



FERROTRAMVIARIA SPA
FERROVIE DEL NORD BARESE
AUTOLINEE

Indagine conoscitiva sulla soddisfazione dei viaggiatori delle autolinee

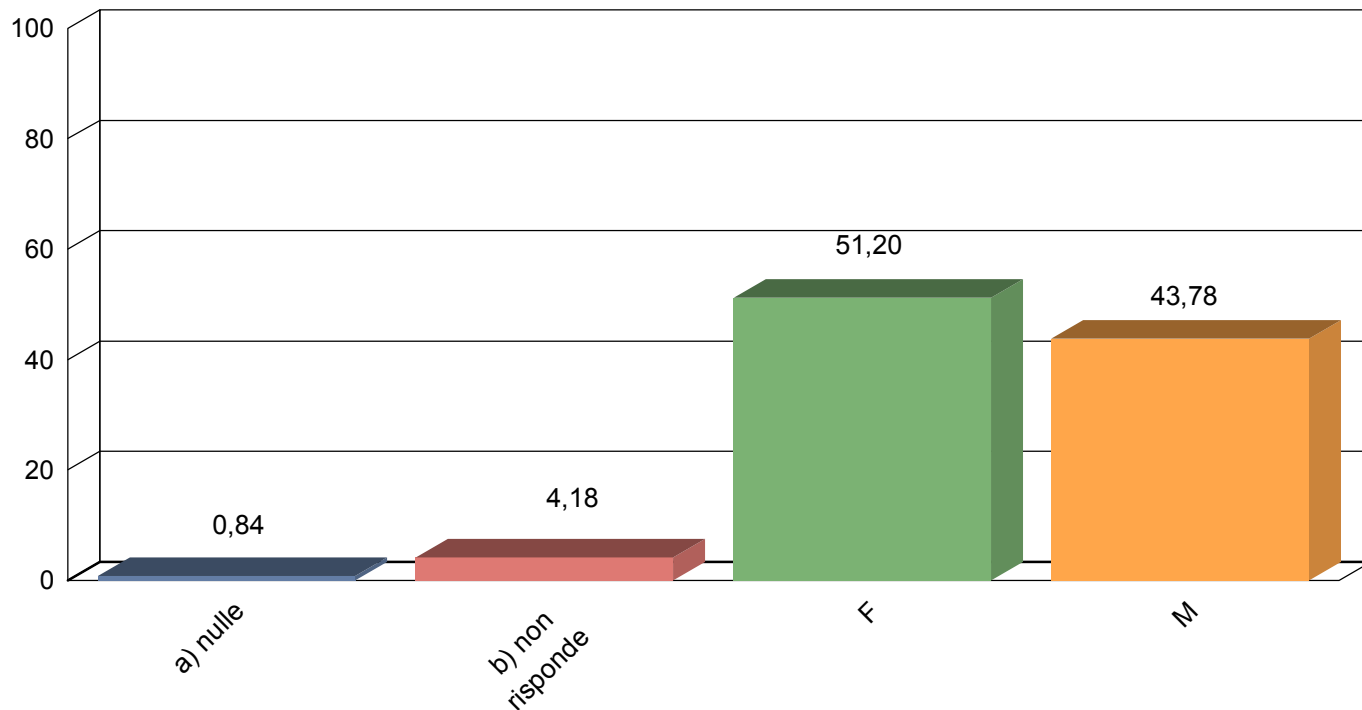
dicembre 2012

(campione esaminato: 957 viaggiatori)



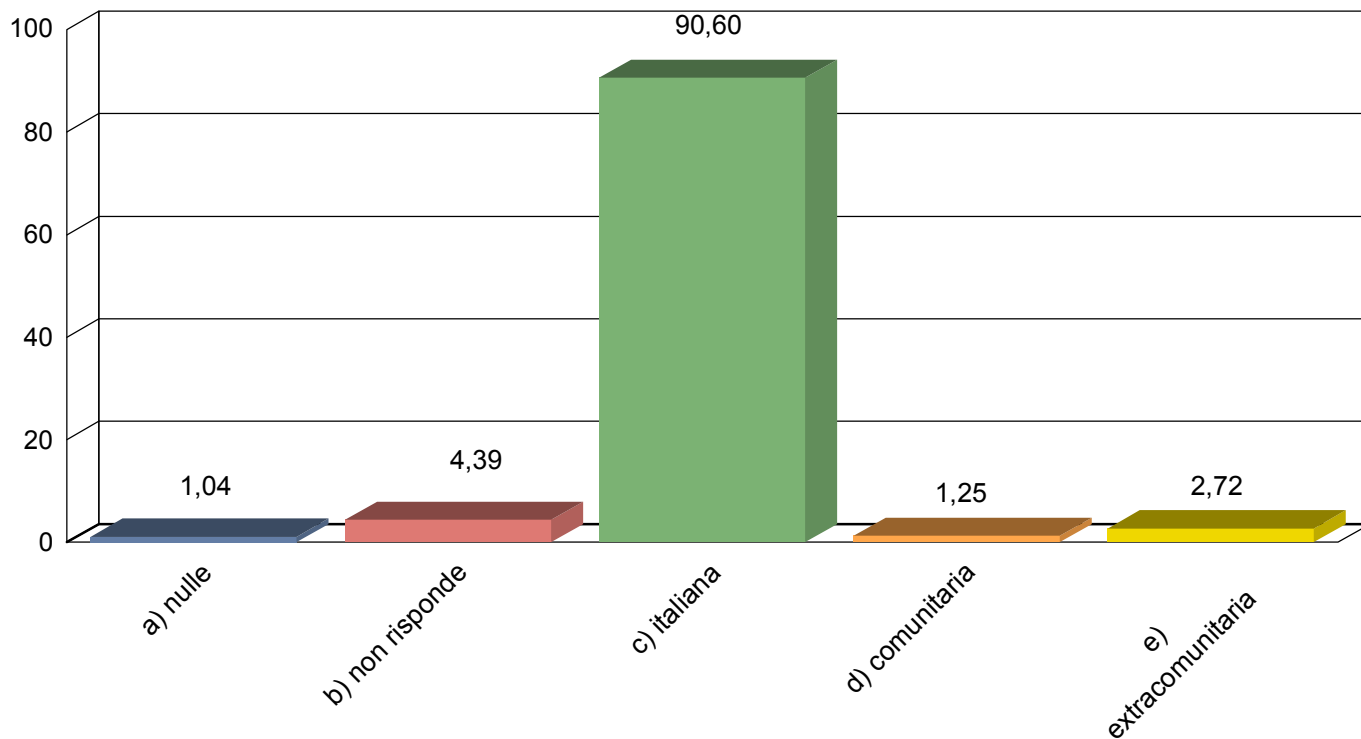


Sesso

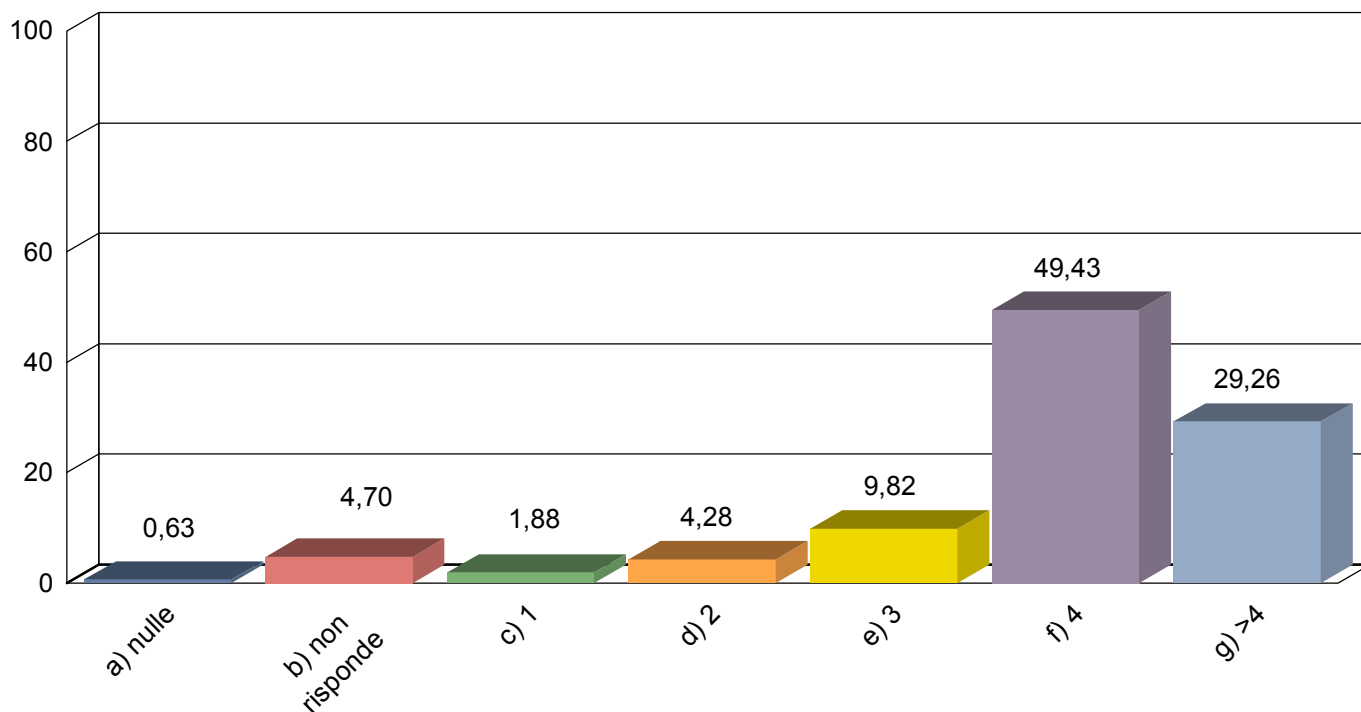




Nazionalità

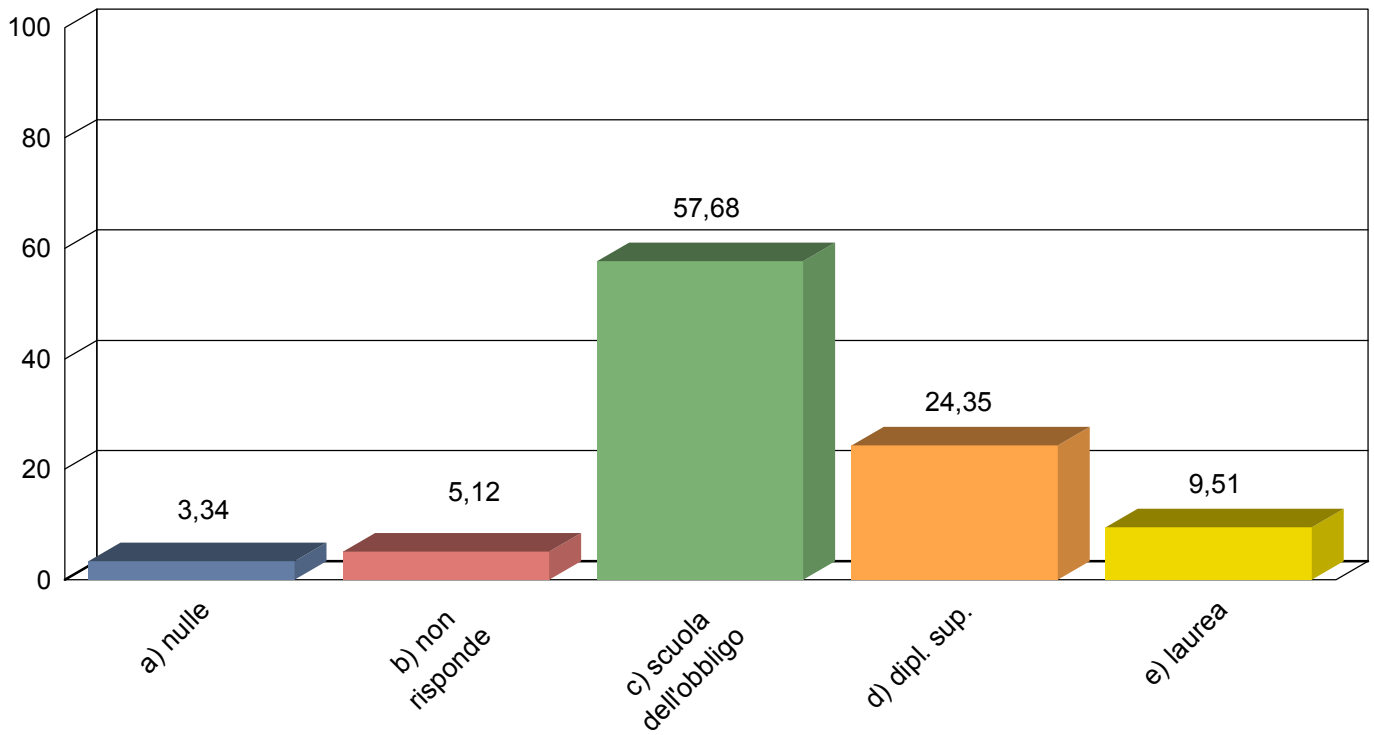


Nucleo familiare

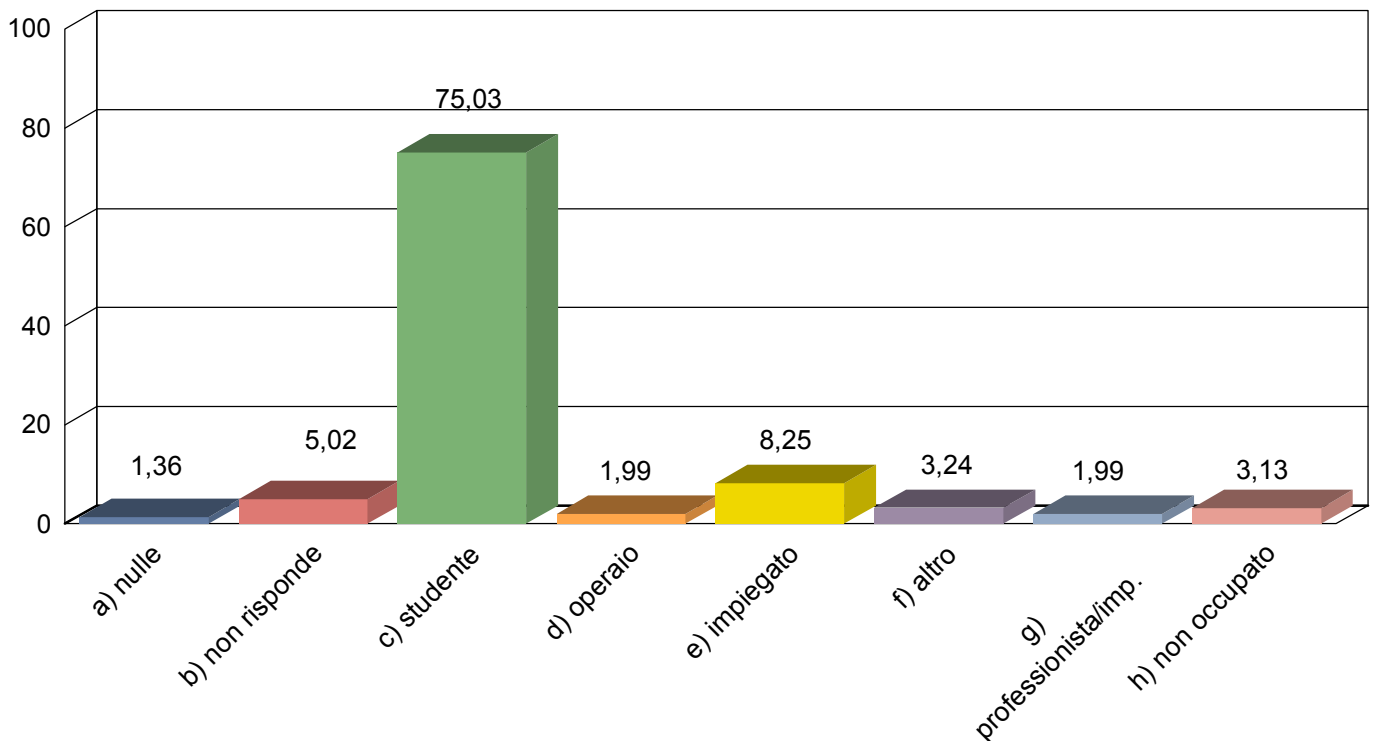




Titolo di studio

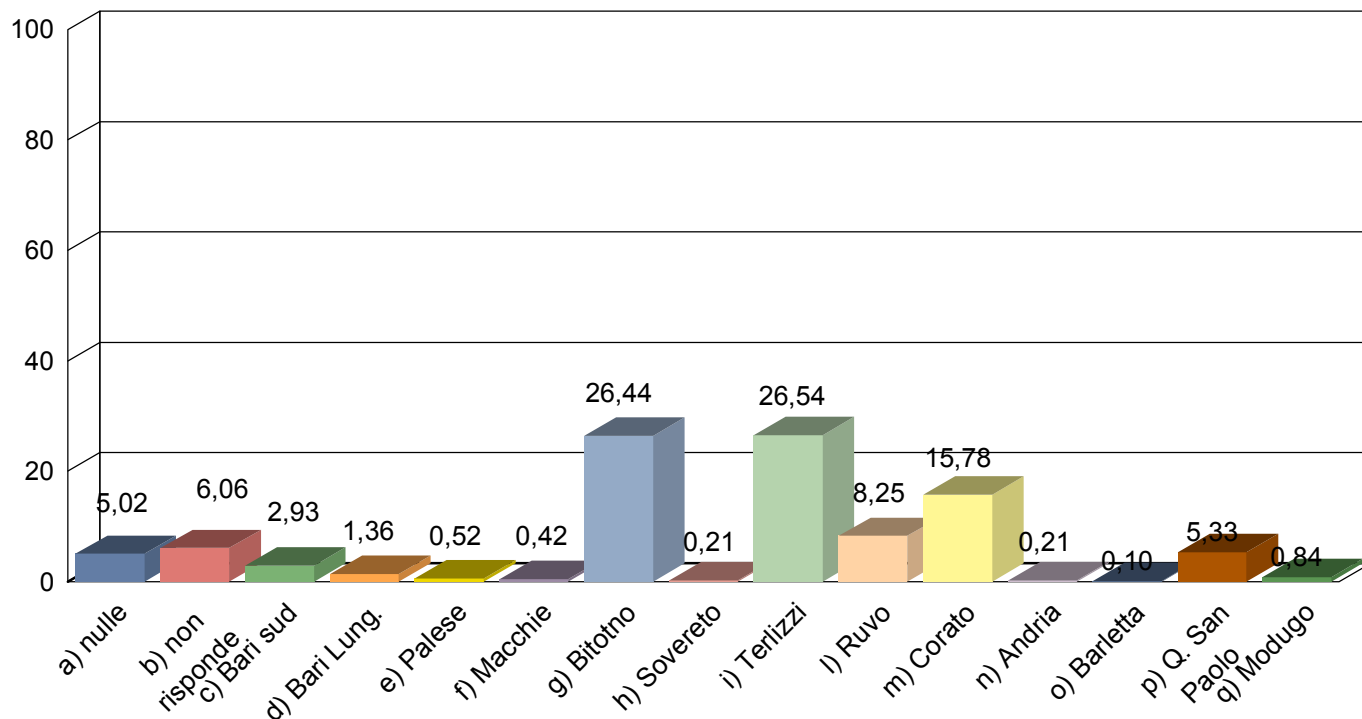


Occupazione

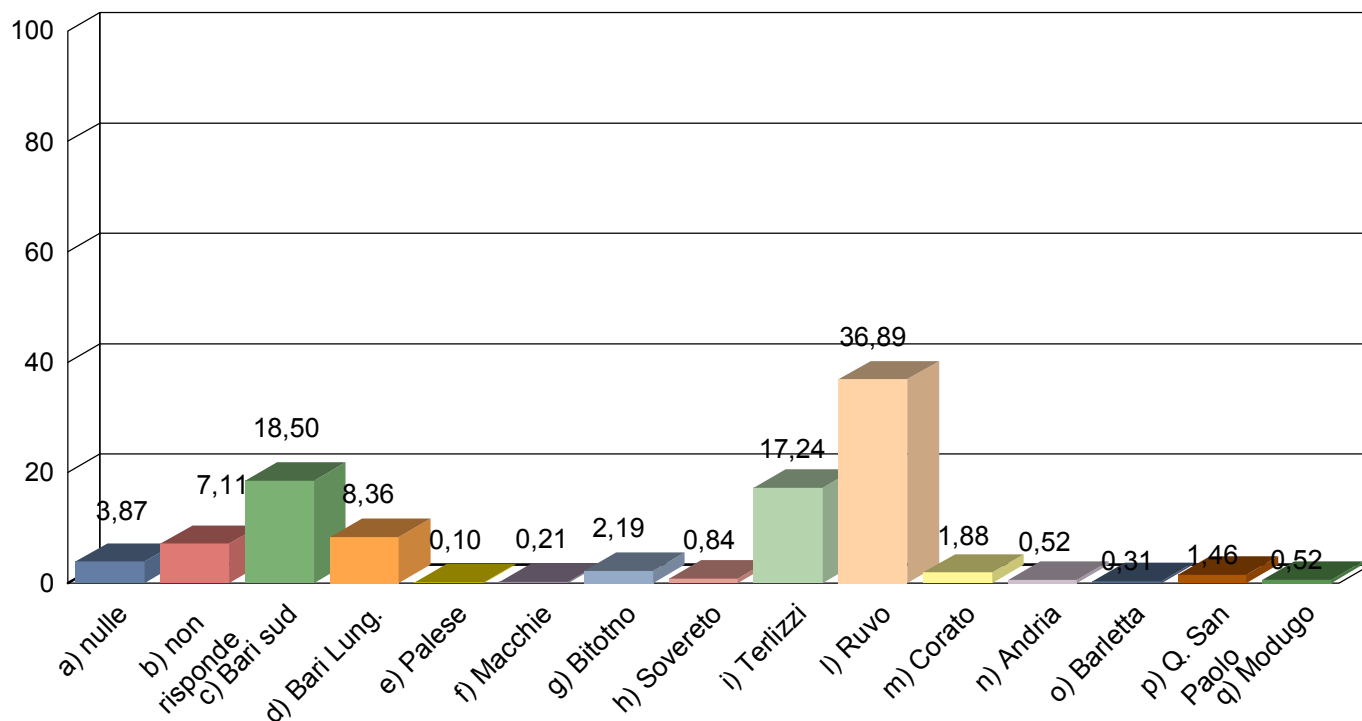




Città di partenza di questo viaggio

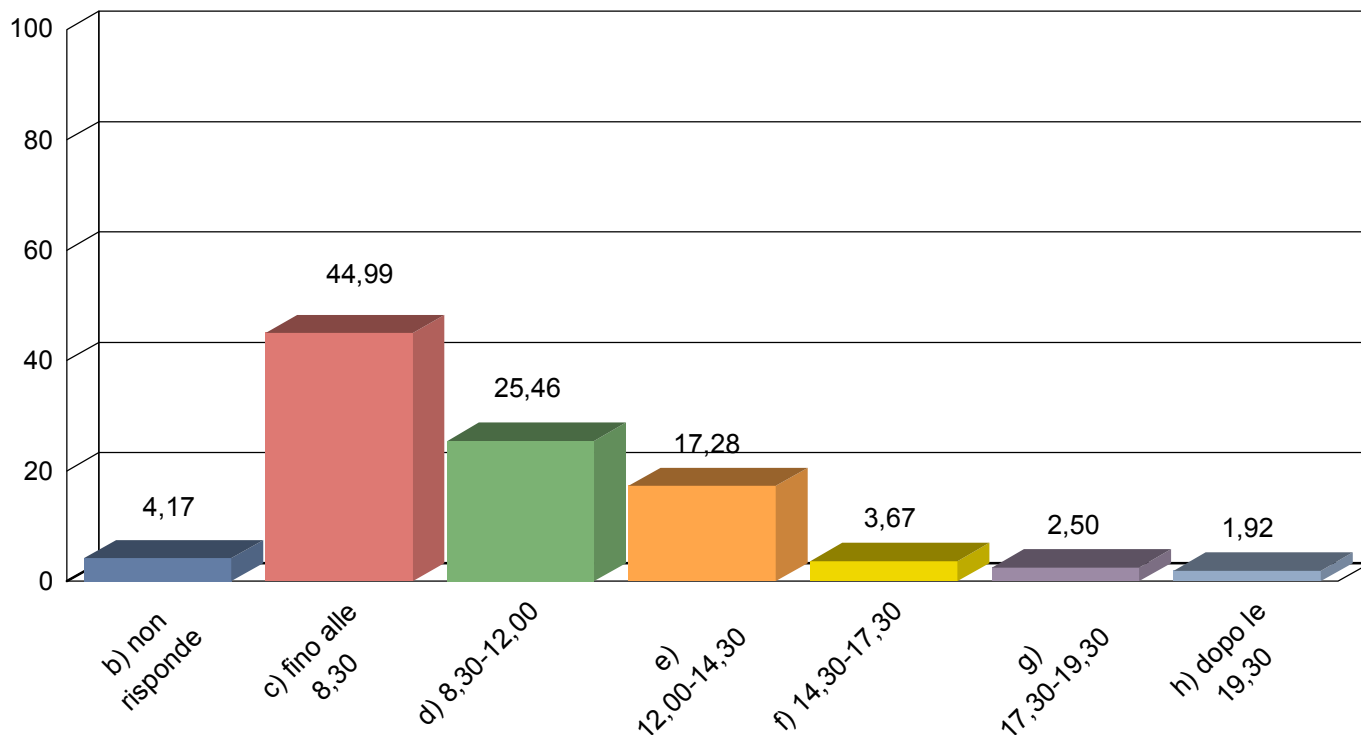


Città di arrivo di questo viaggio

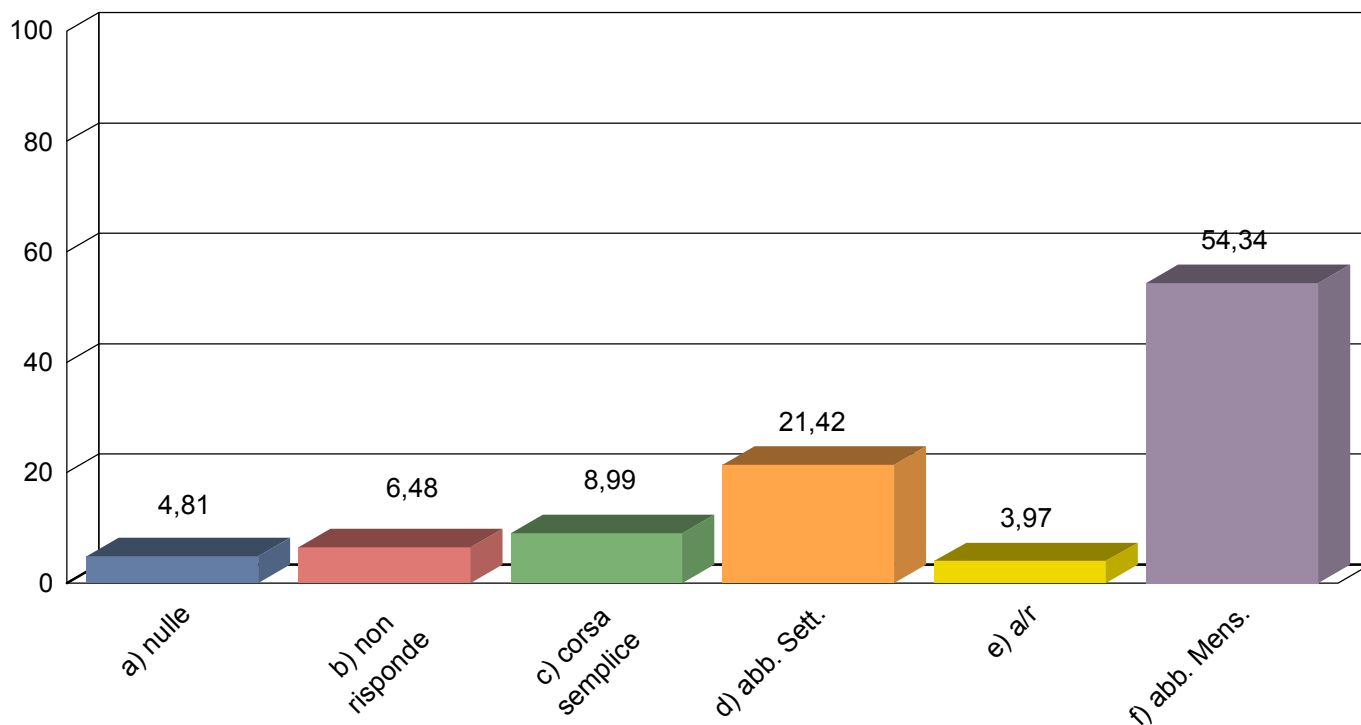




In quale fascia oraria effettua questo viaggio

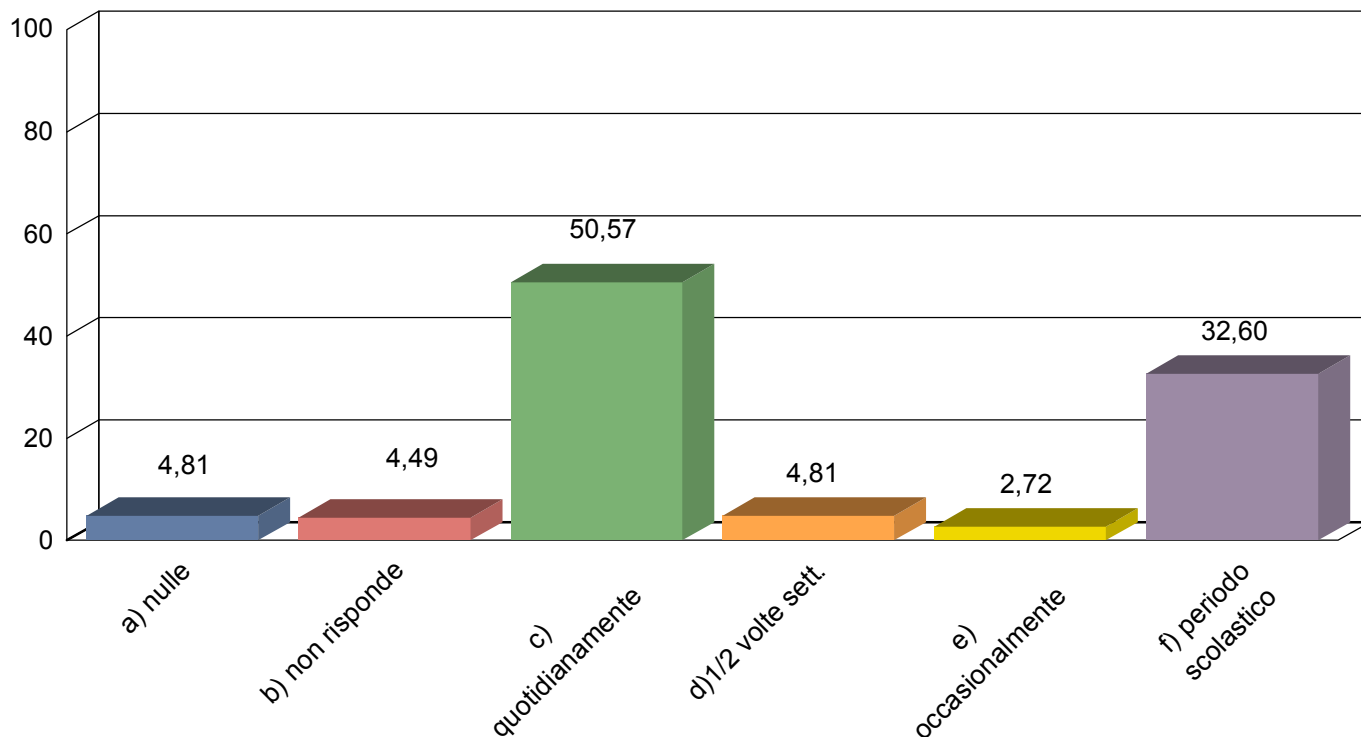


Tipo di biglietto utilizzato

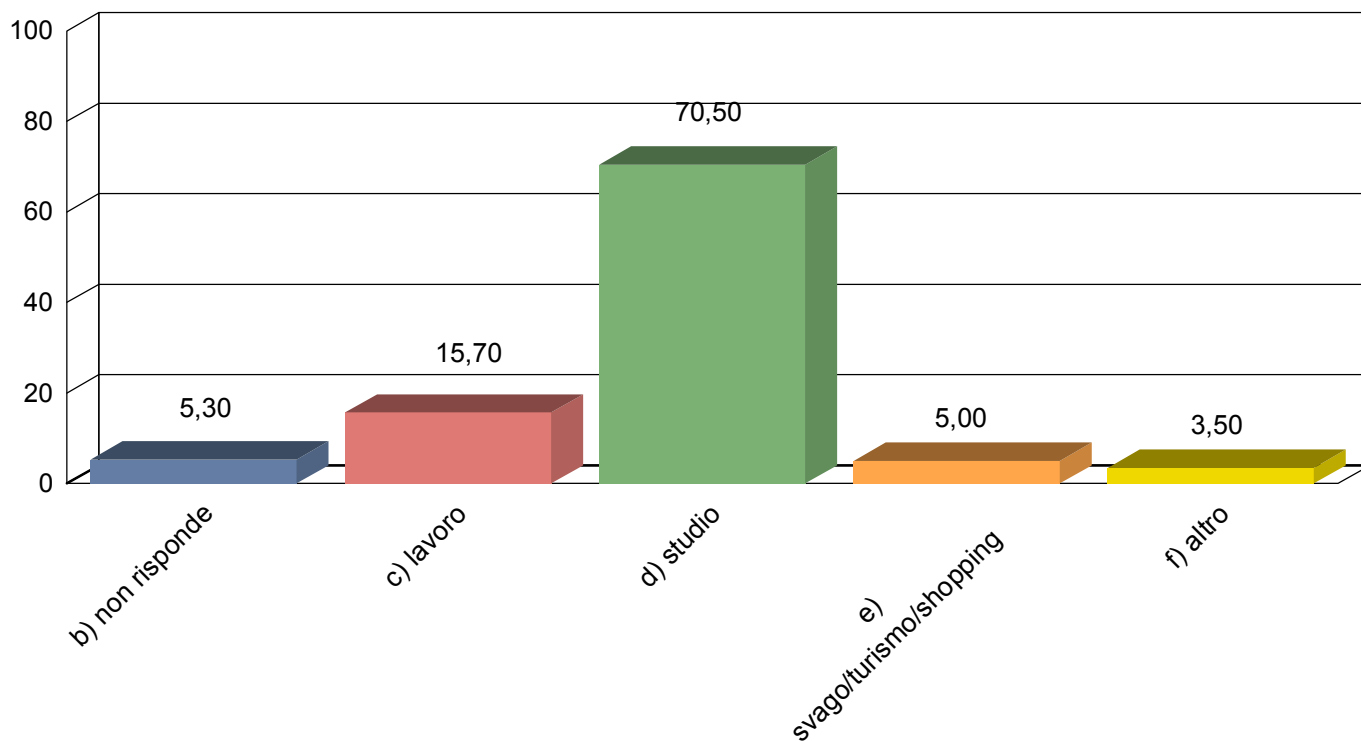




Frequenza d'utilizzo

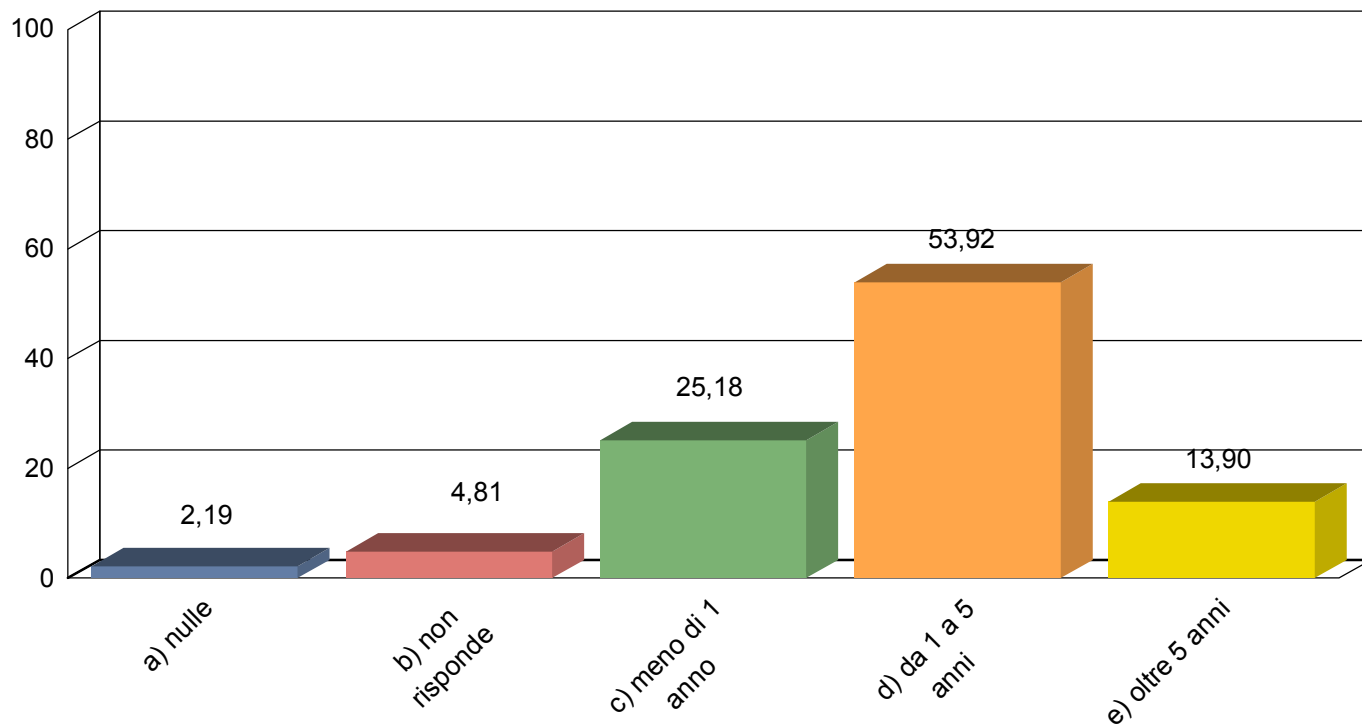


Scopo del viaggio

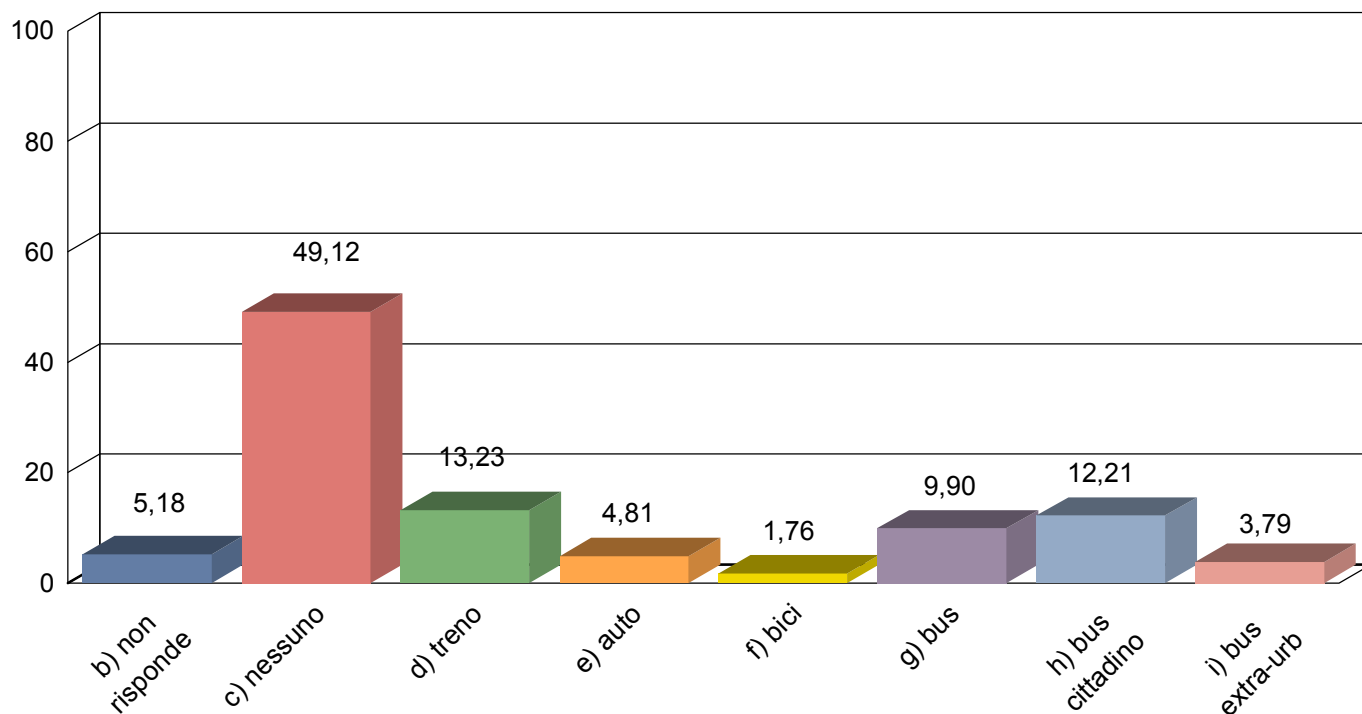




Da quanto tempo utilizza l'autobus

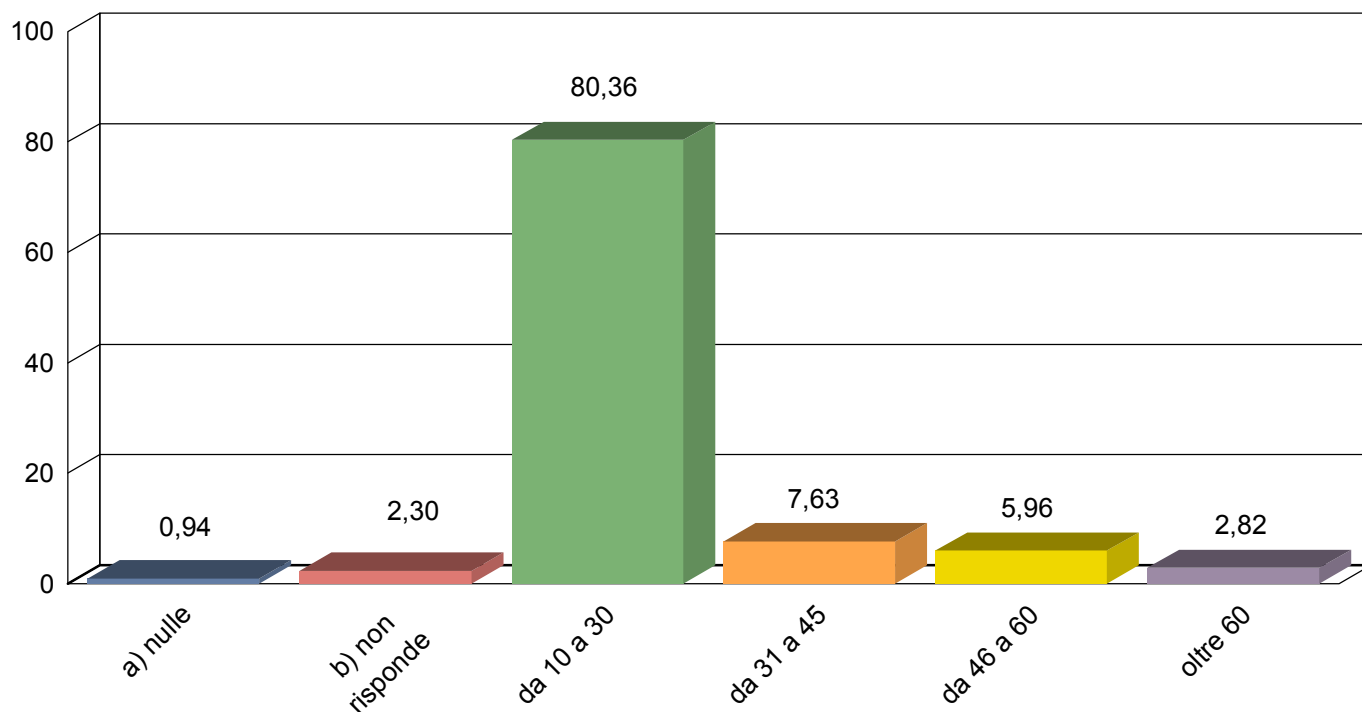


Con che mezzi prosegue questo viaggio

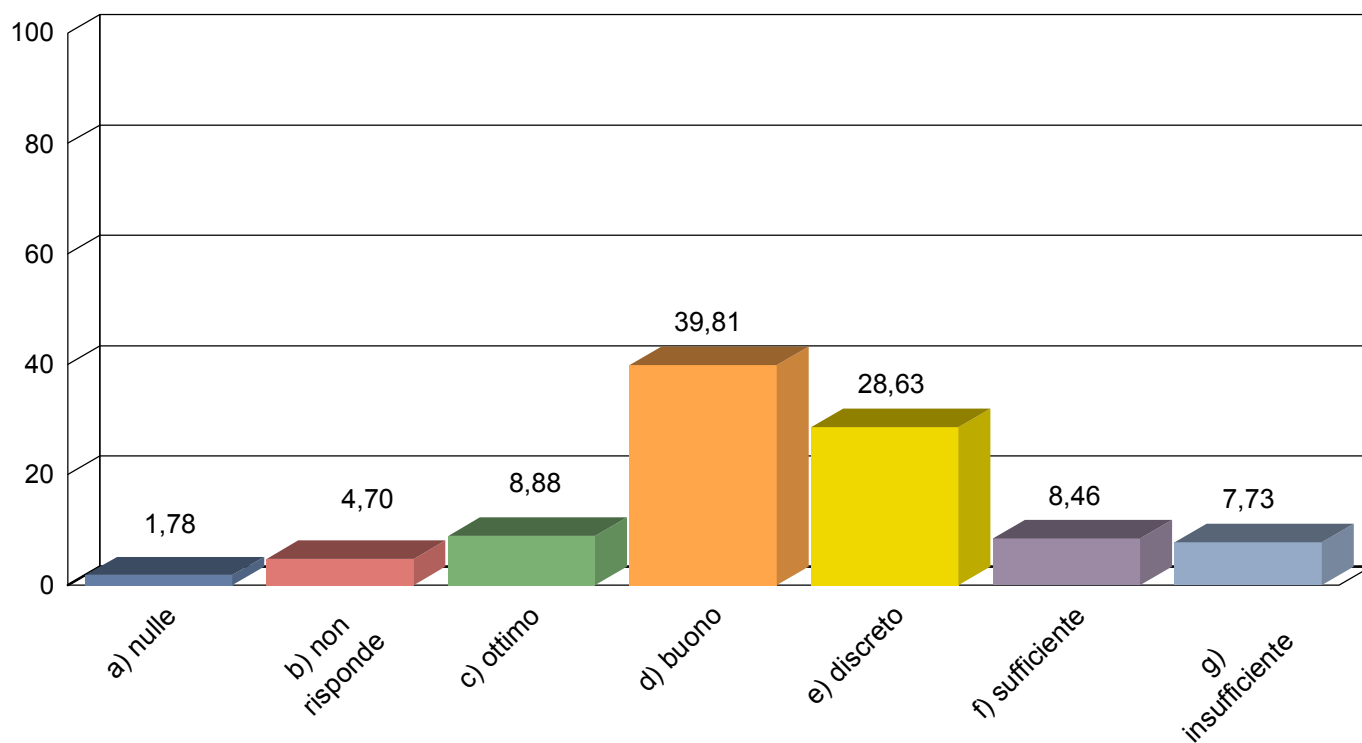




Età

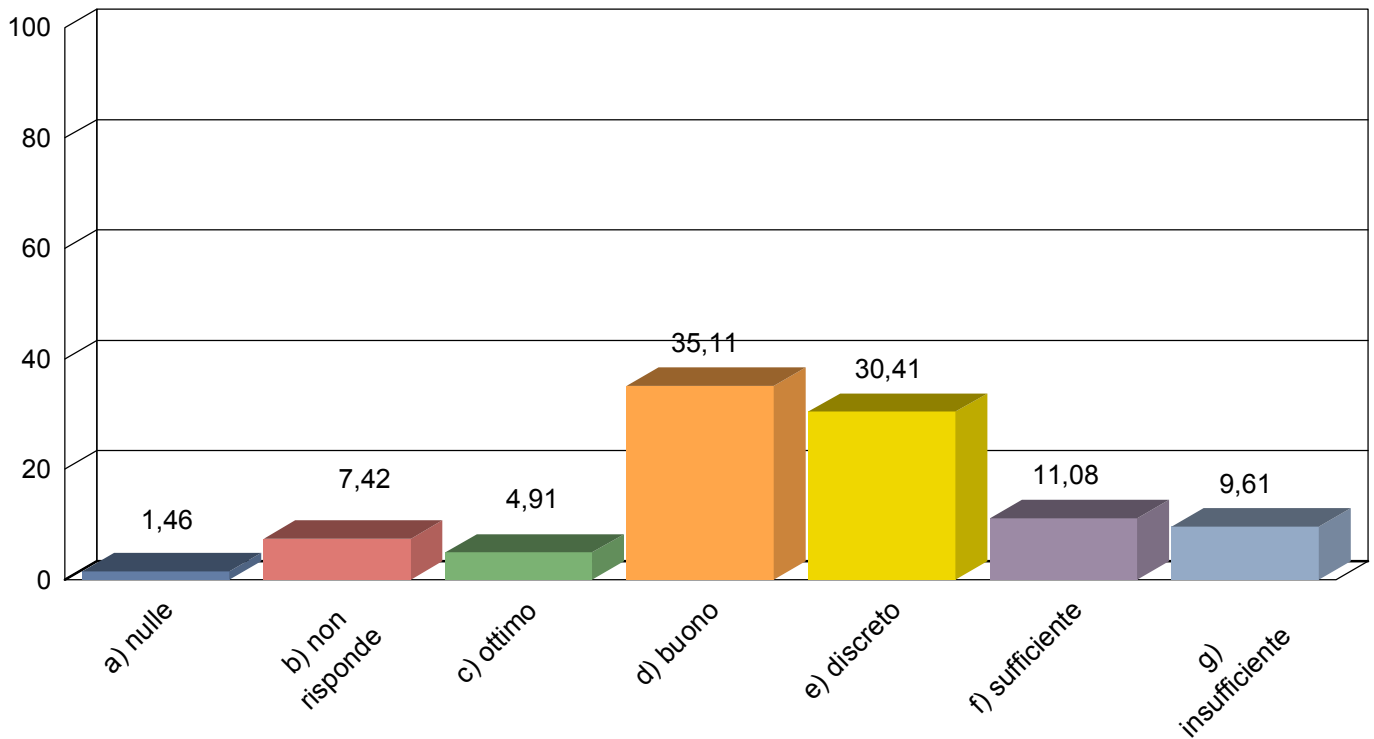


Puntualità e regolarità delle corse

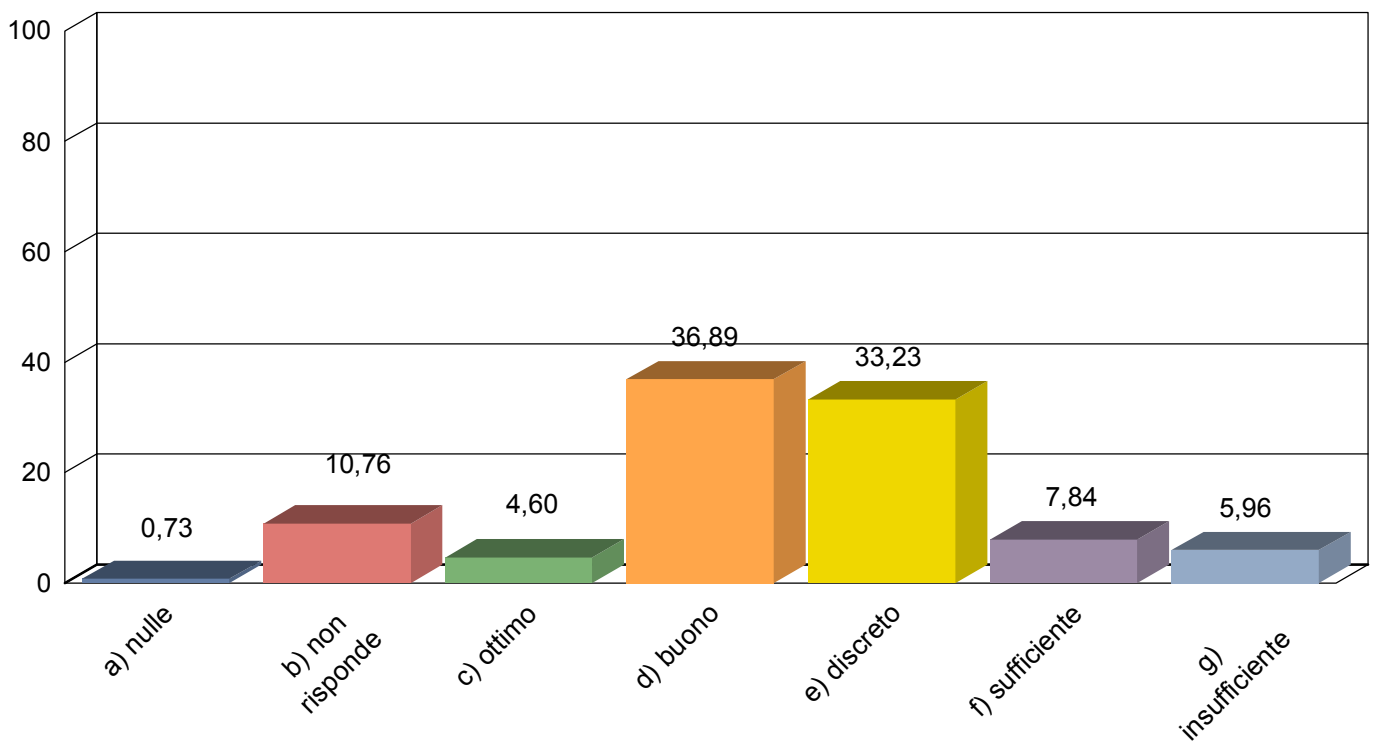




Rispondenza orari - Esigenze dell'utenza

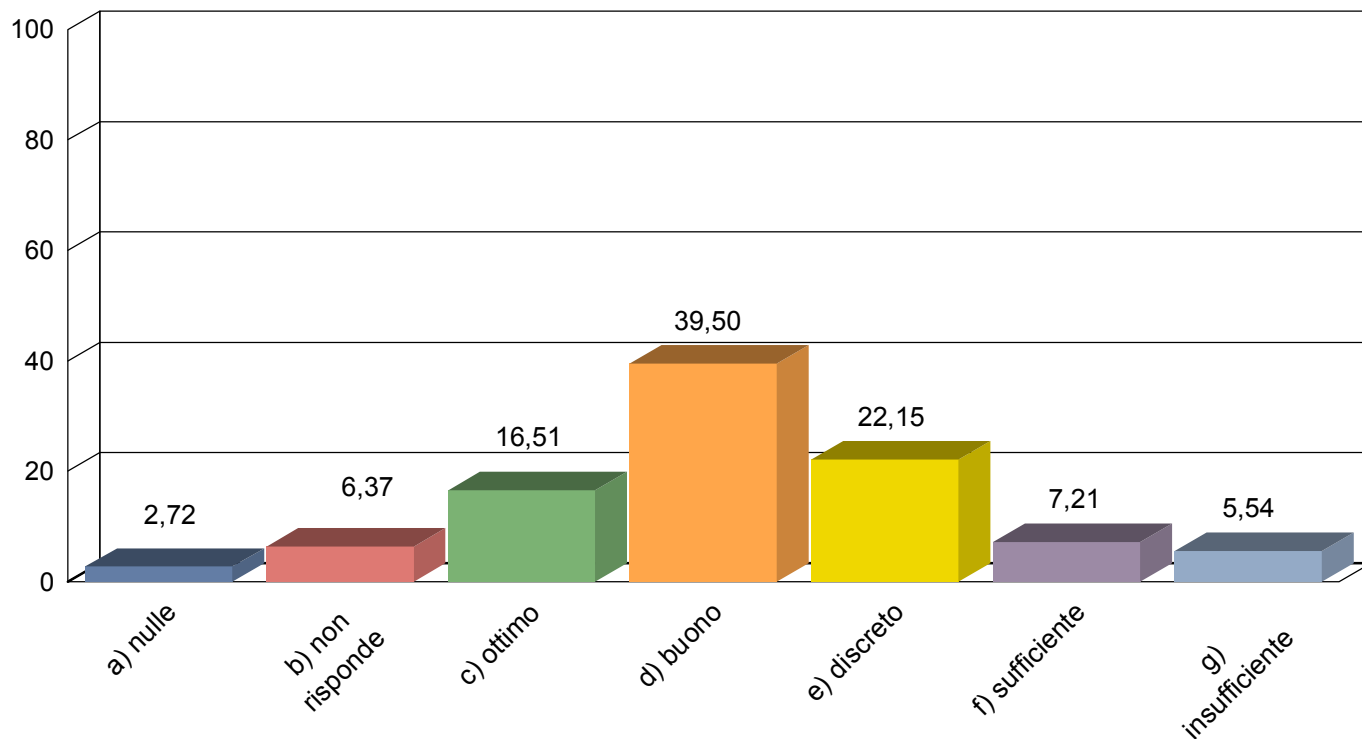


Adeguatezza coincidenze

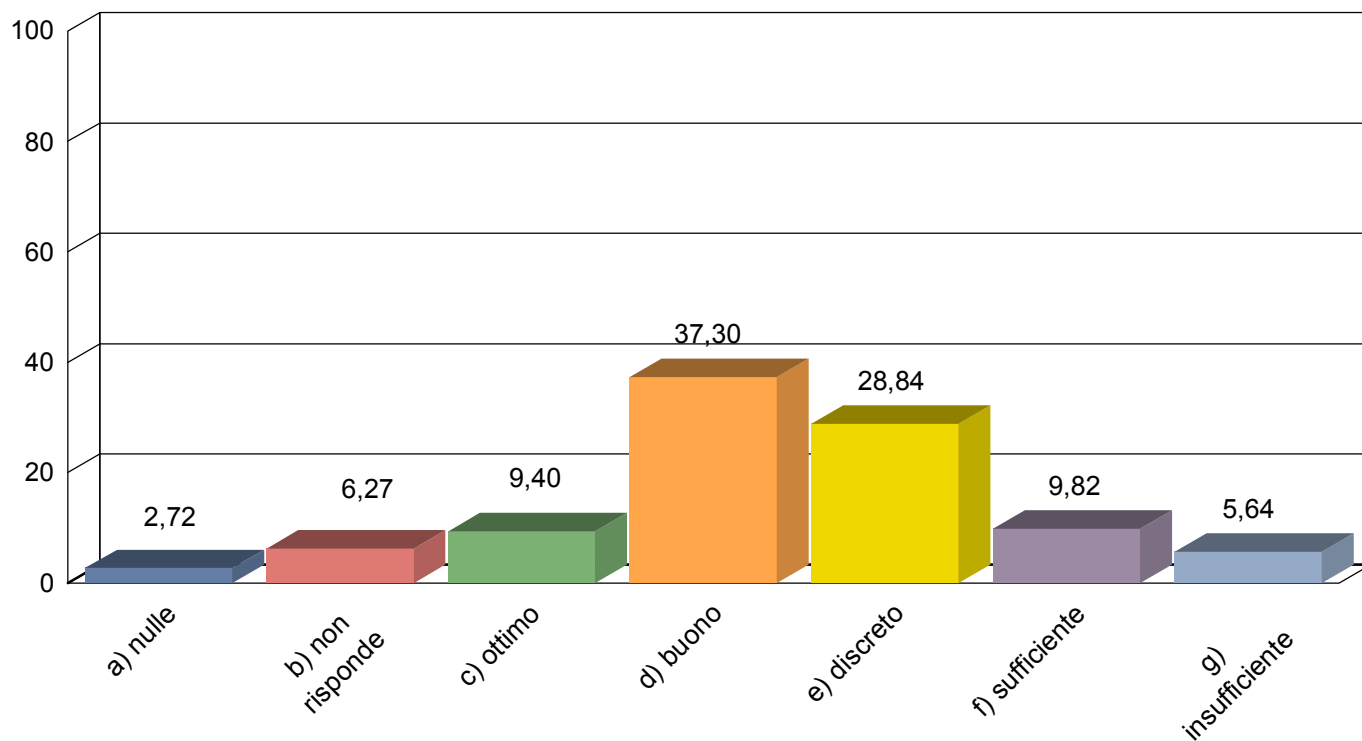




Rispetto delle fermate previste

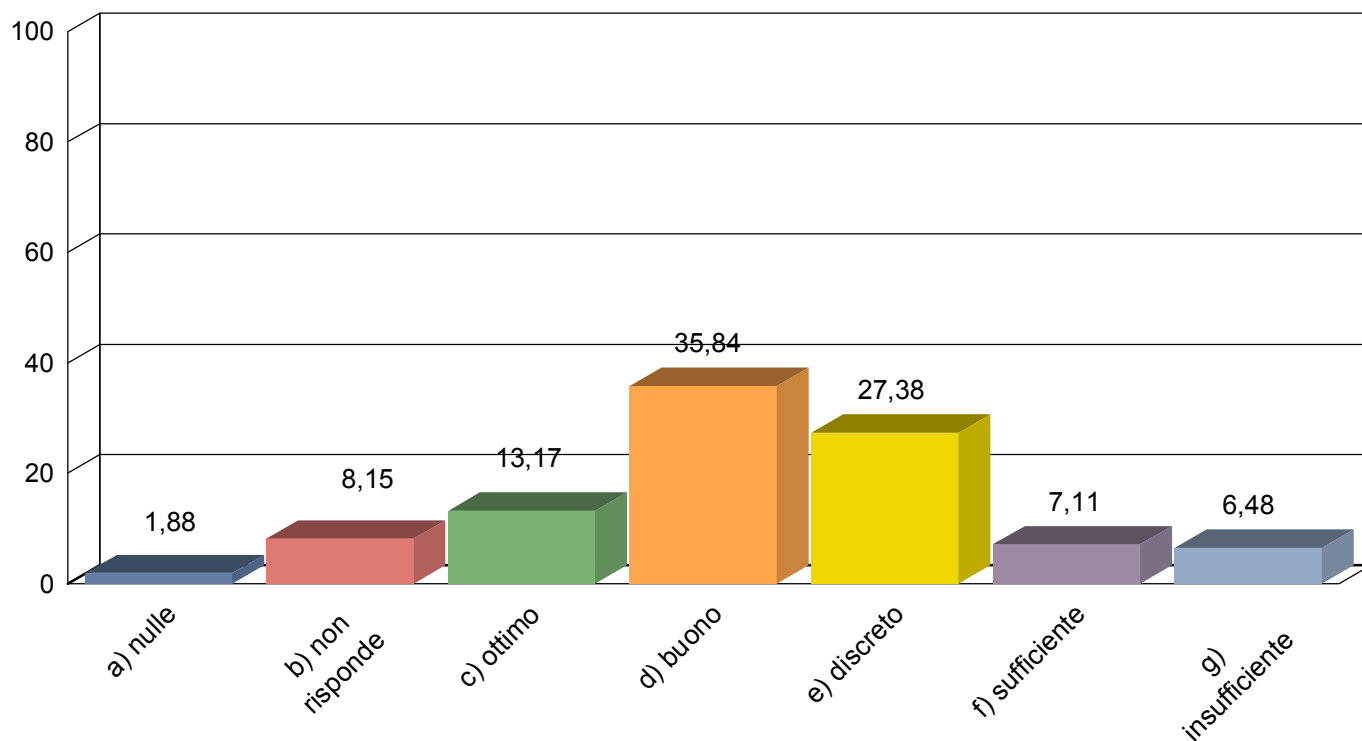


Informazioni su percorsi e fermate

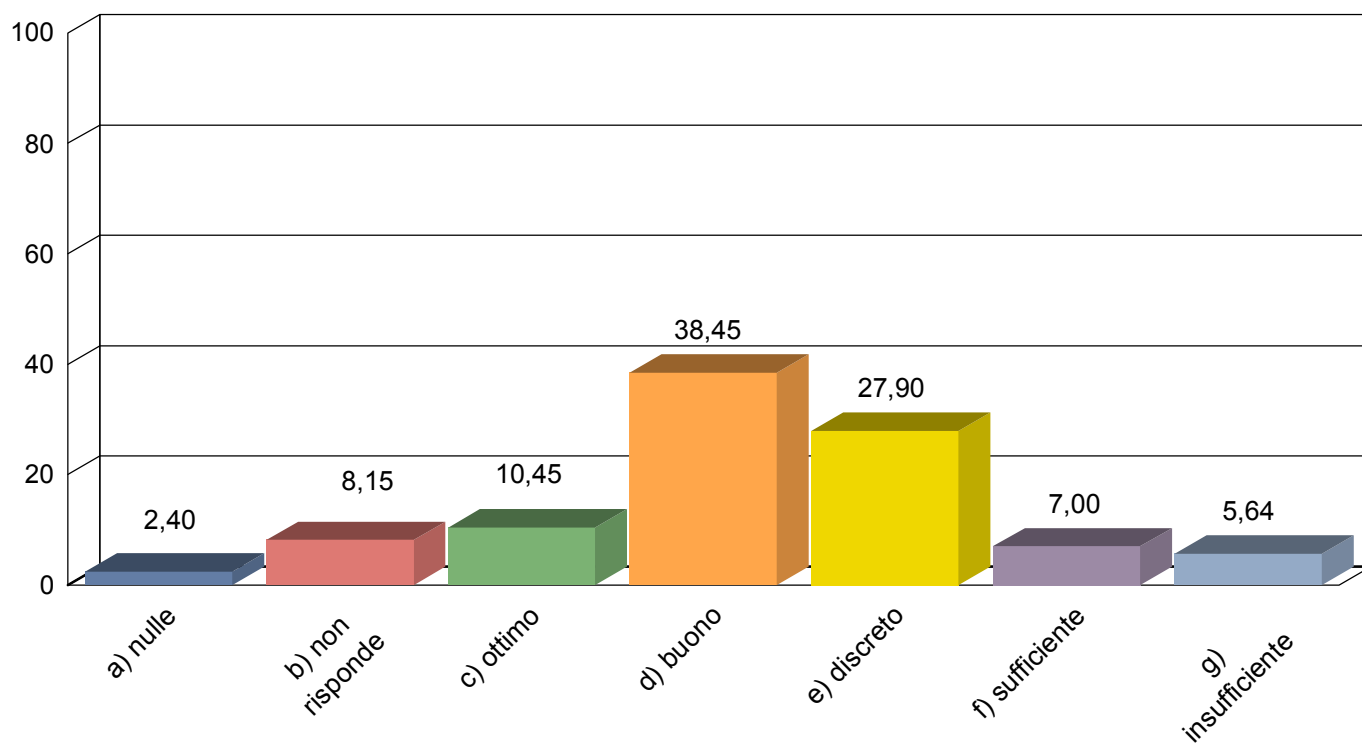




Informazioni via web (sito, carta servizi, etc.)

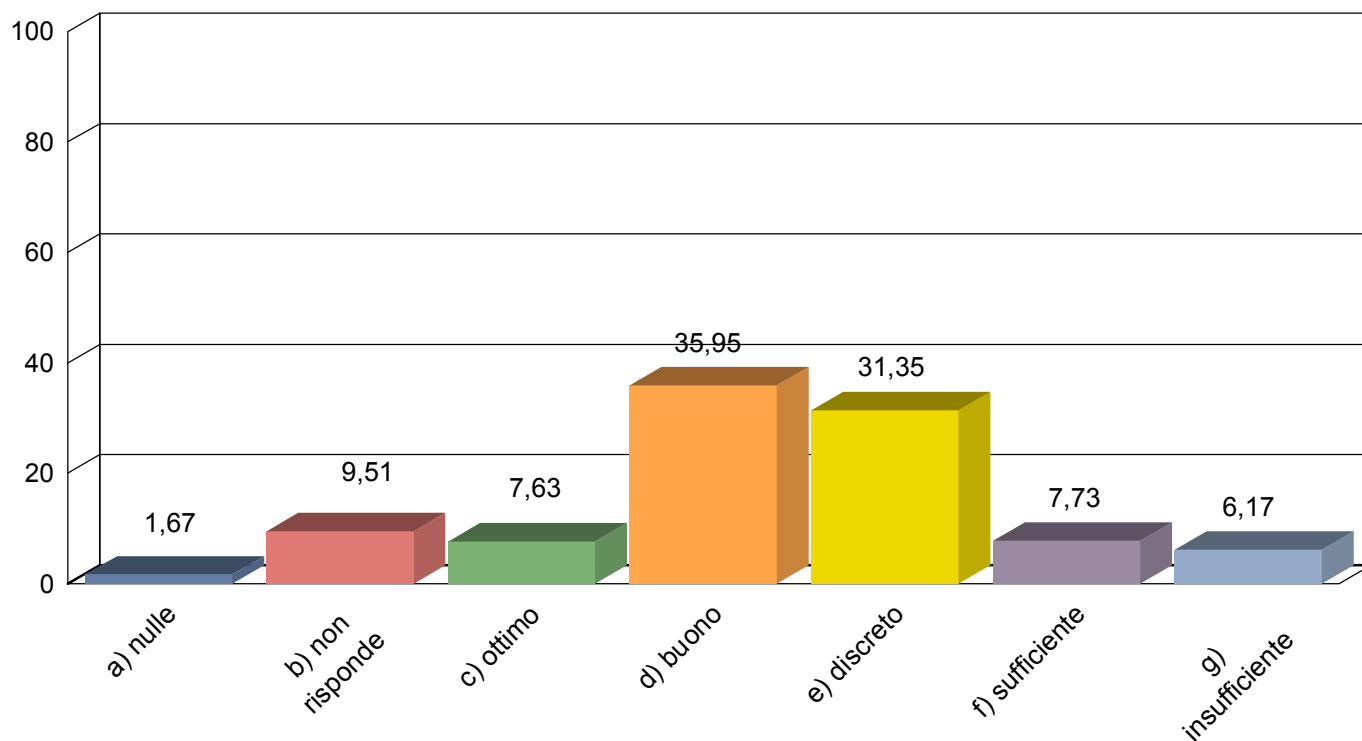


Reperibilità orari e tariffe

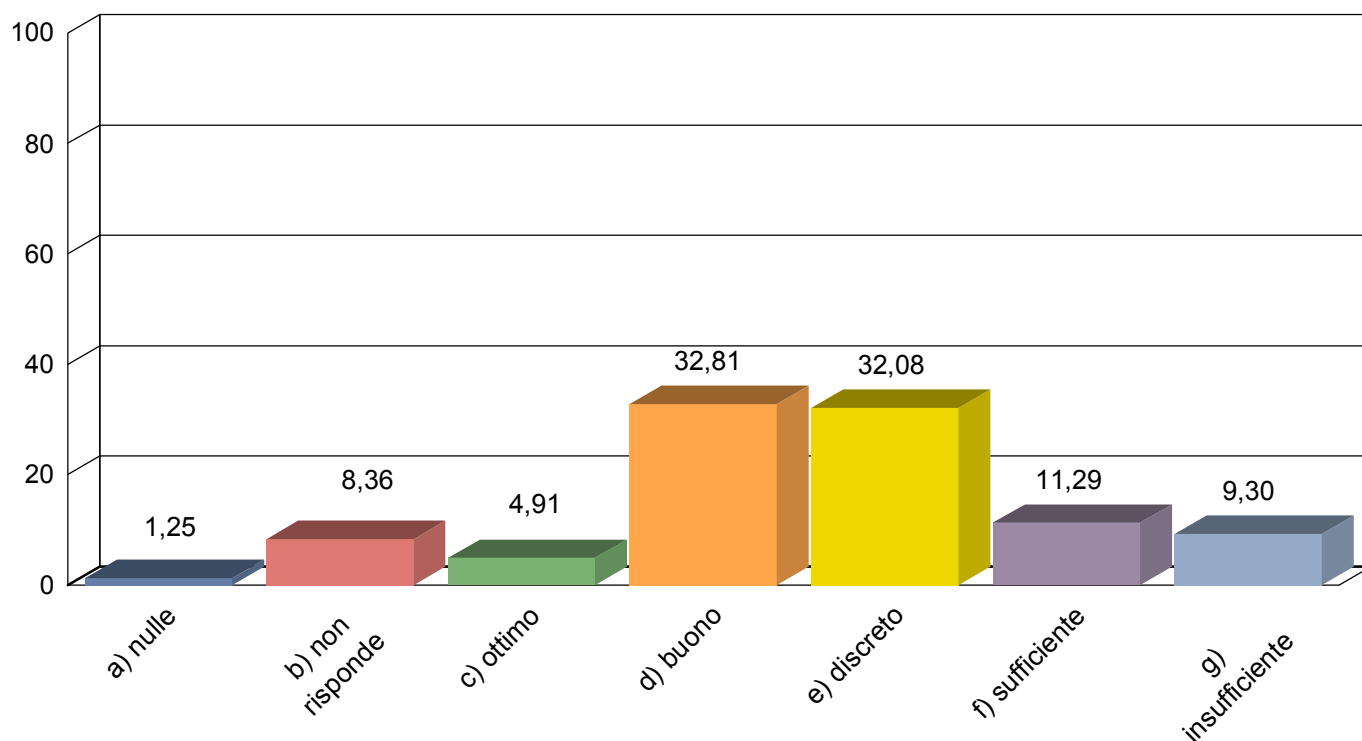




Reperibilità titoli di viaggio

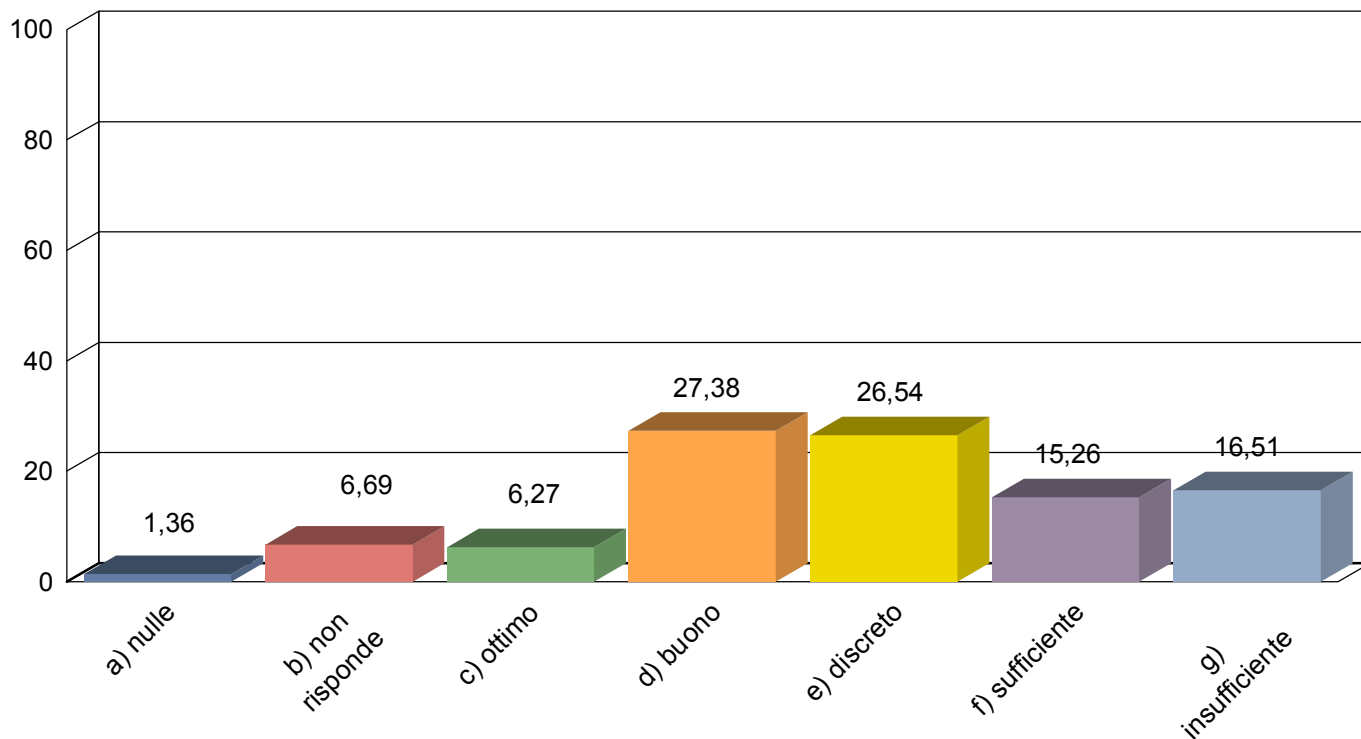


Rapidità nel fornire informazioni in caso di disservizio

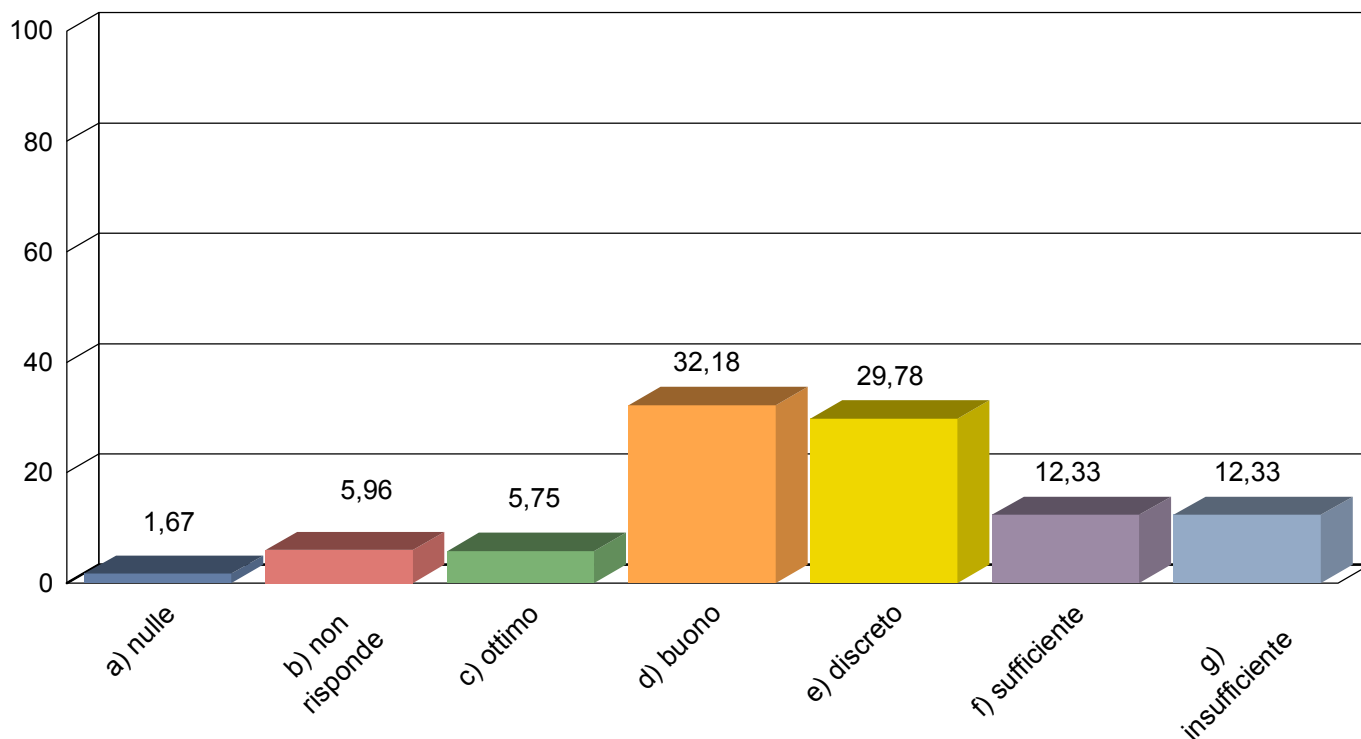




Pulizia interna e dei sedili

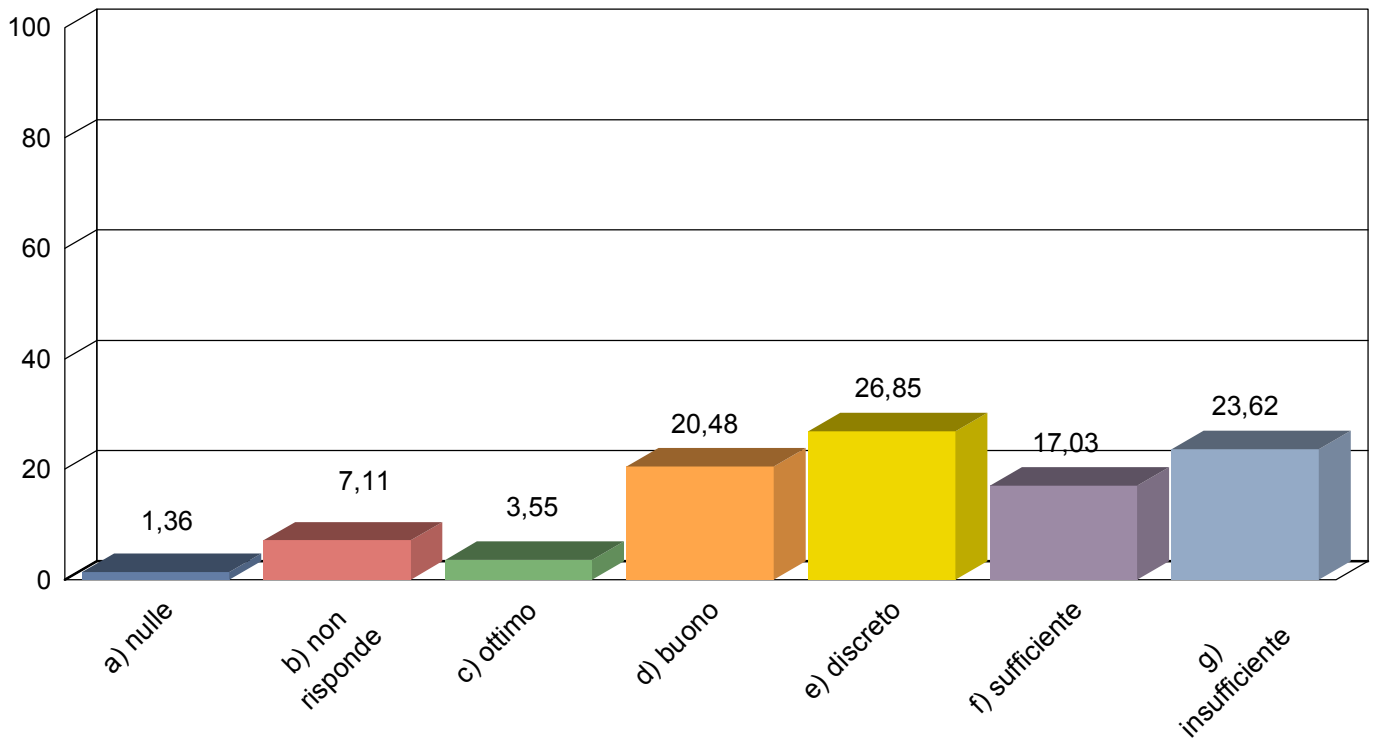


Pulizia esterna del mezzo

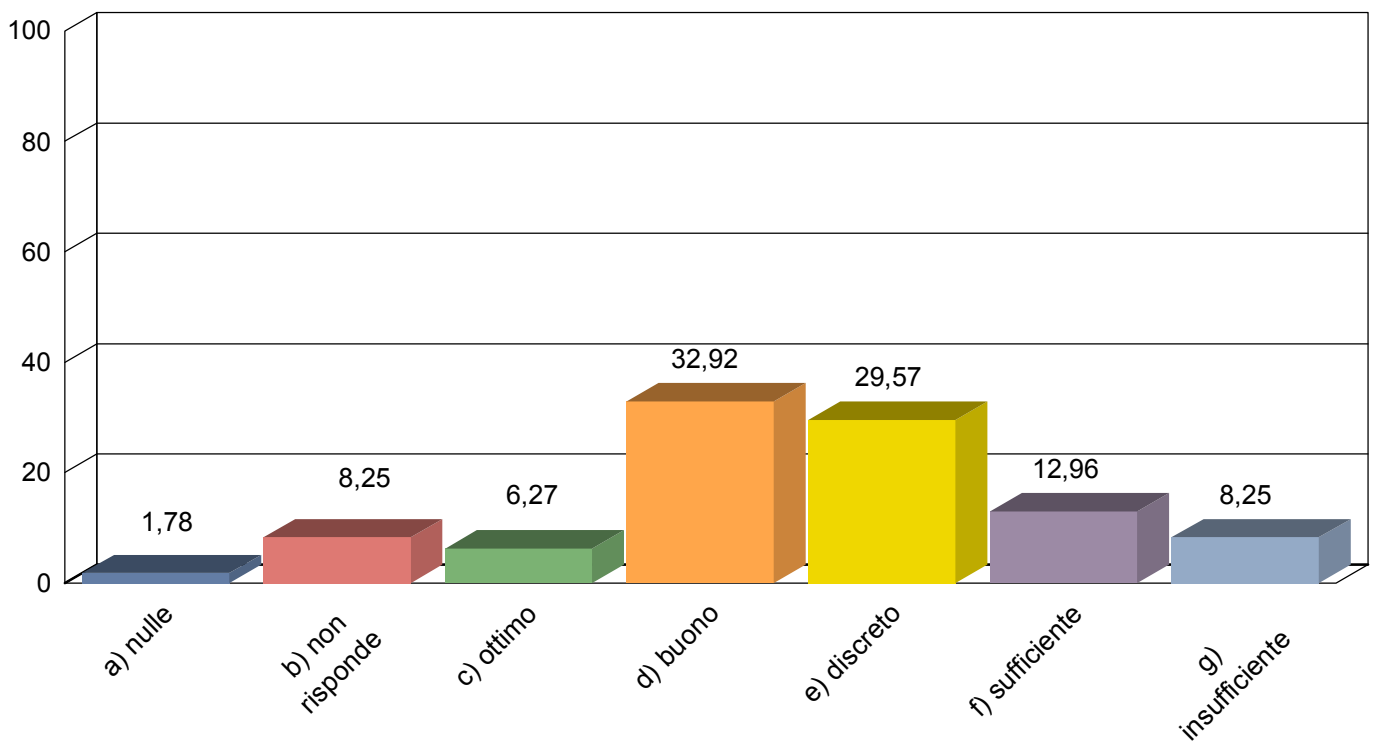




Comfort dei punti fermata (pensilina e sedute)

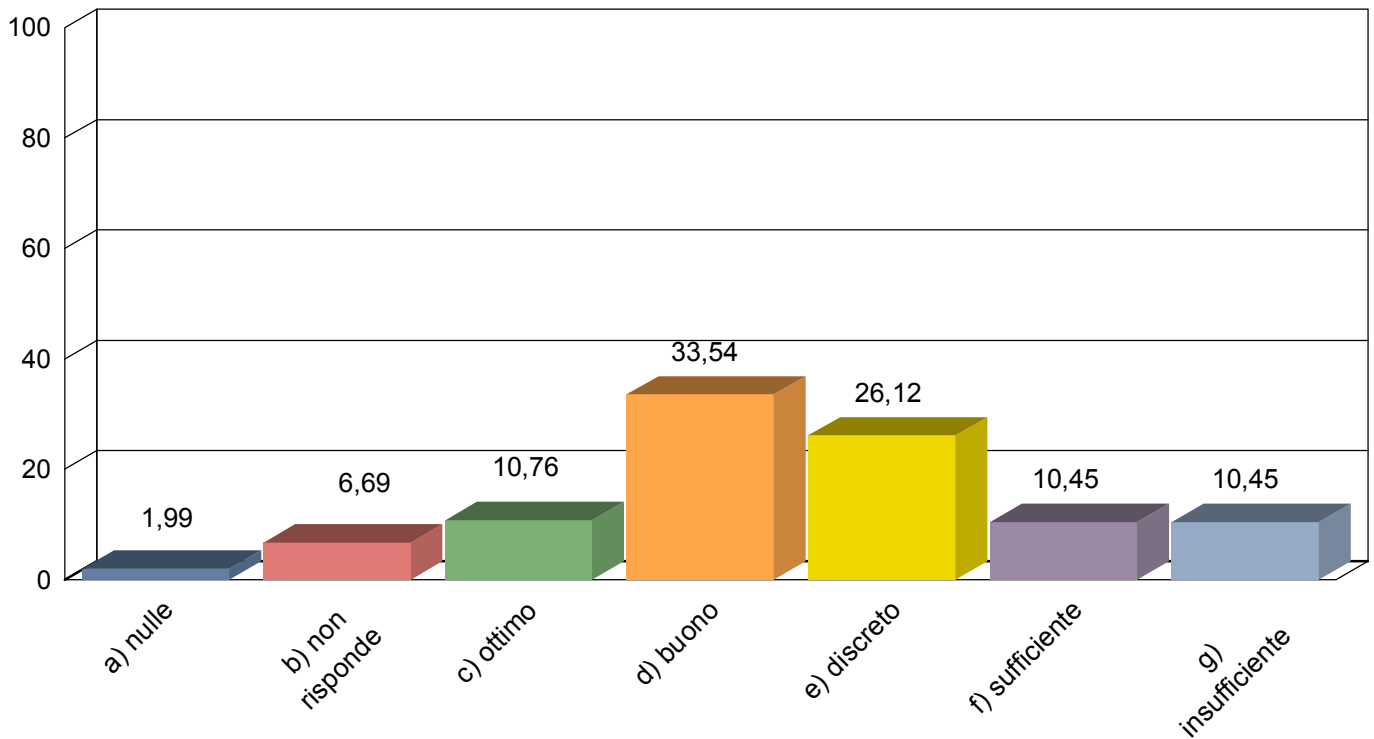


Segnalazione delle fermate

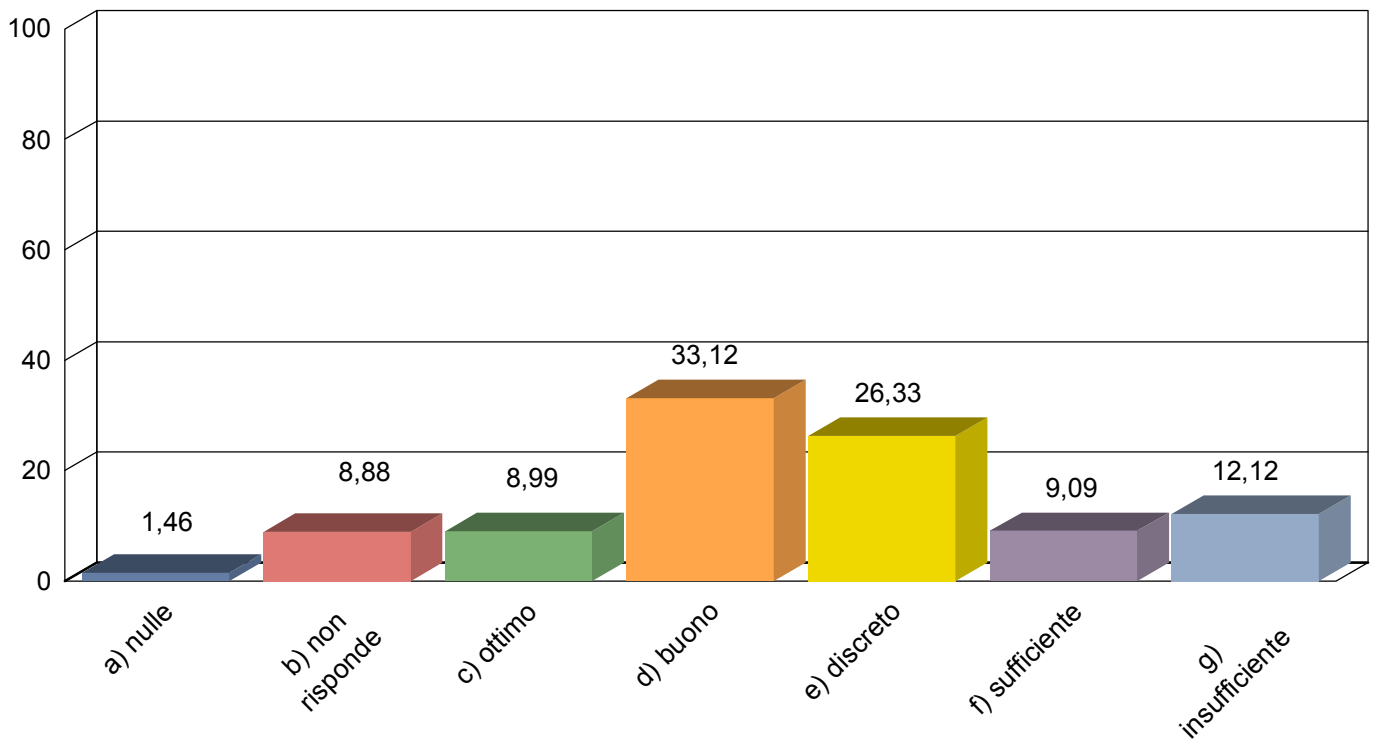




Efficienza climatizzazione estate / inverno

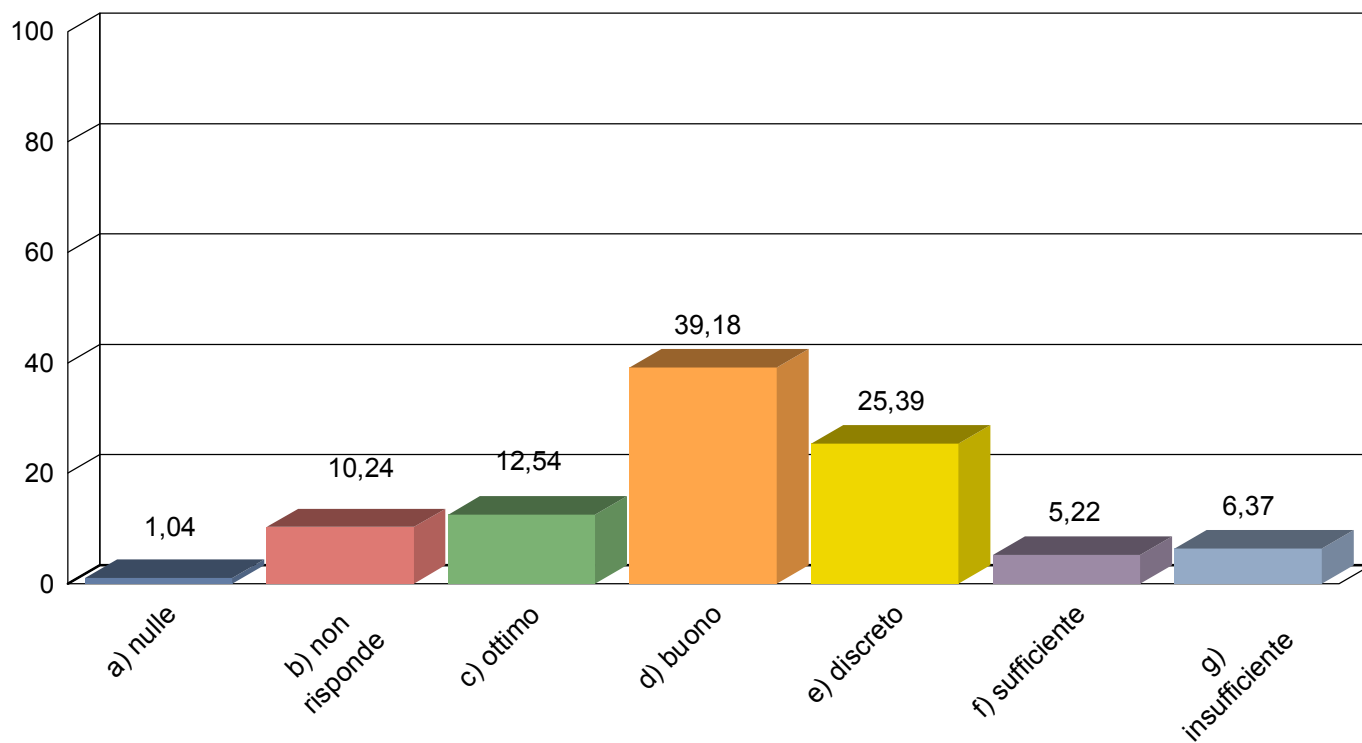


Sicurezza sul mezzo di persone e cose





Riconoscibilità del personale



Indagine conoscitiva sulla soddisfazione dei viaggiatori

Linea: **AUTOLINEE** Dicembre **2012**

