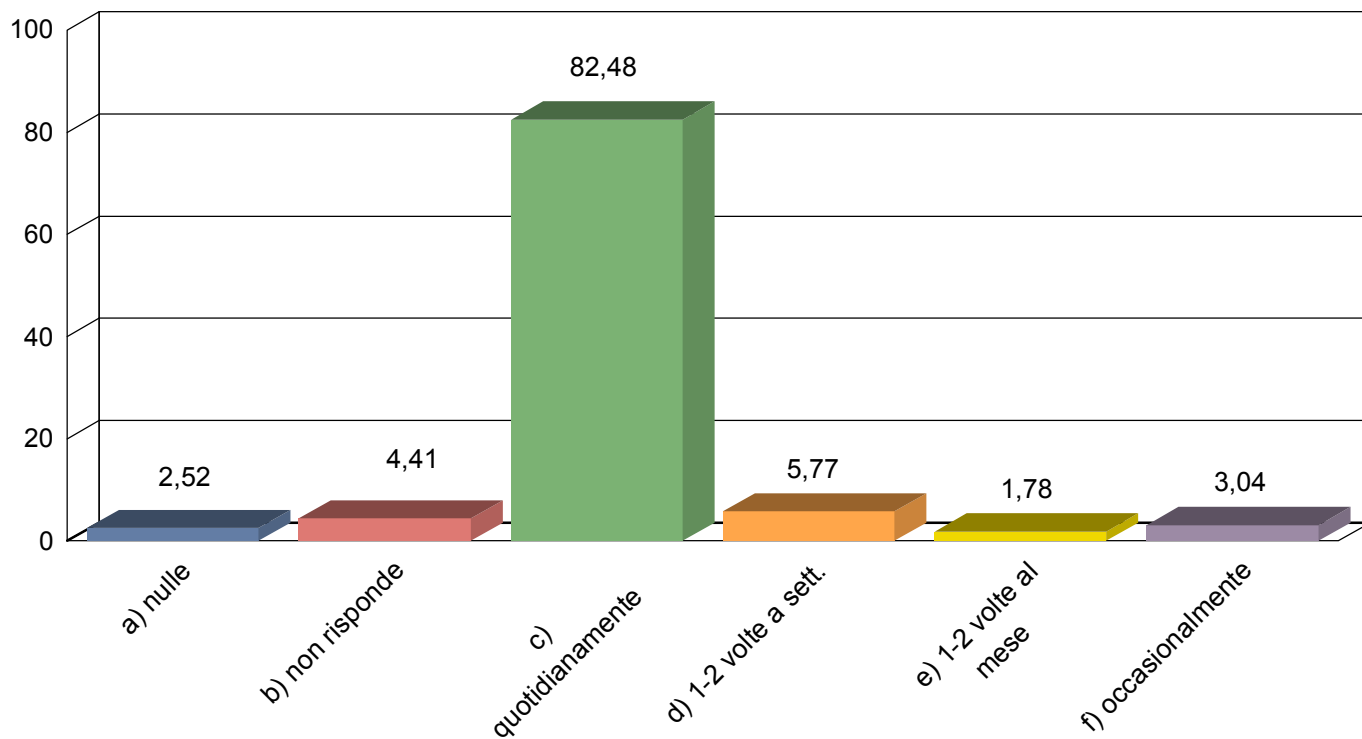


## Scopo del viaggio

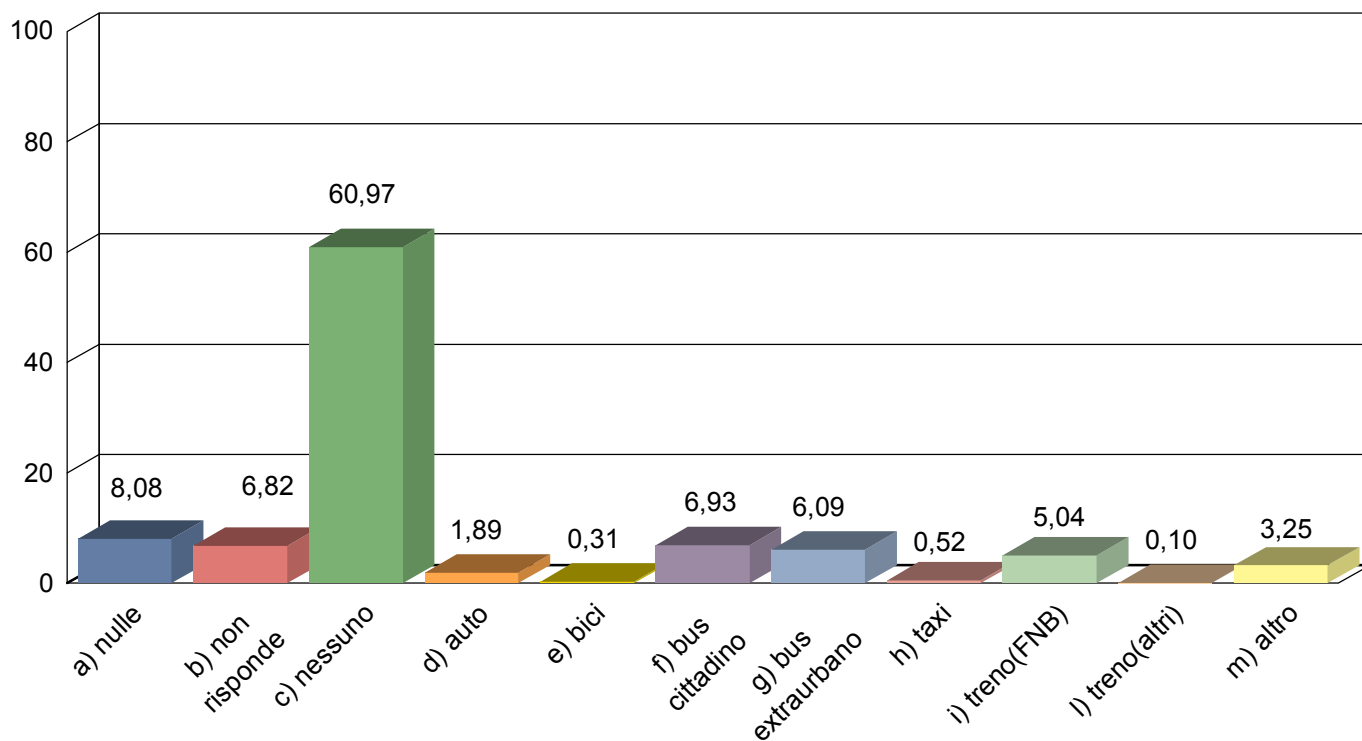




## Frequenza di utilizzo



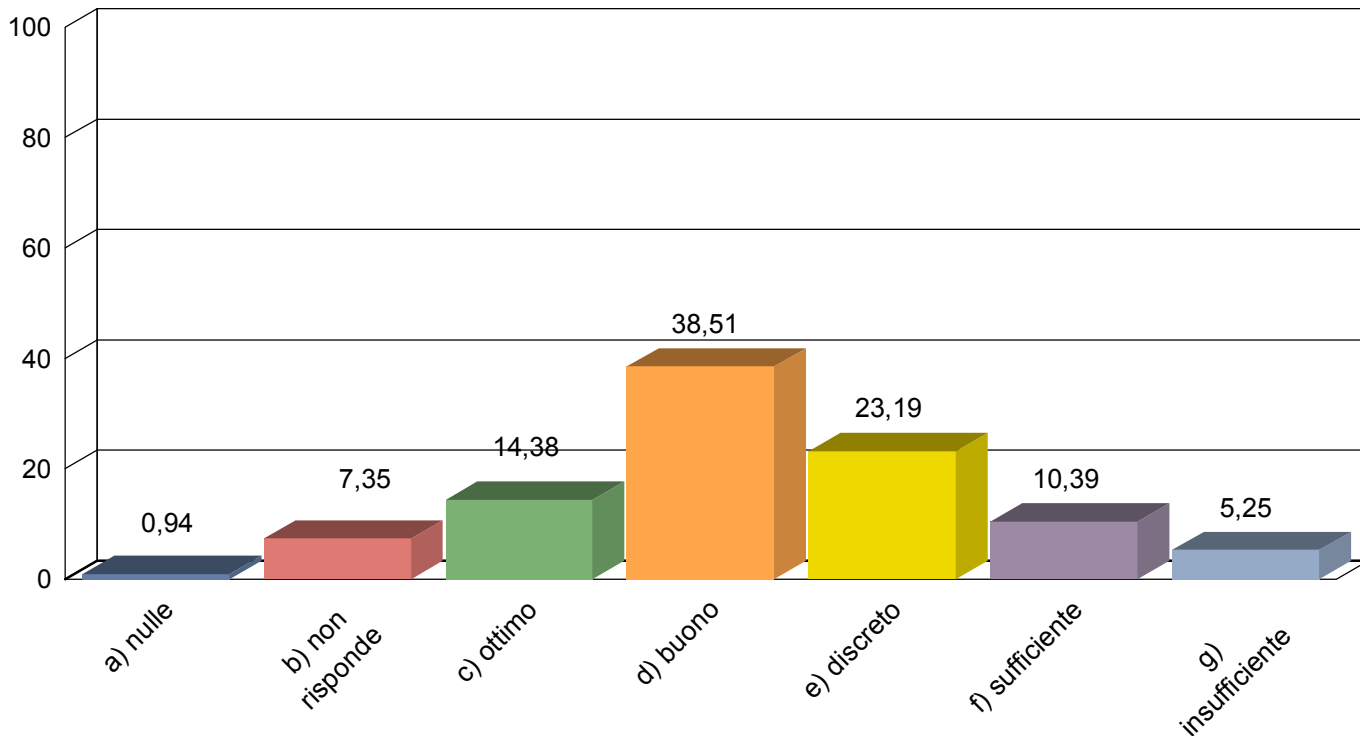
## Con che mezzi prosegue questo viaggio



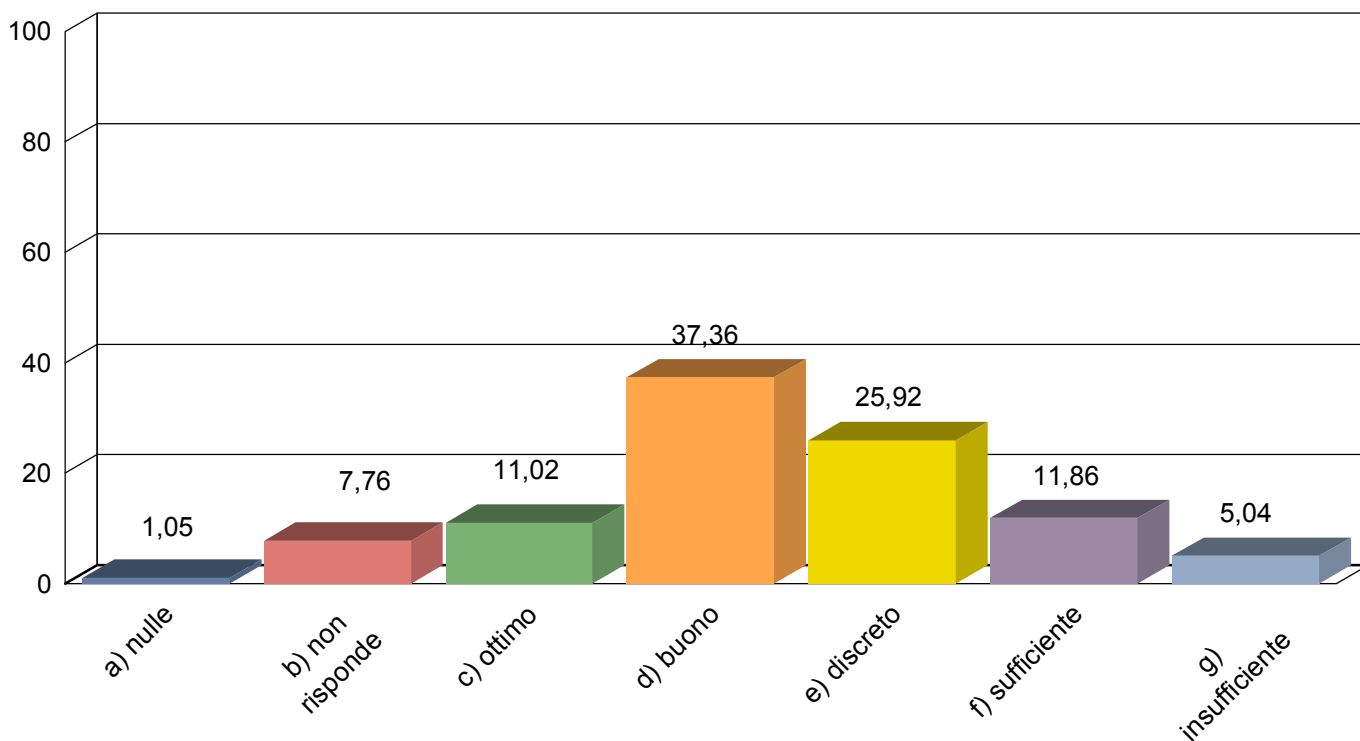




## Puntualità delle corse

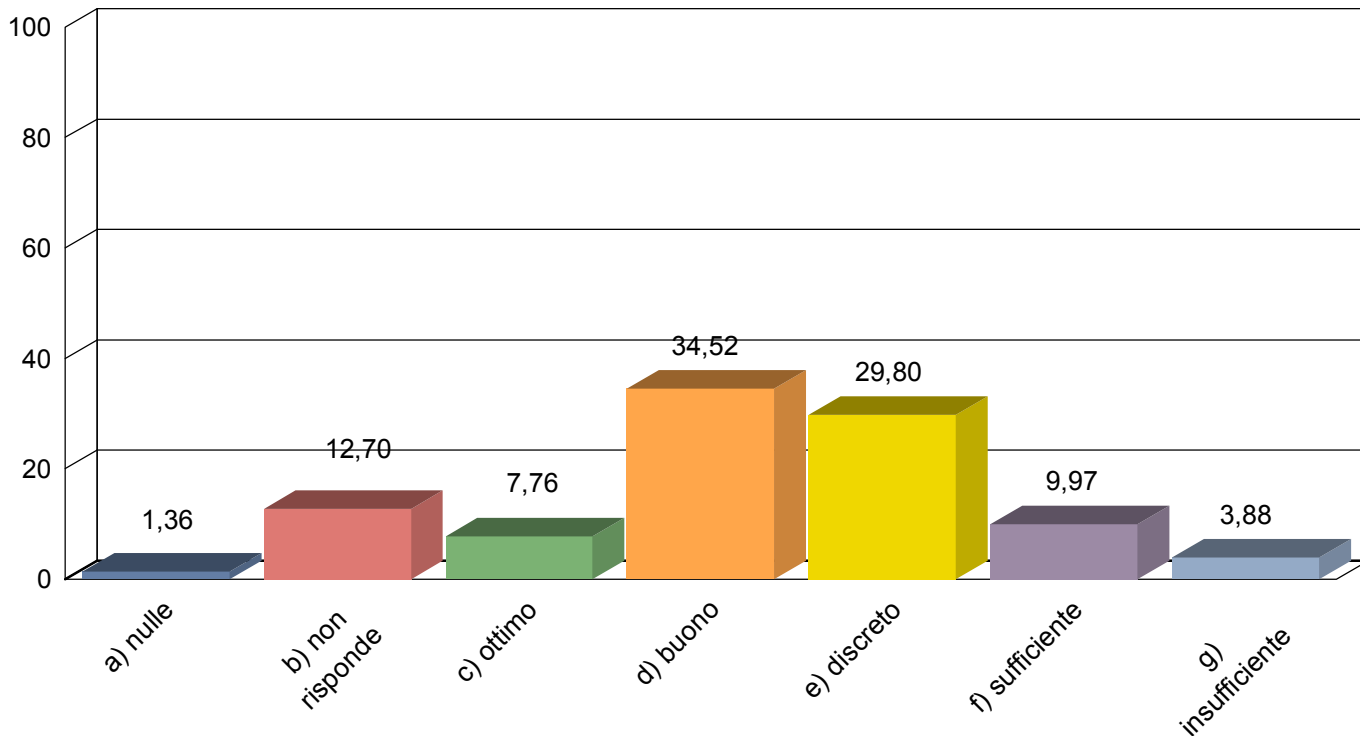


## Frequenza delle corse

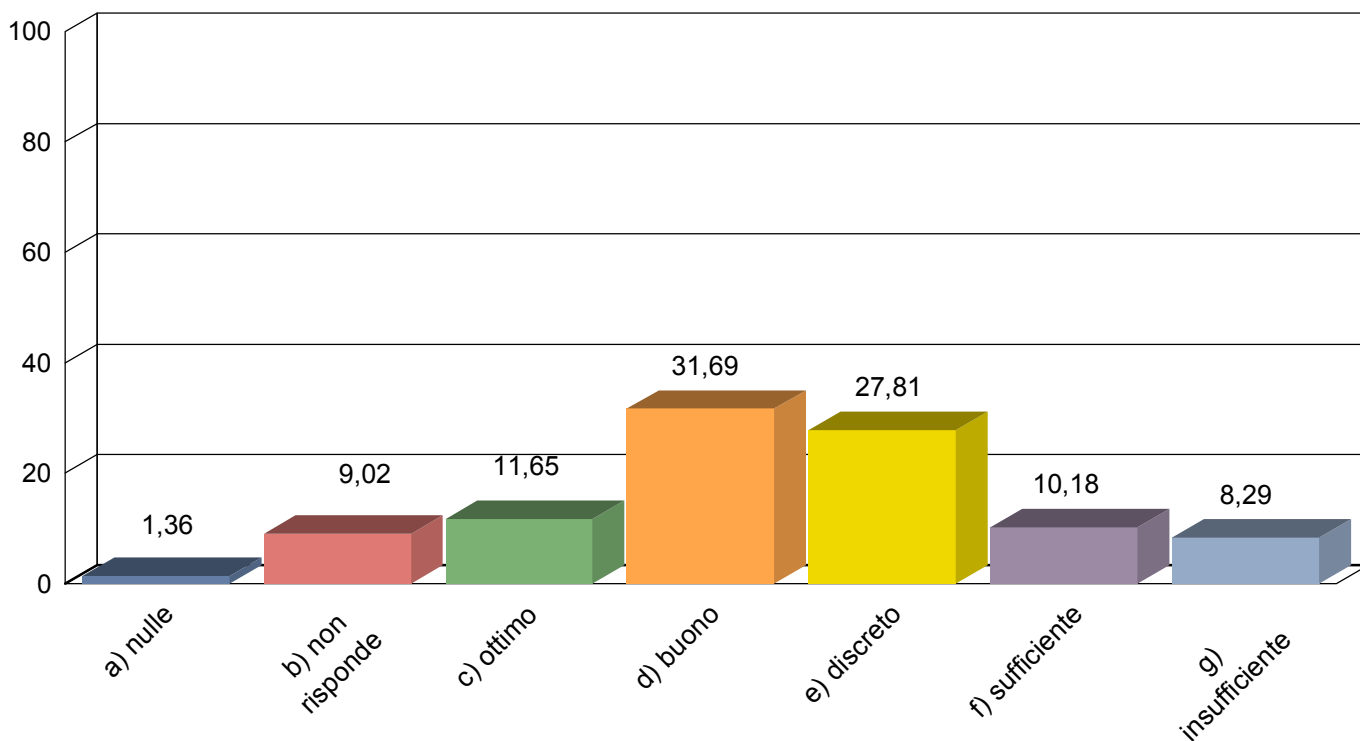




## Adeguatezza coincidenze

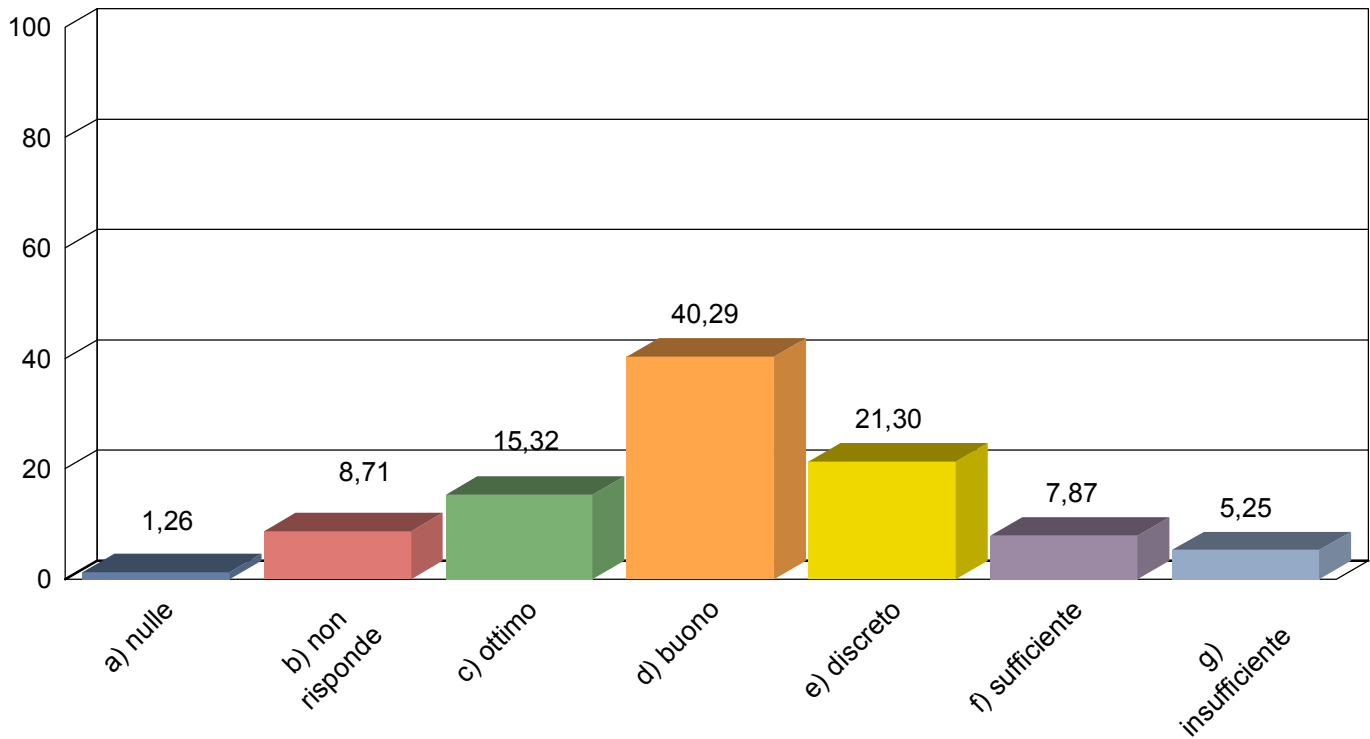


## Informazioni a bordo

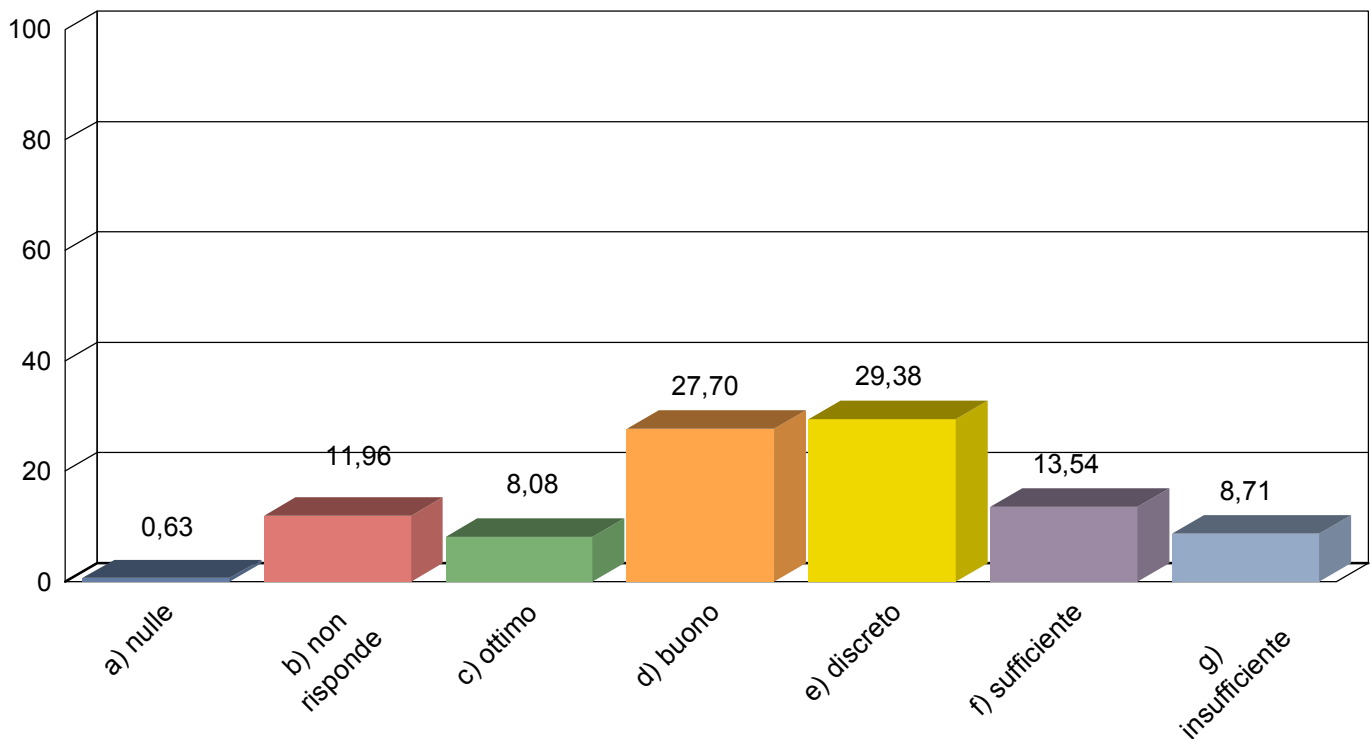




## Informazioni via web (sito, carta ecc)

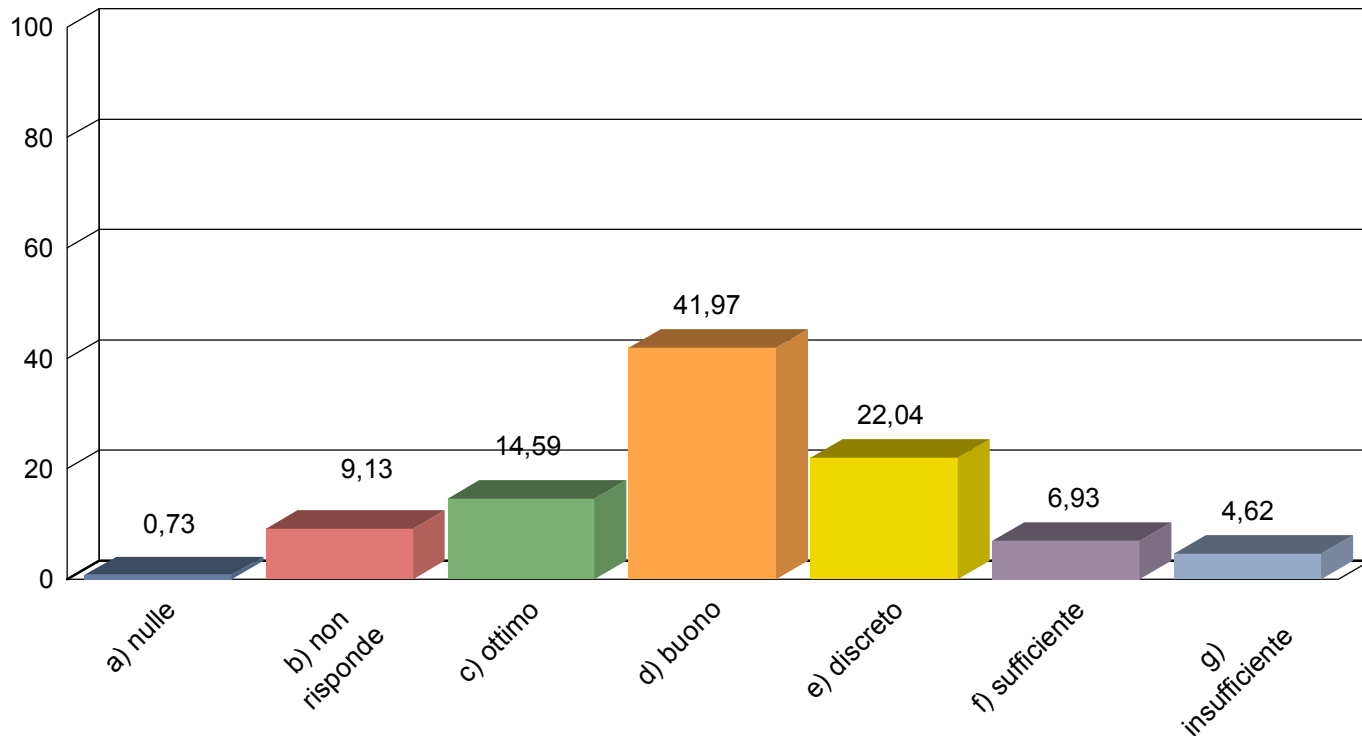


## Rapidita' nel fornire informazioni in caso di disservizio

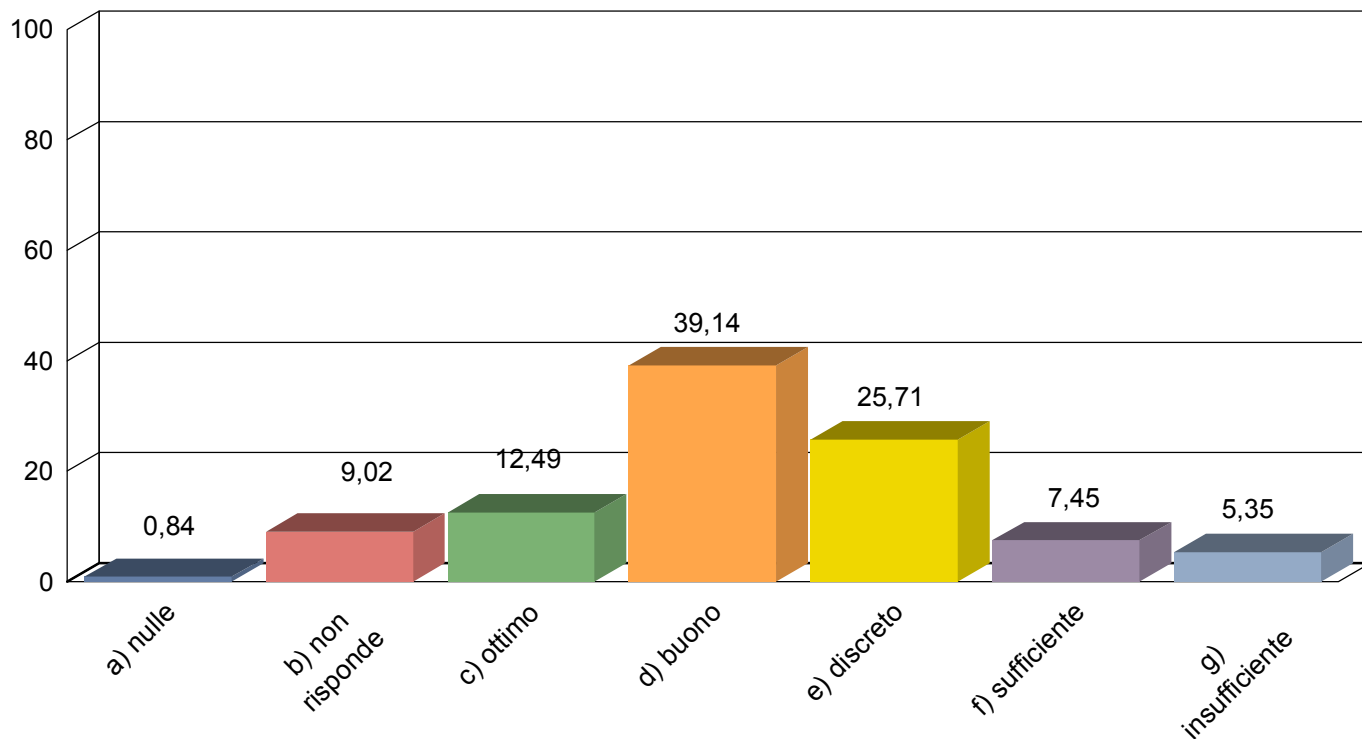




## Reperibilità orari e tariffe

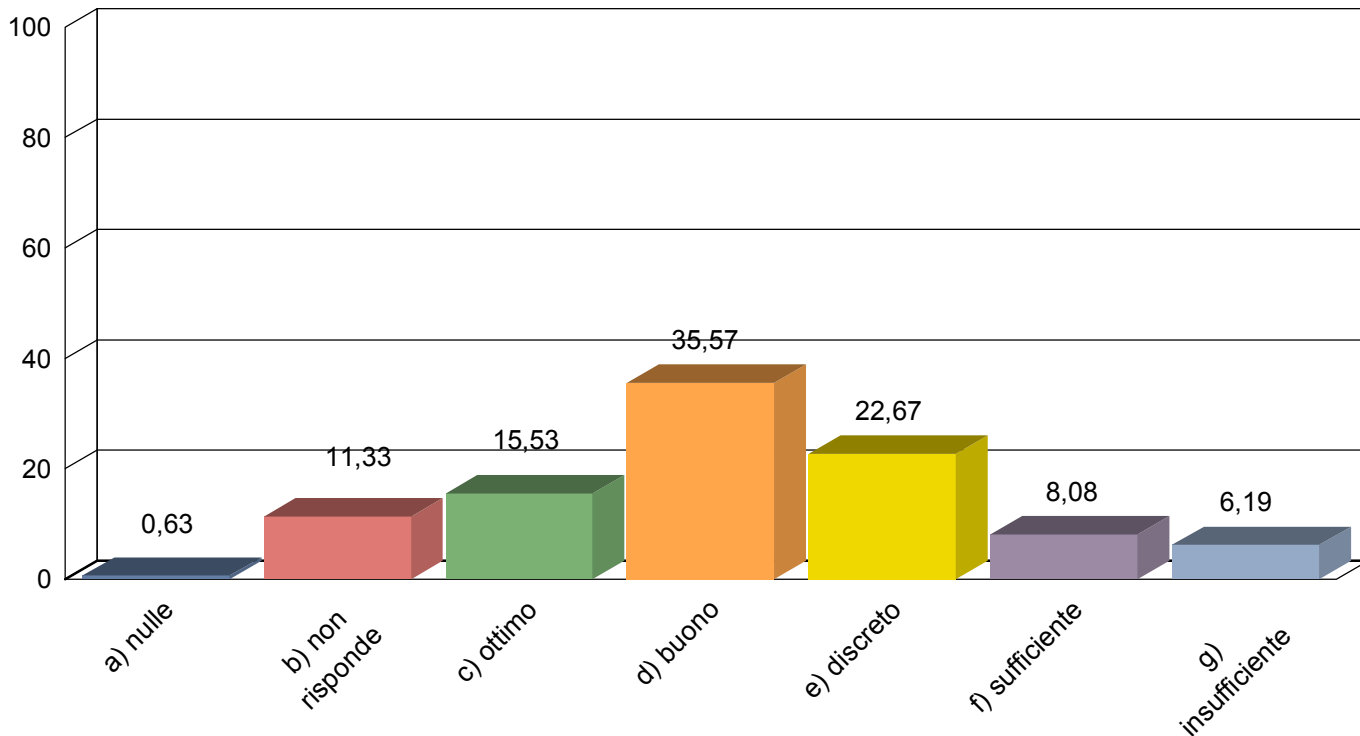


## Reperibilità titoli di viaggio

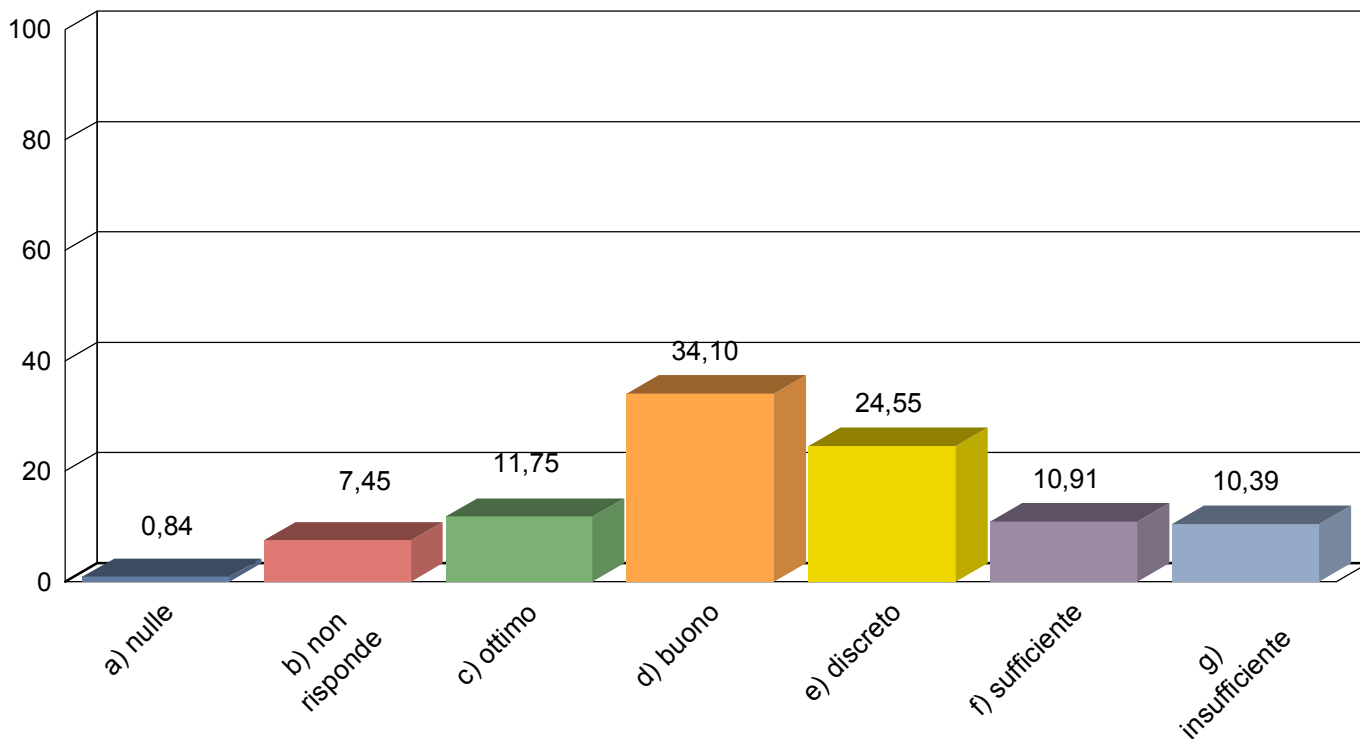




## Funzionamento oblitteratrici

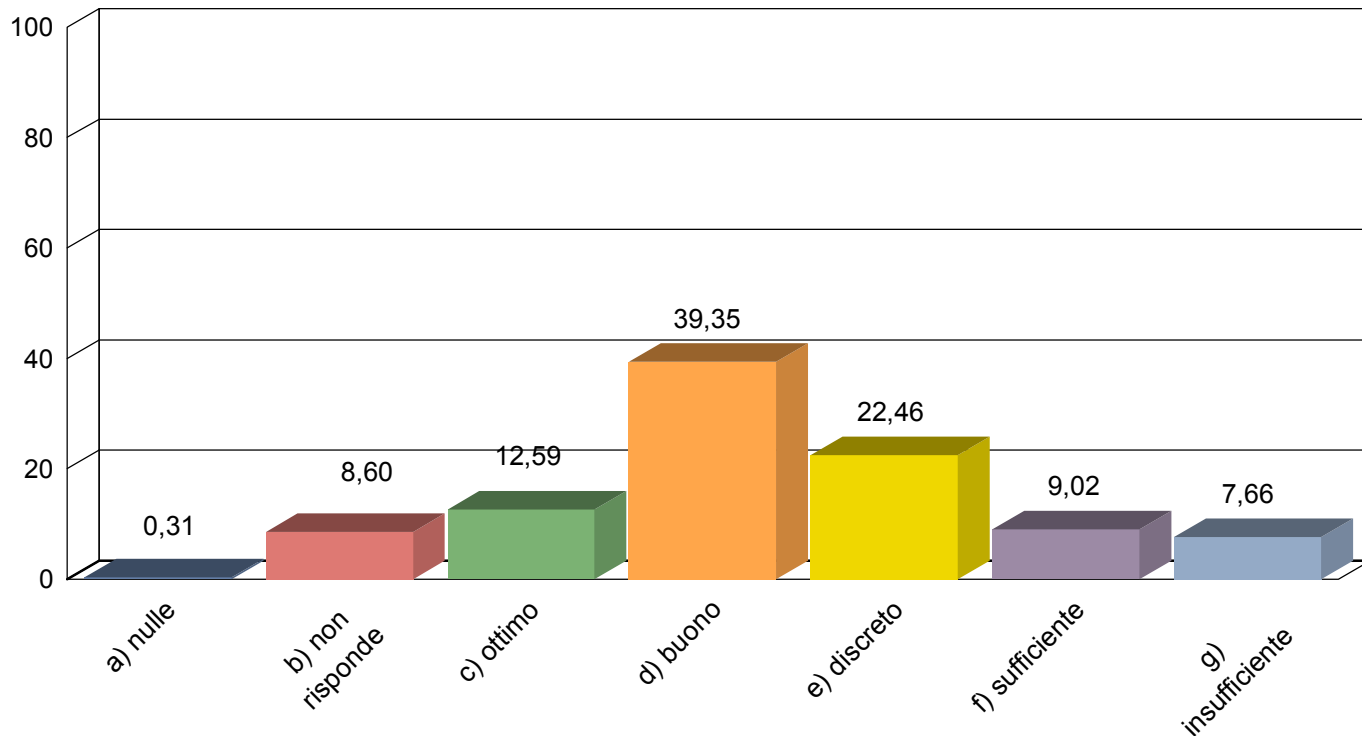


## Pulizia interna e dei sedili

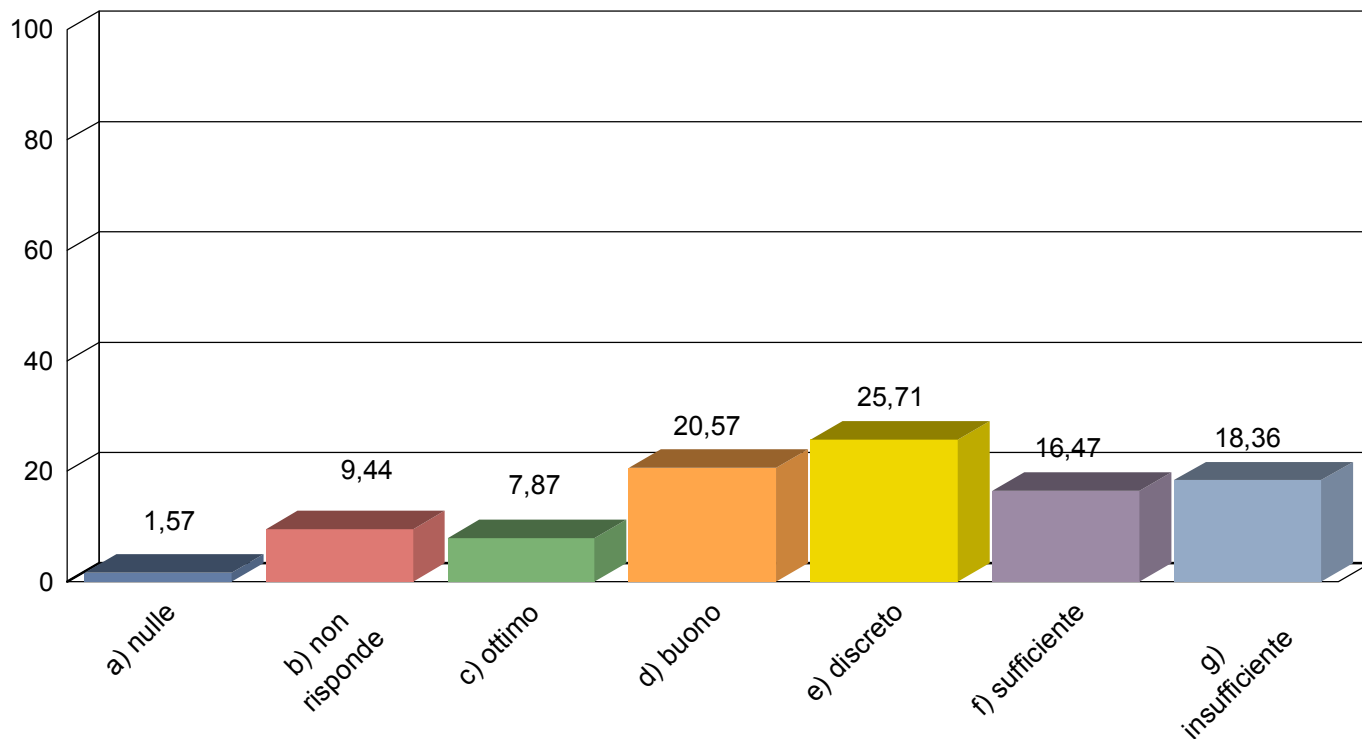




## Pulizia esterna del mezzo

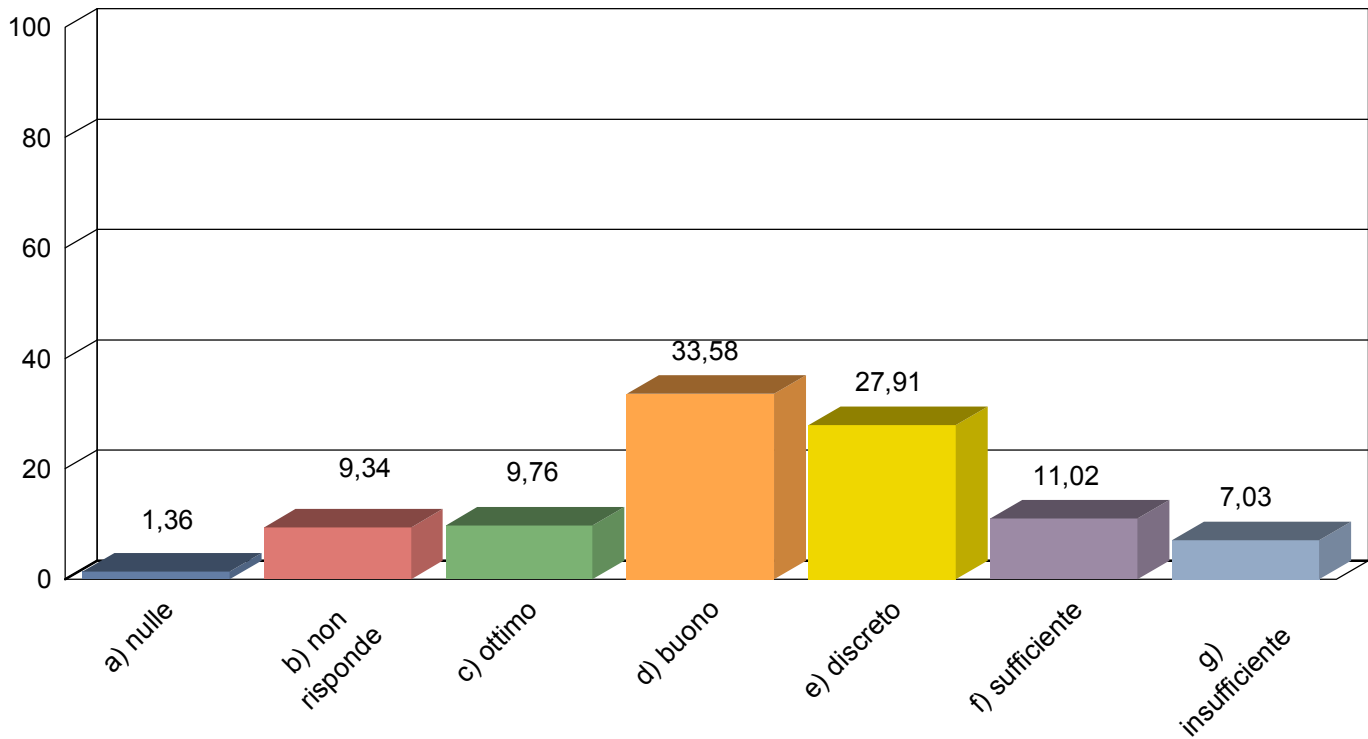


## Comfort dei punti di fermata (pensilina e sedute)

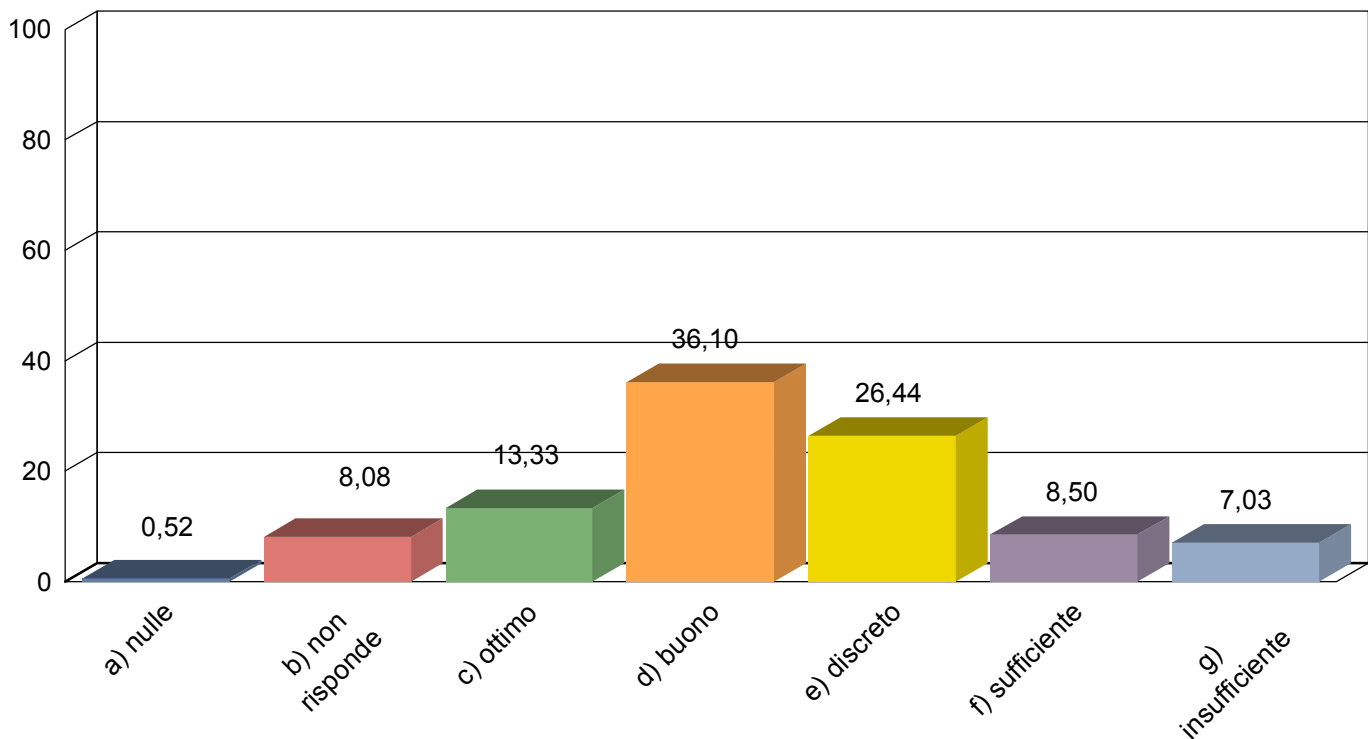




## Segnalazione delle fermate

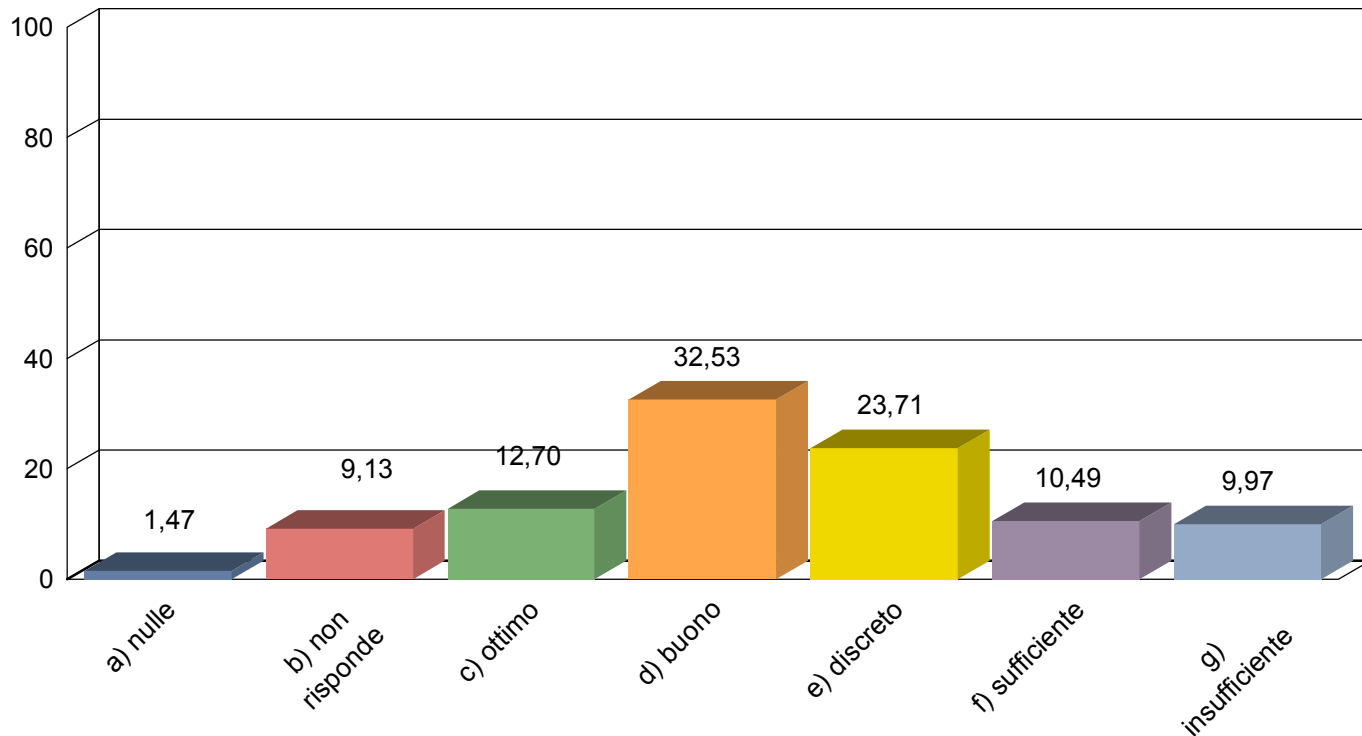


## Sicurezza sul mezzo di persone e cose

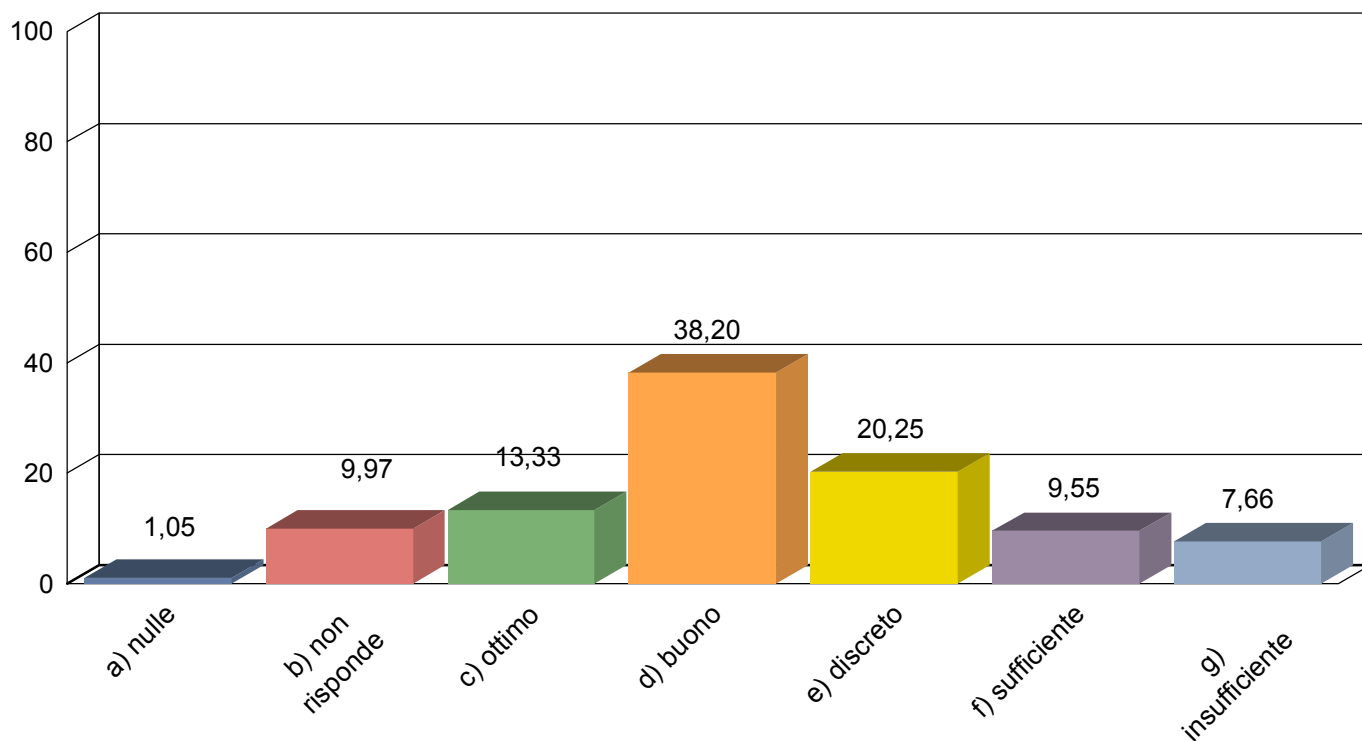




## Efficienza climatizzazione estate/inverno



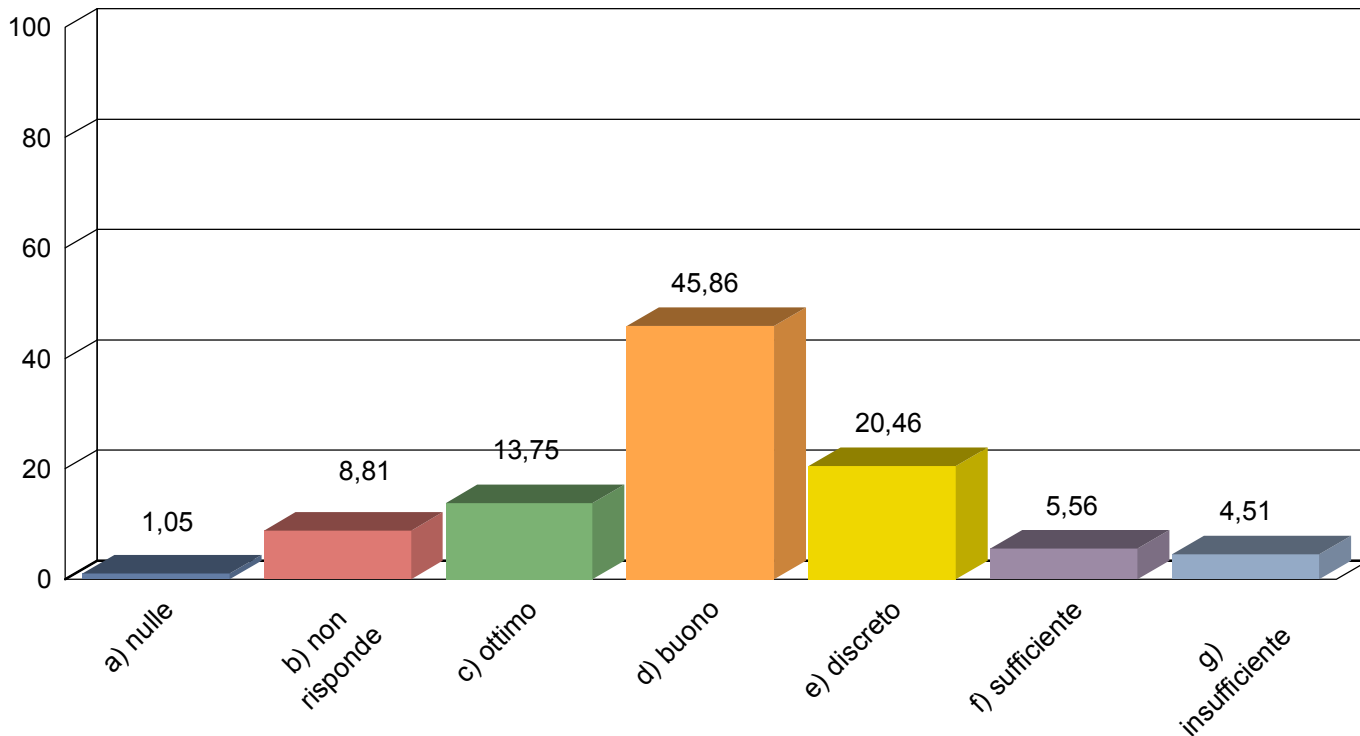
## Cortesia/Disponibilità del personale



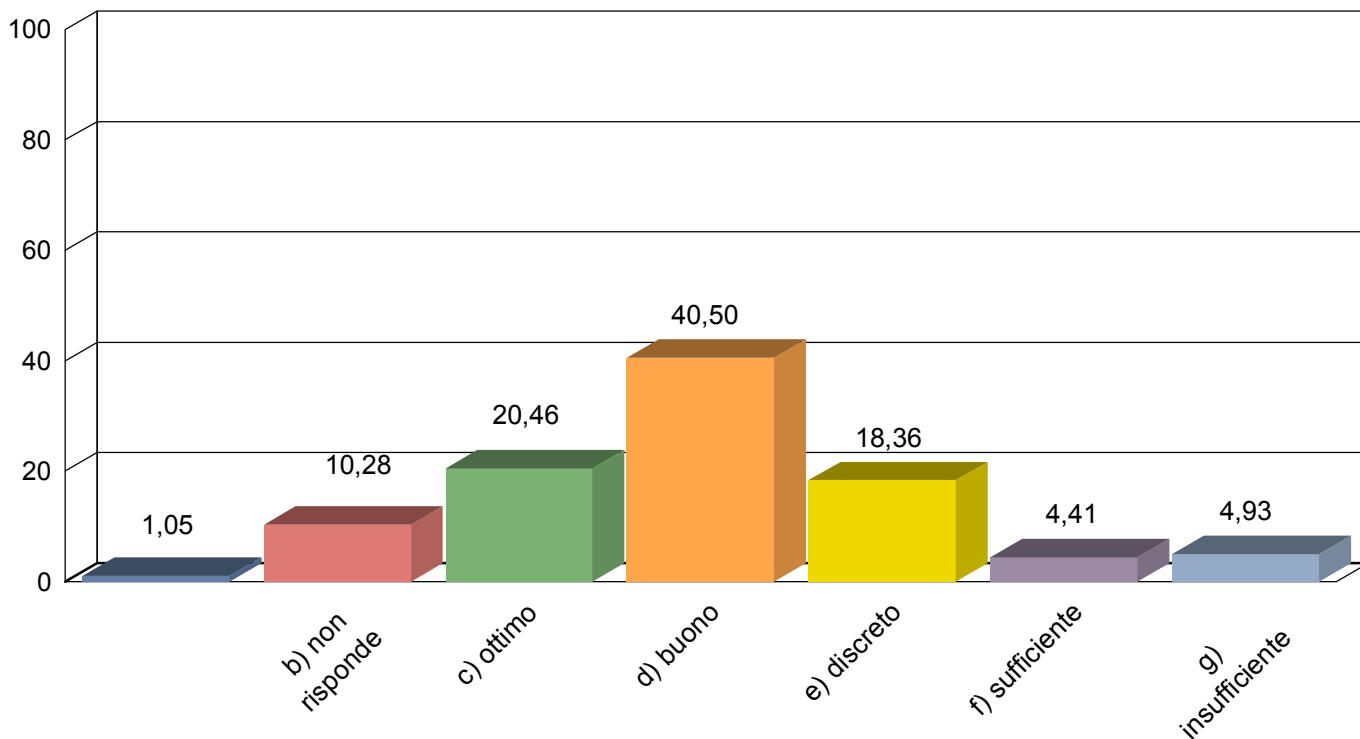




## Competenza del personale



## Riconoscibilità del personale



# Indagine conoscitiva sulla soddisfazione dei viaggiatori

Linea: **AUTOLINEE**      **GIUGNO 2015**

