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**FERROTRAMVIARIA SPA**  
FERROVIE DEL NORD BARESE  
AUTOLINEE

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**Indagine conoscitiva sulla soddisfazione dei viaggiatori della ferrovia**

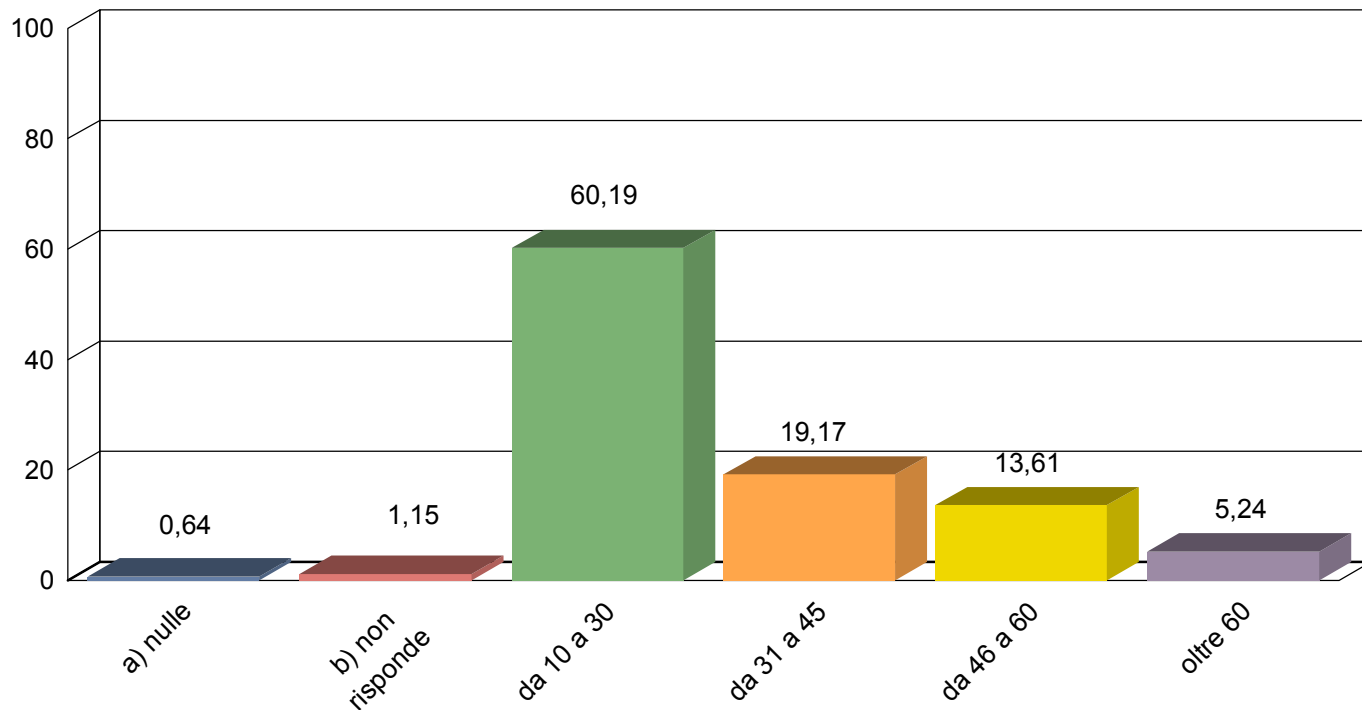
**dicembre 2012**

**(campione esaminato: 3130 viaggiatori)**





## Età



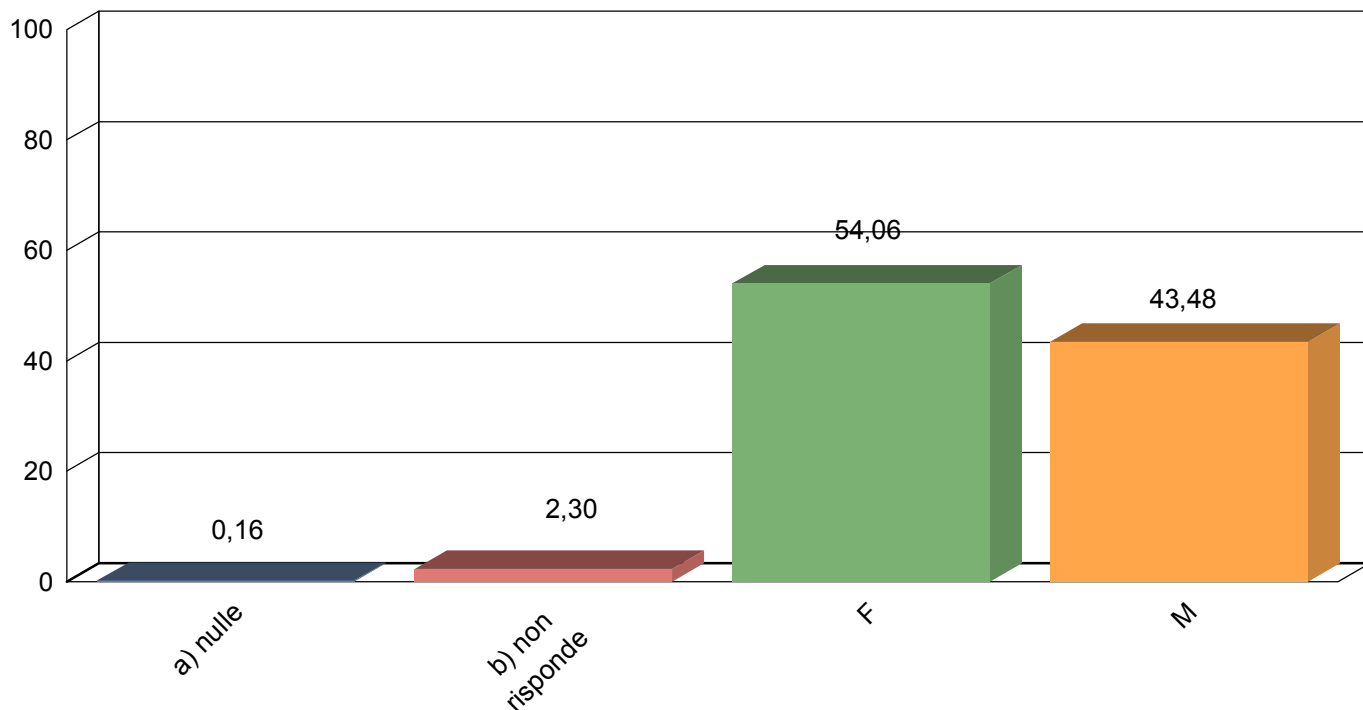
# Indagine conoscitiva sulla soddisfazione dei viaggiatori

Linea: **FERROVIA**

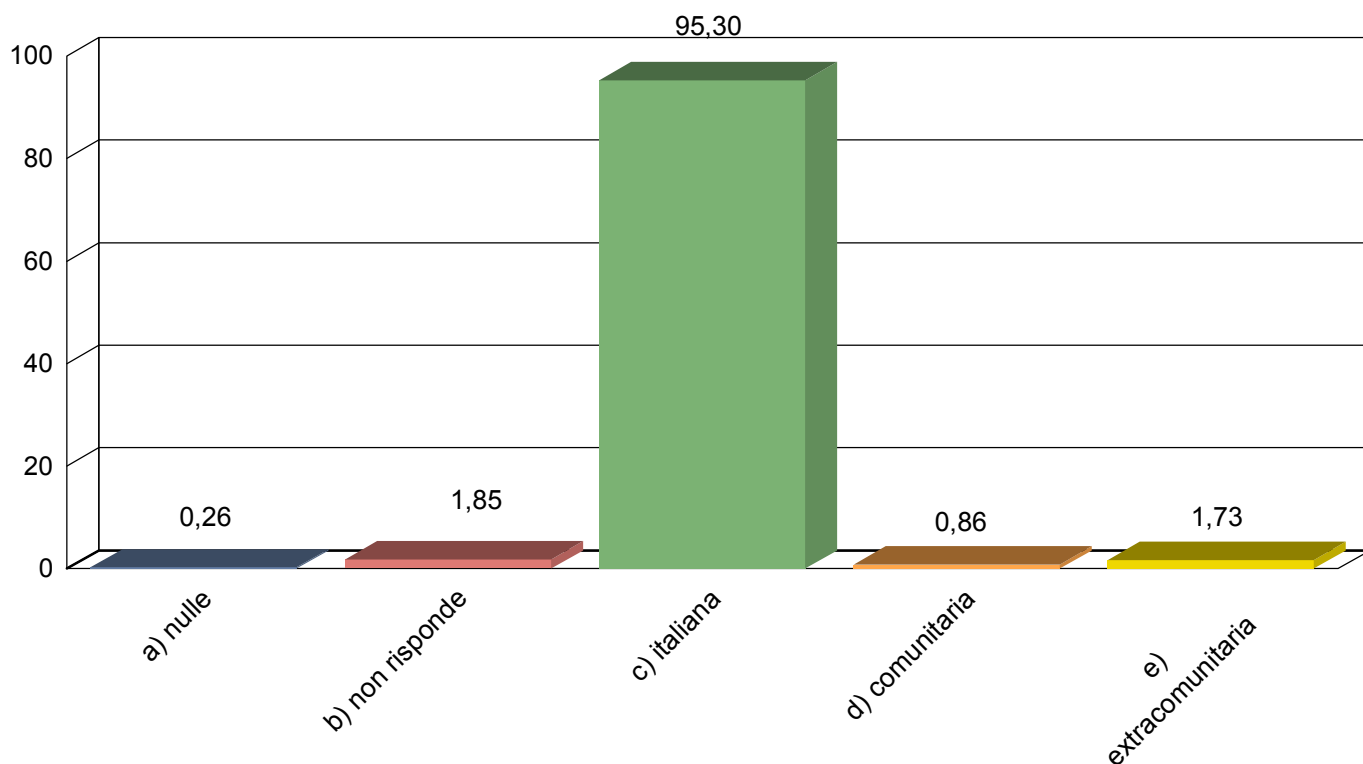
Dicembre **2012**



## Sesso

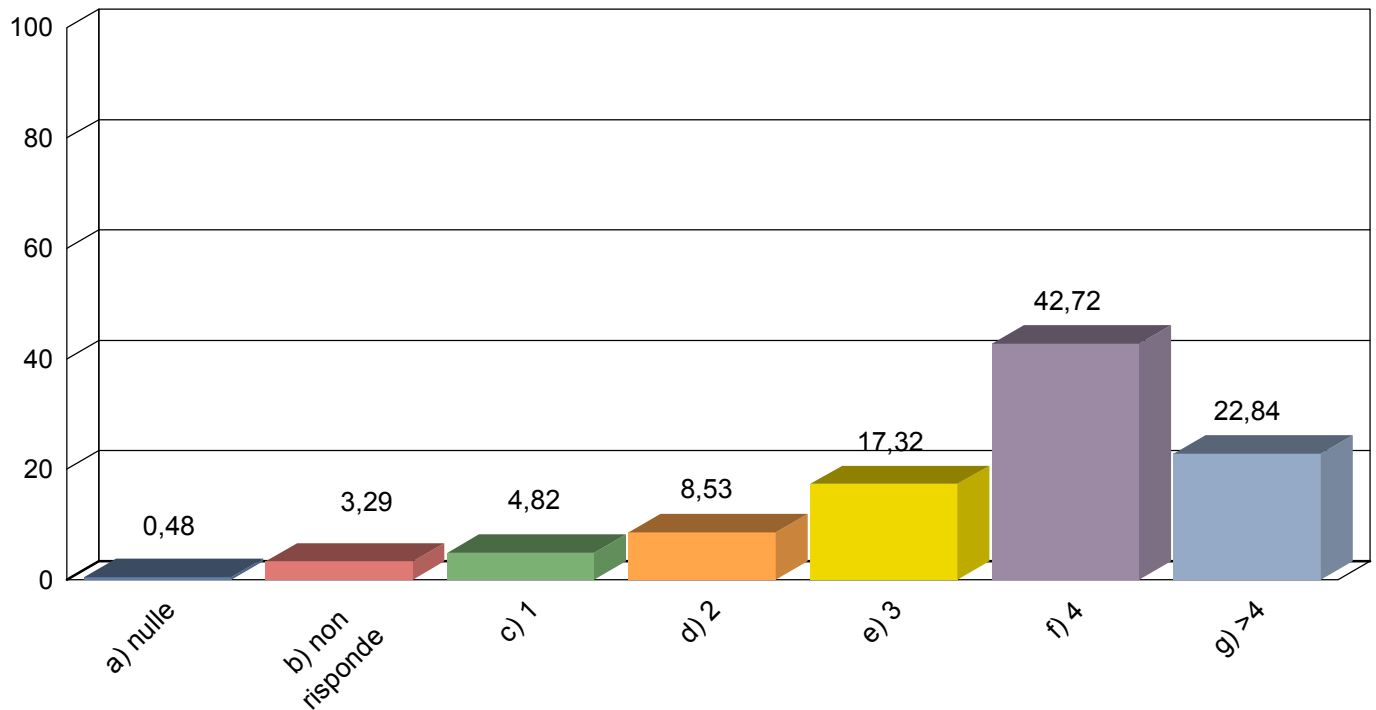


## Nazionalità

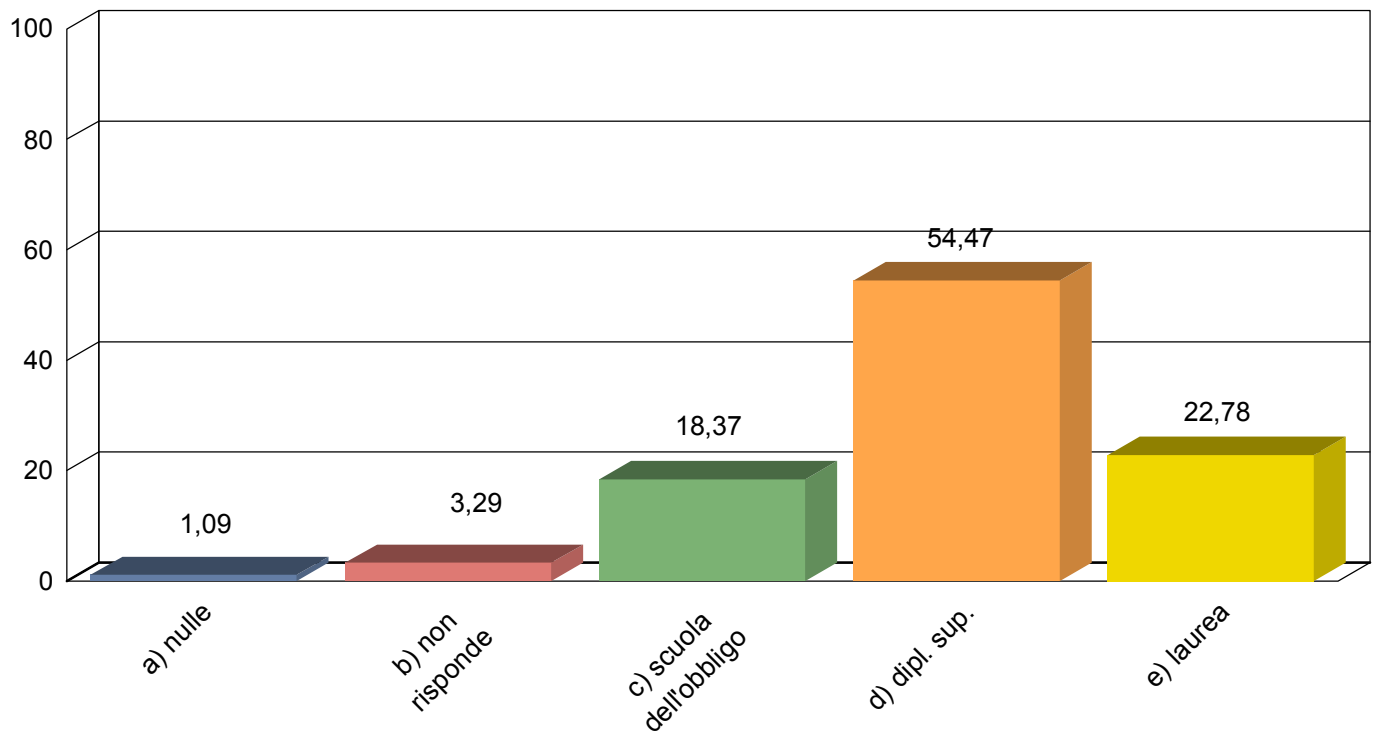




## Nucleo familiare

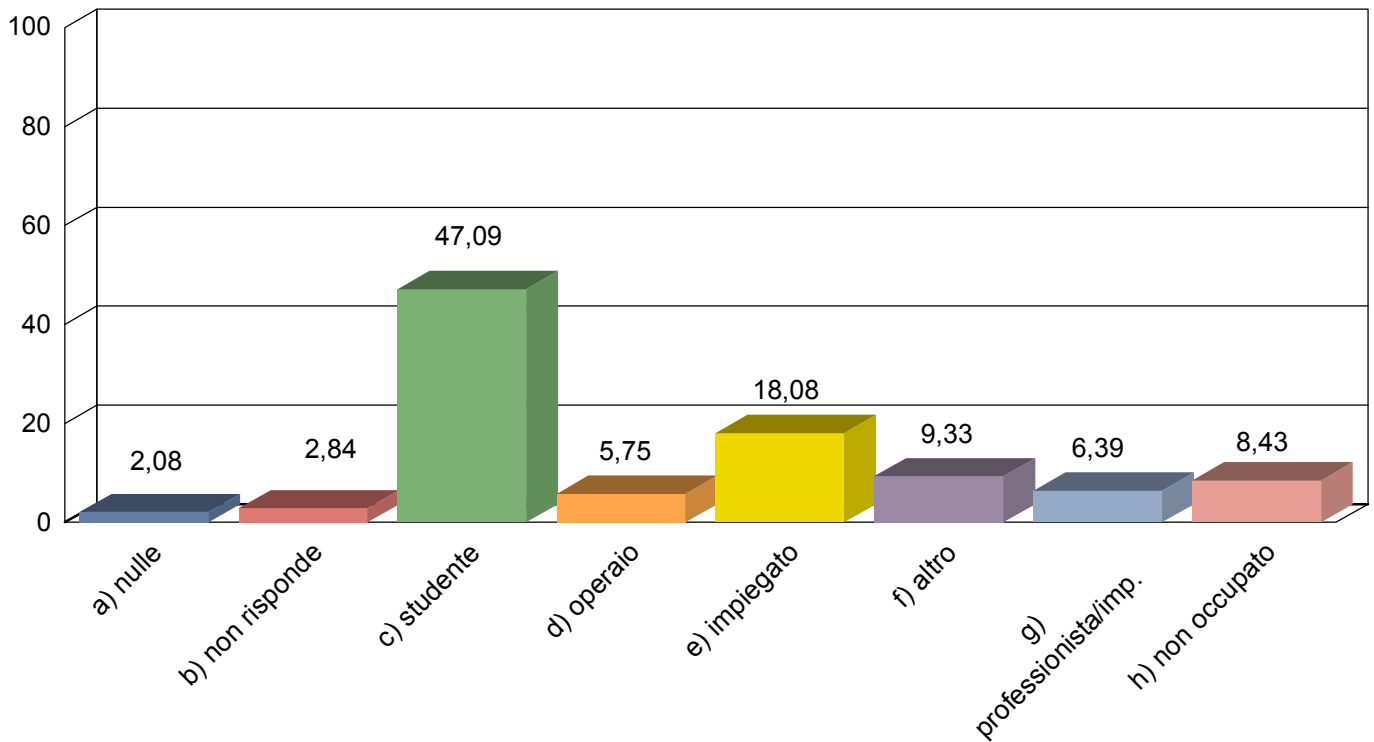


## Titolo di studio

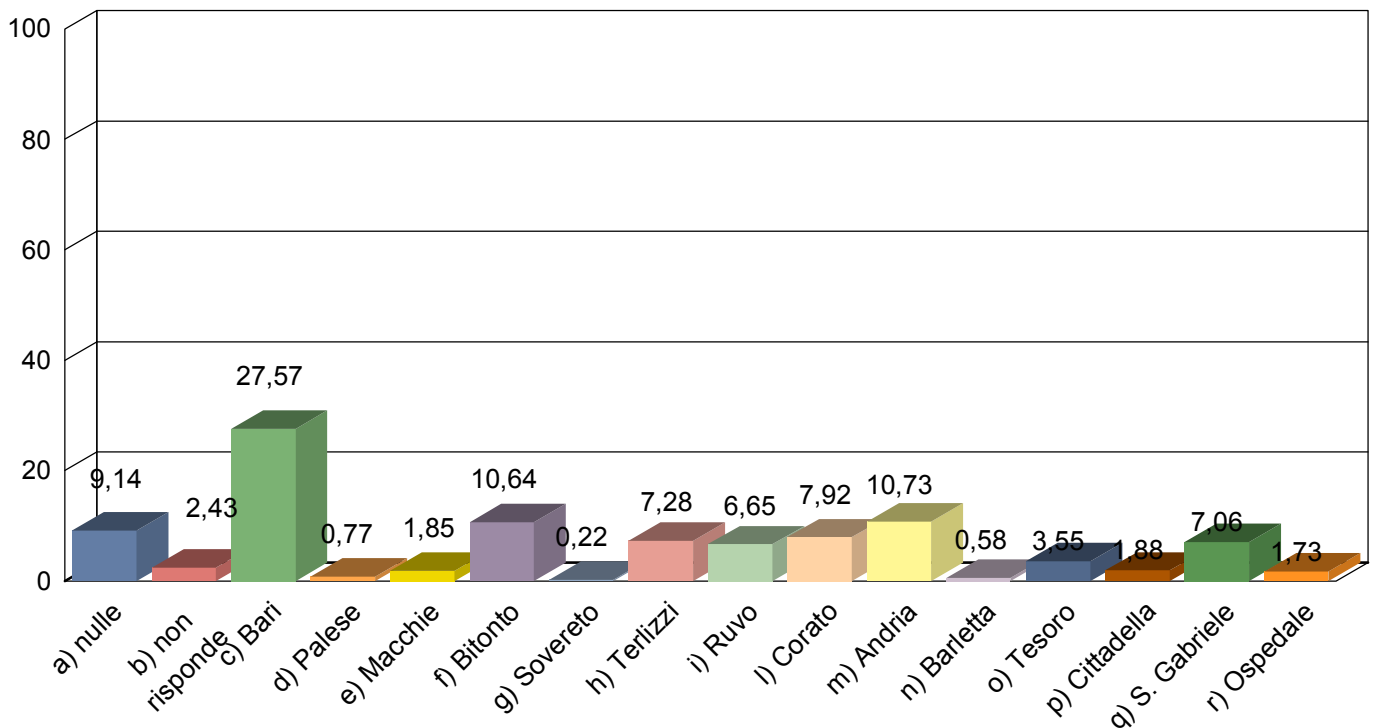




## Occupazione

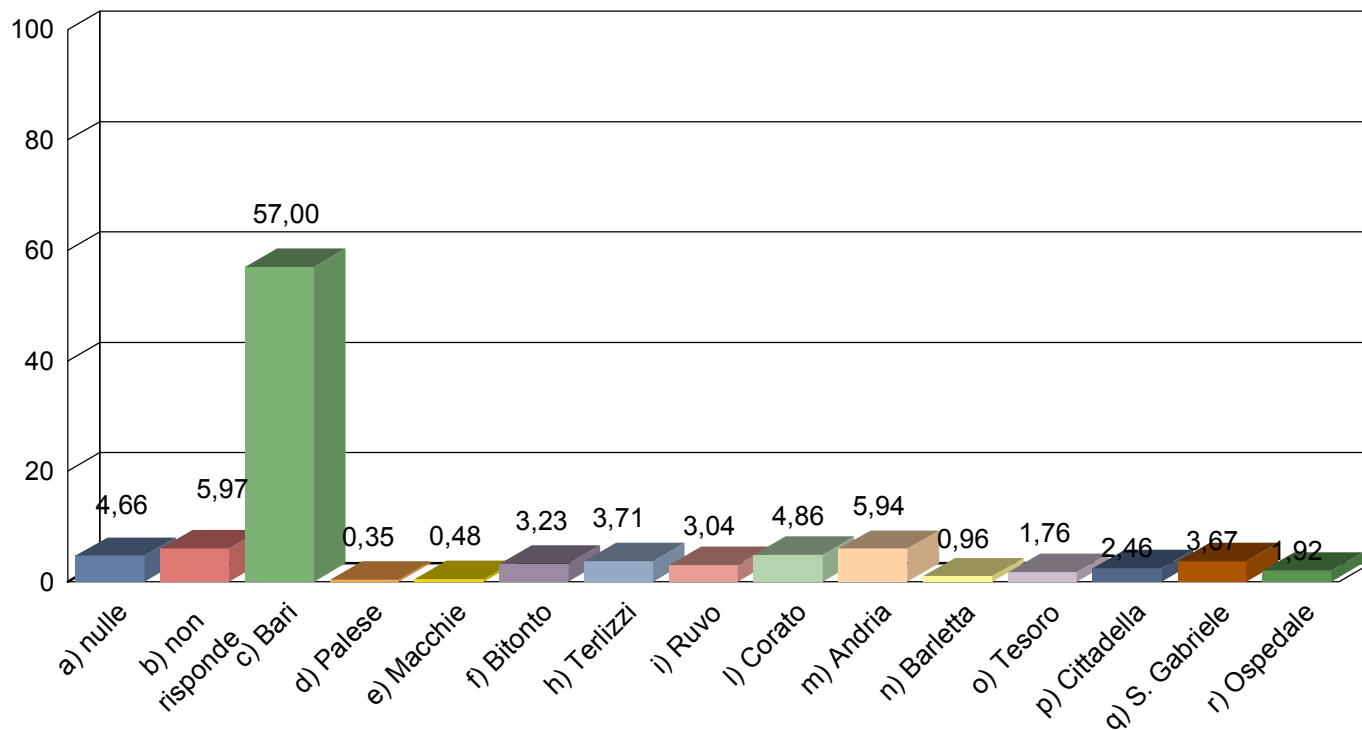


## Città di partenza di questo viaggio

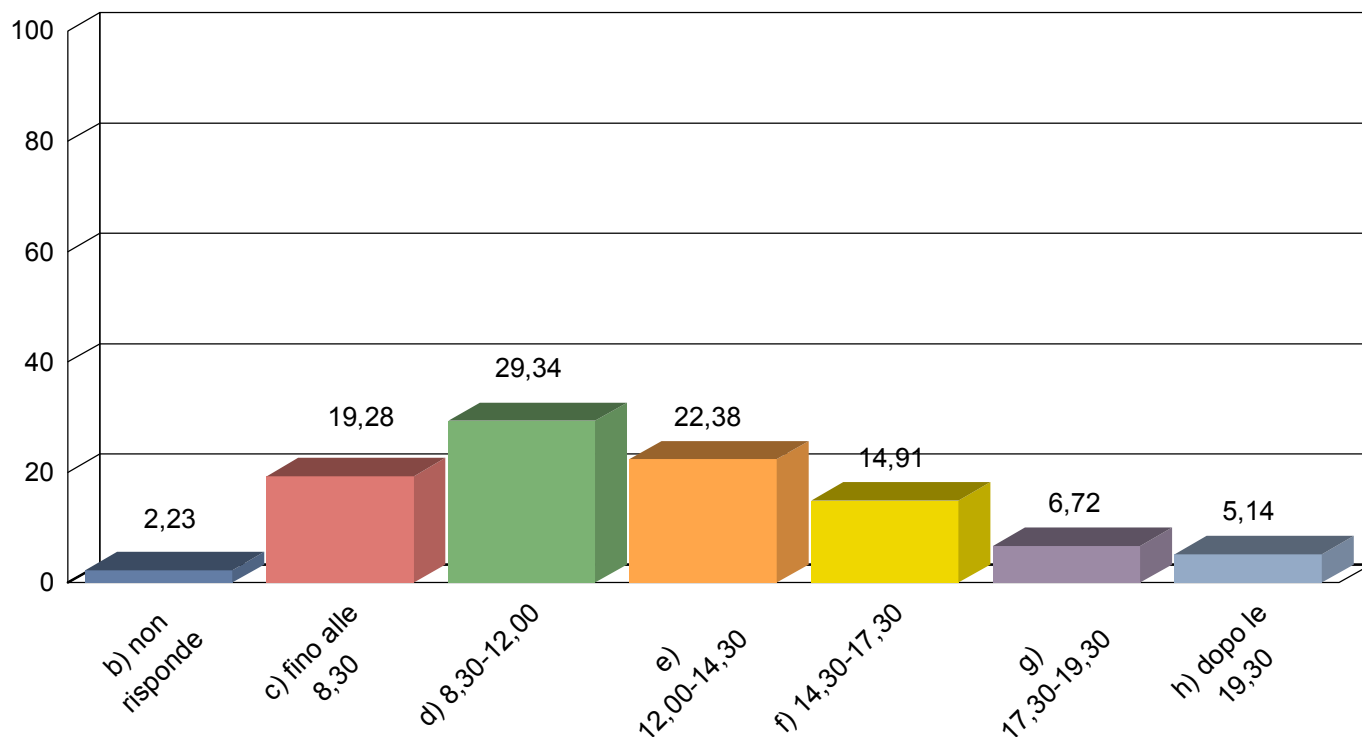




## Città di arrivo di questo viaggio

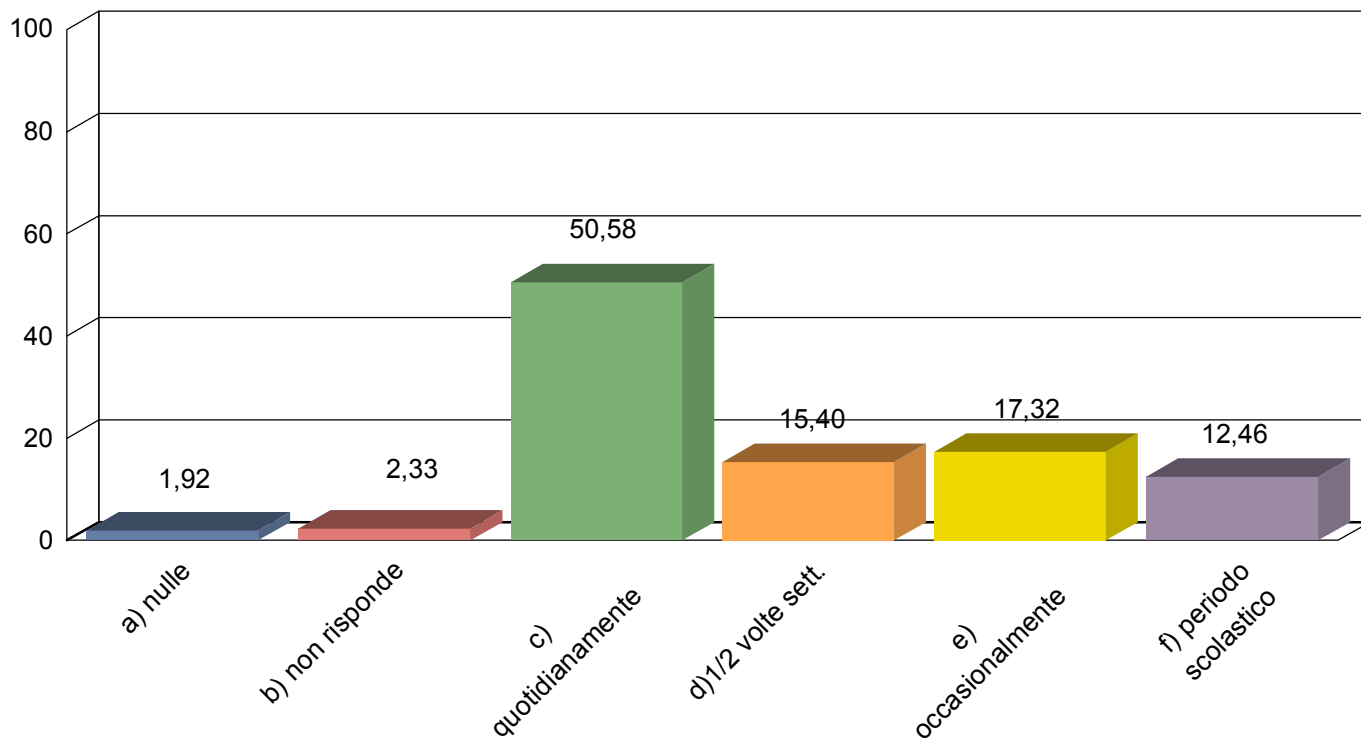


## In quale fascia oraria effettua questo viaggio

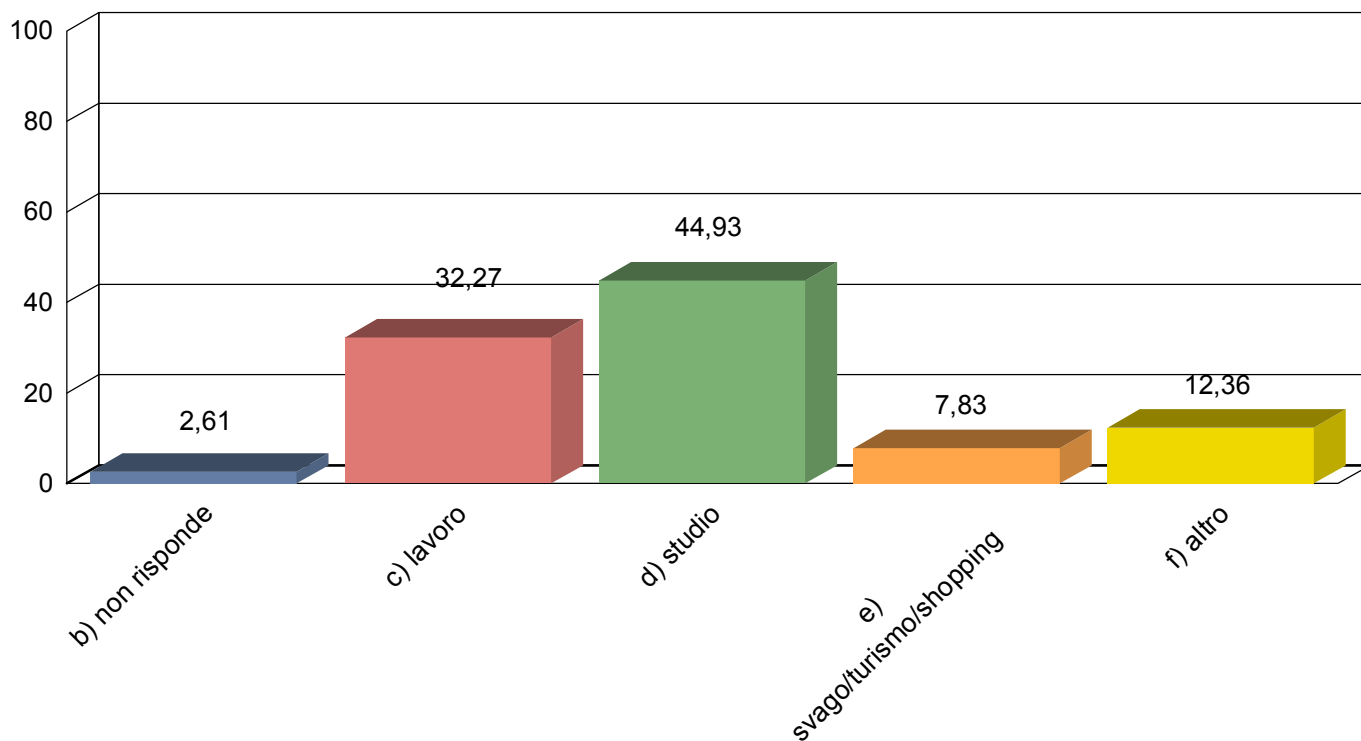




## Frequenza d'utilizzo

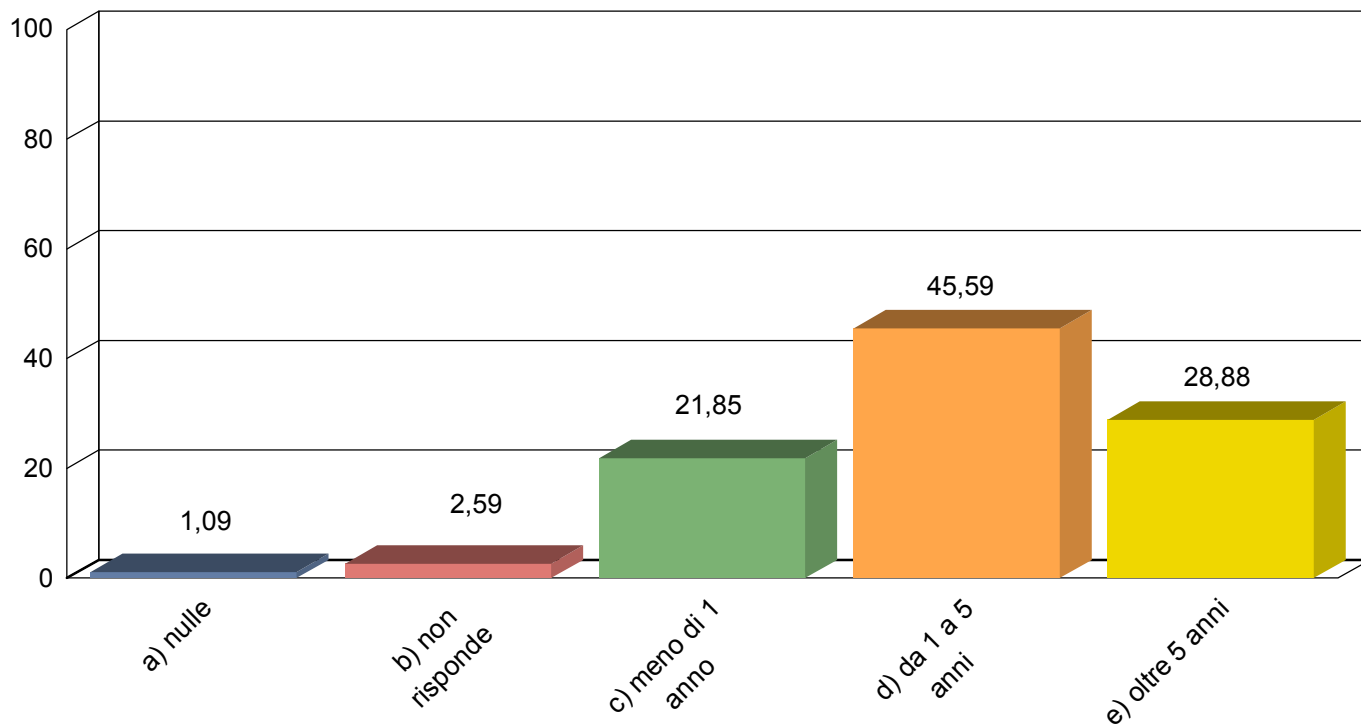


## Scopo del viaggio

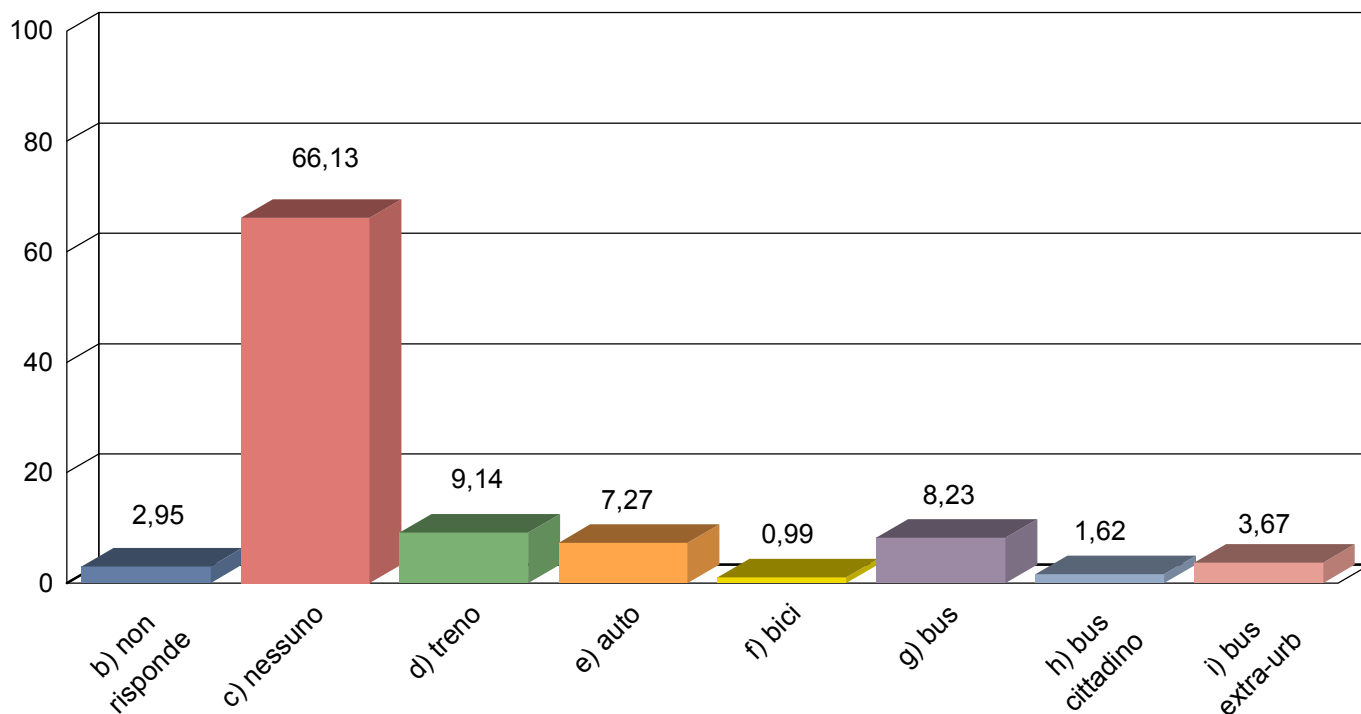




## Da quanto tempo utilizza il treno



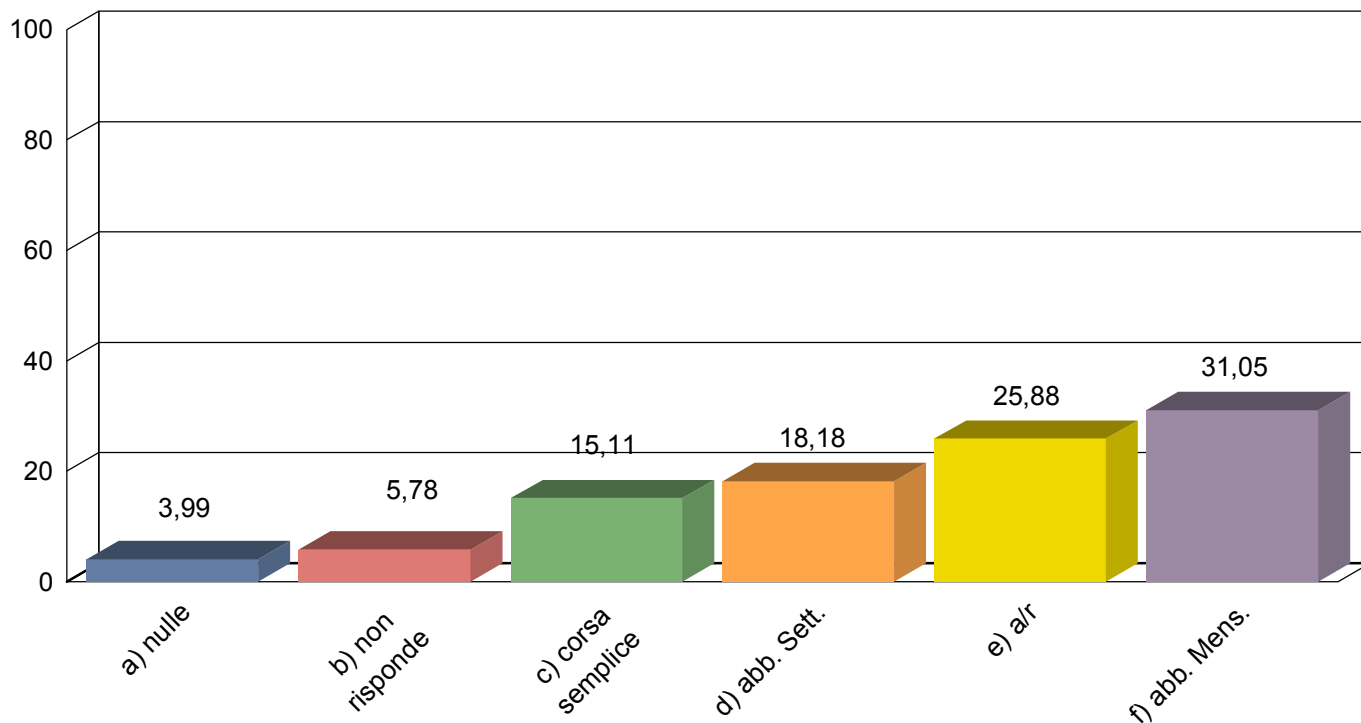
## Con che mezzi prosegue questo viaggio



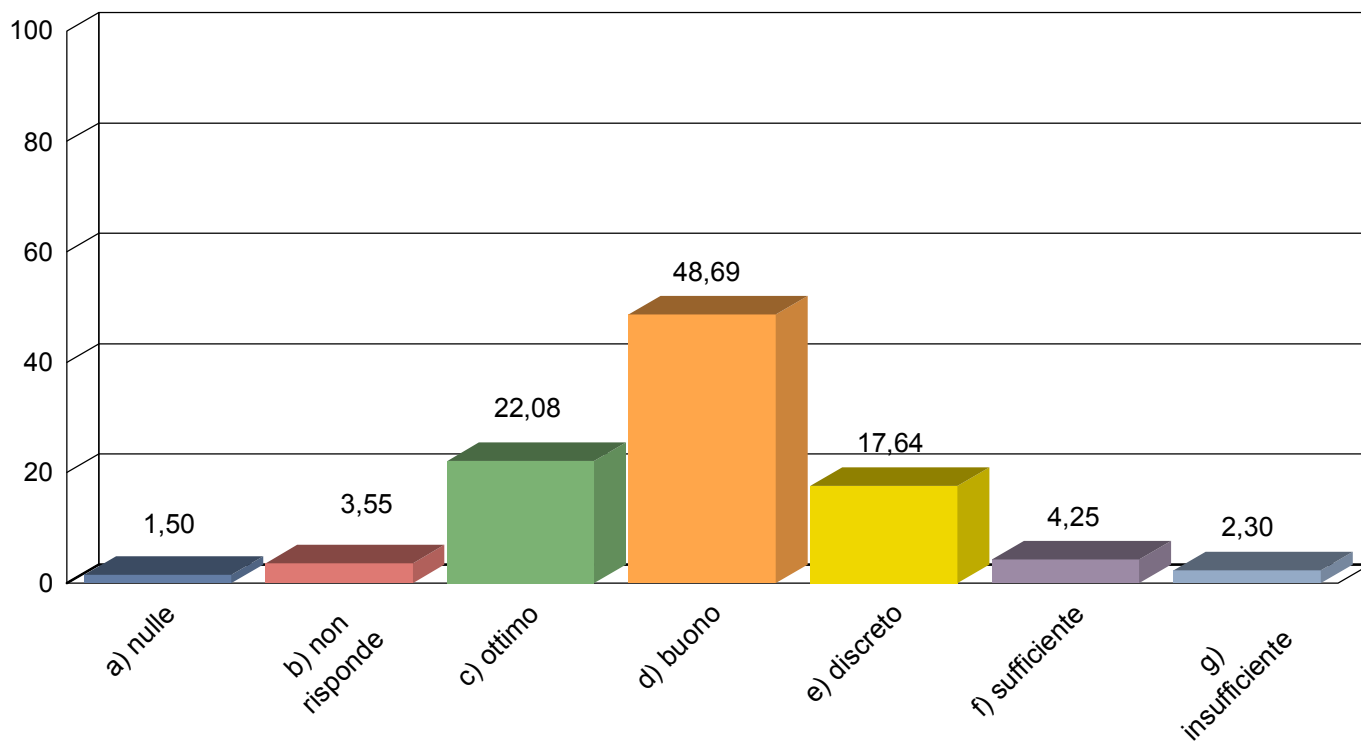




## Tipo di biglietto utilizzato

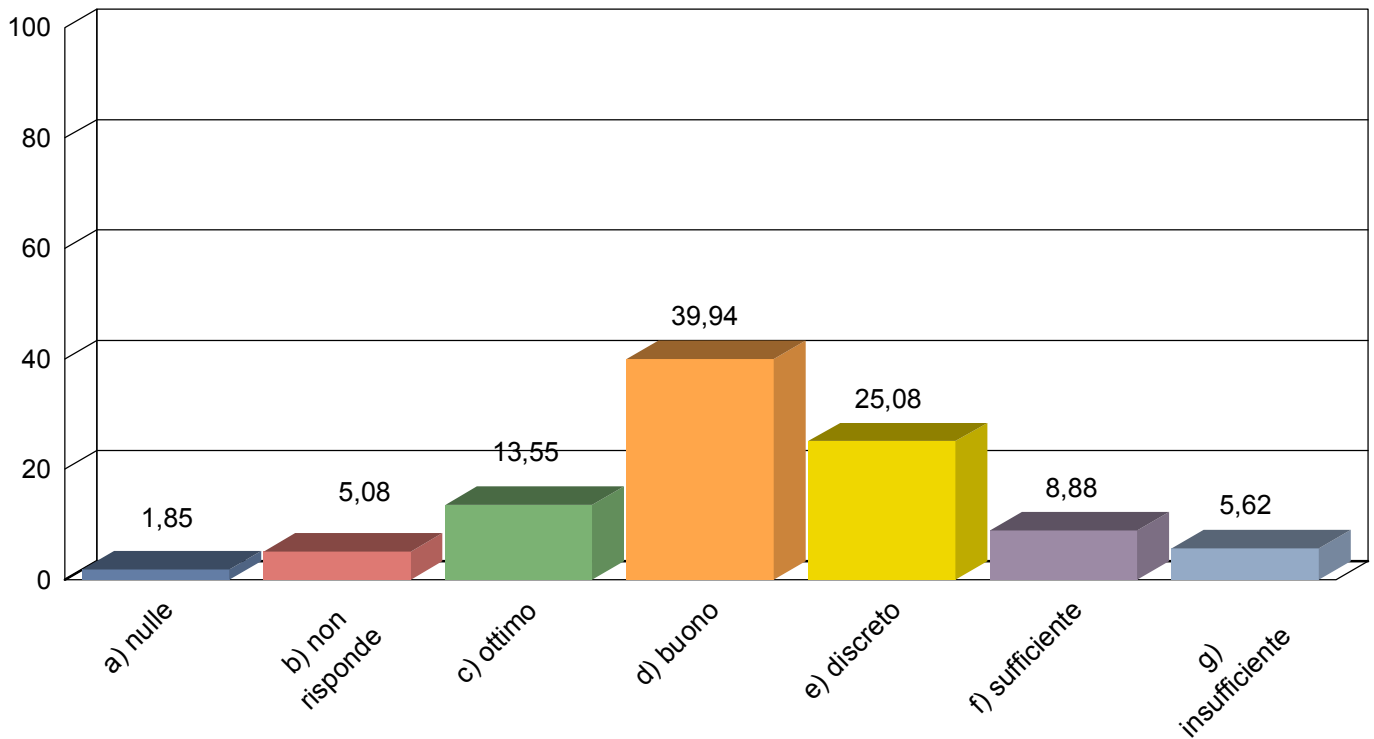


## Puntualità e regolarità delle corse

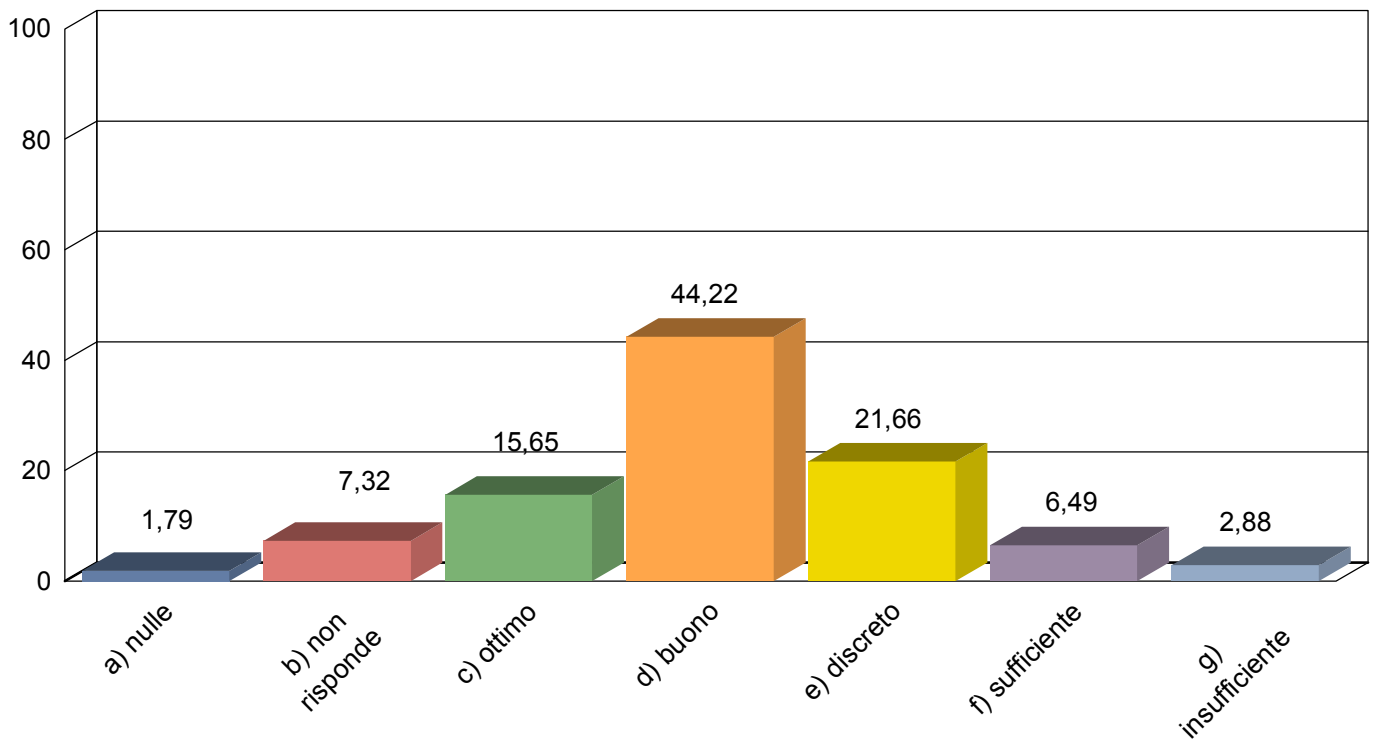




## Frequenza delle corse

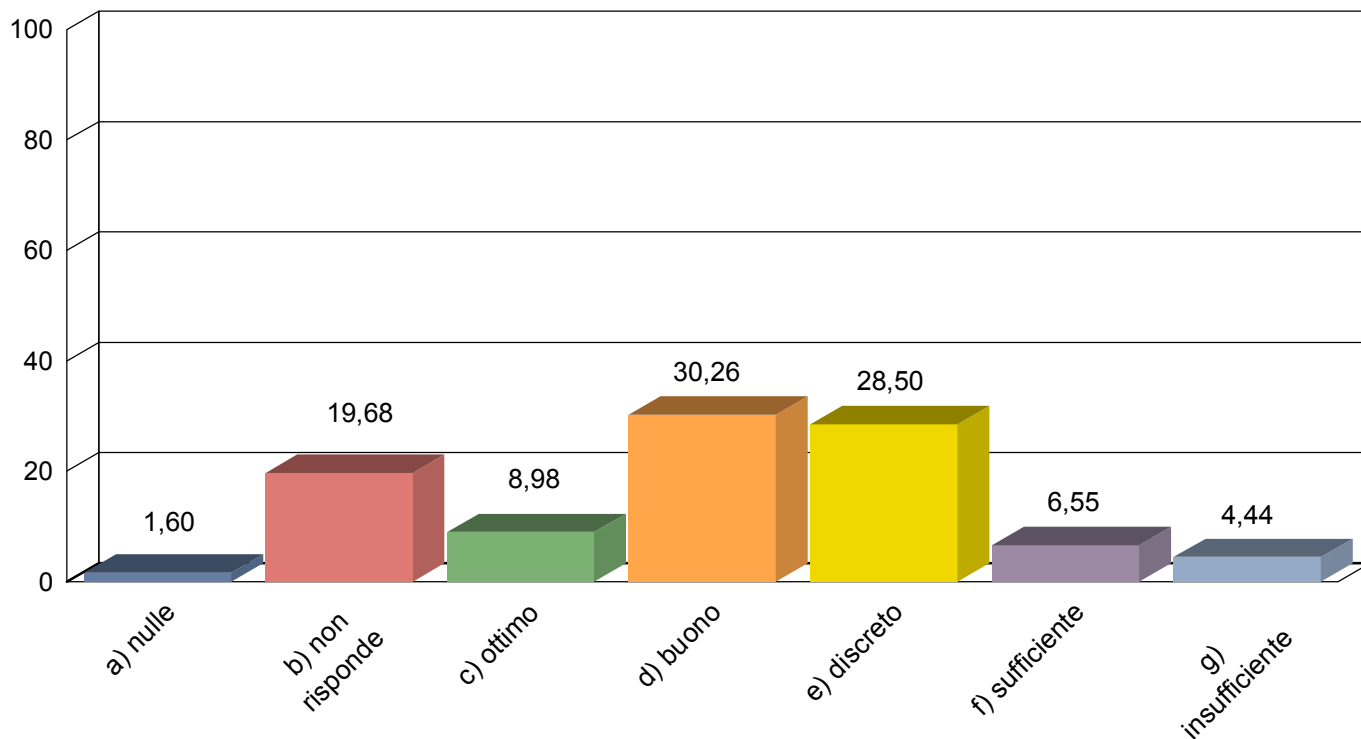


## Tempi di percorrenza

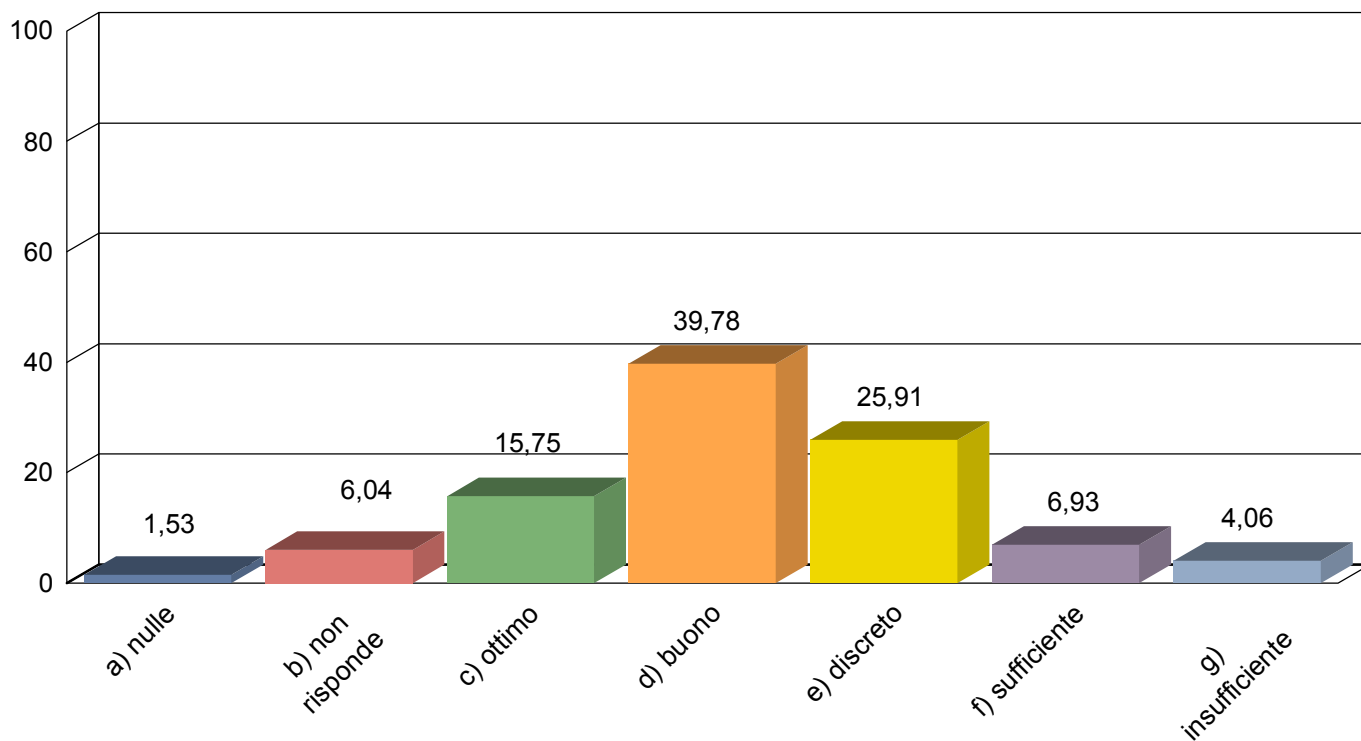




## Coincidenze con altri mezzi di trasporto

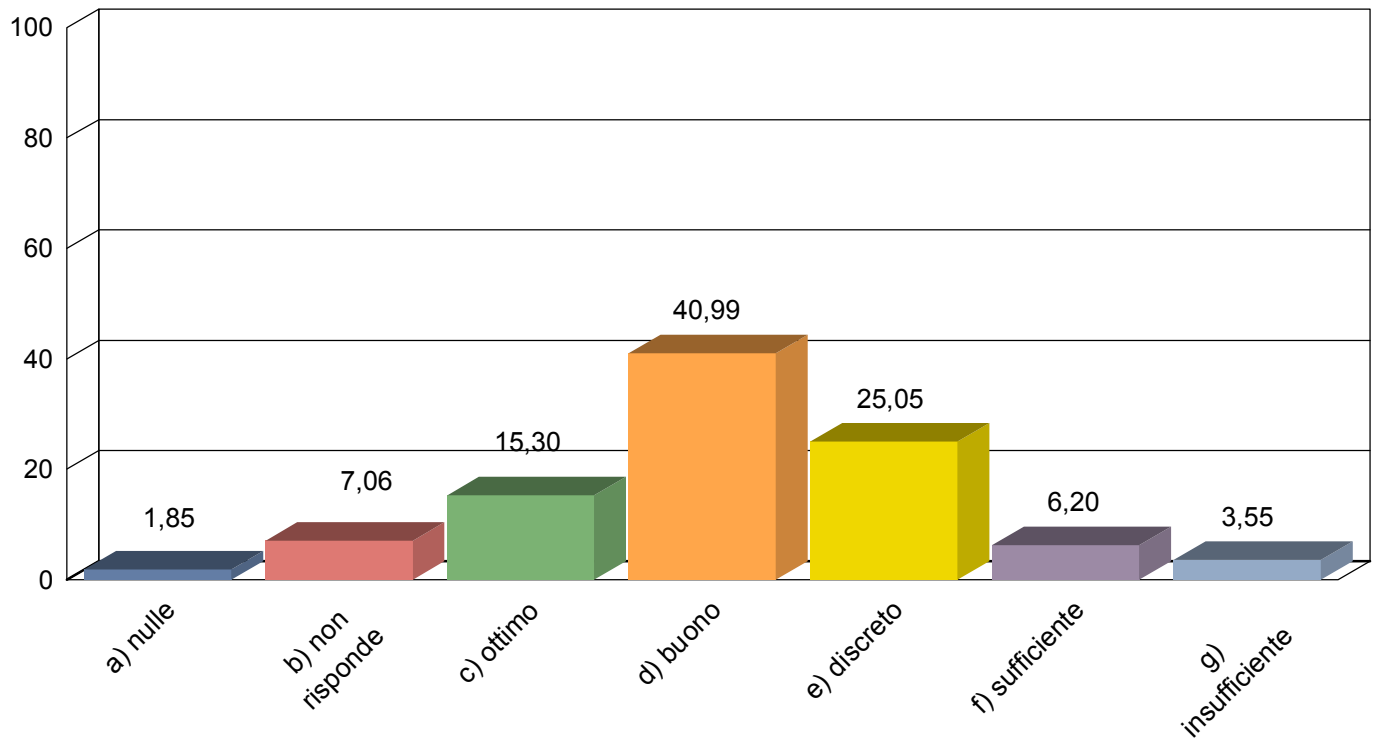


## Informazioni nelle stazioni

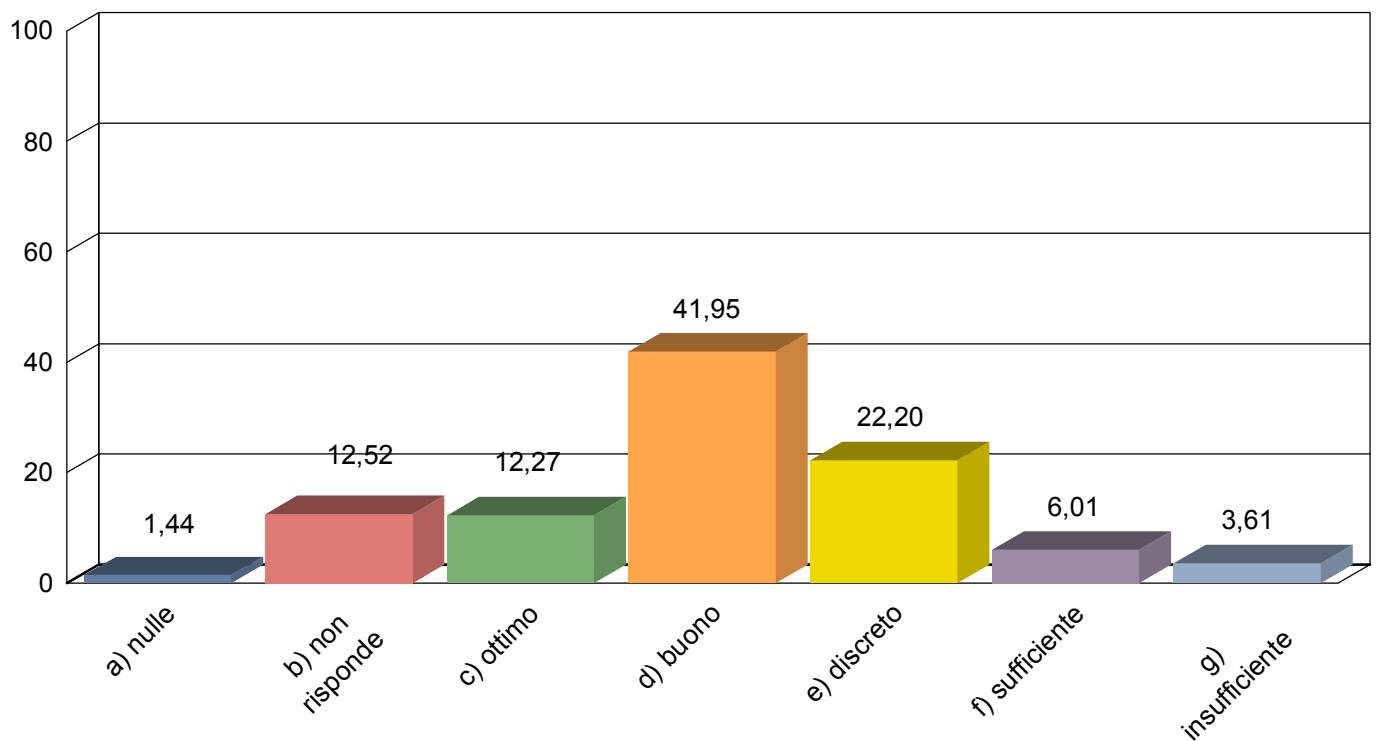




## Informazioni a bordo

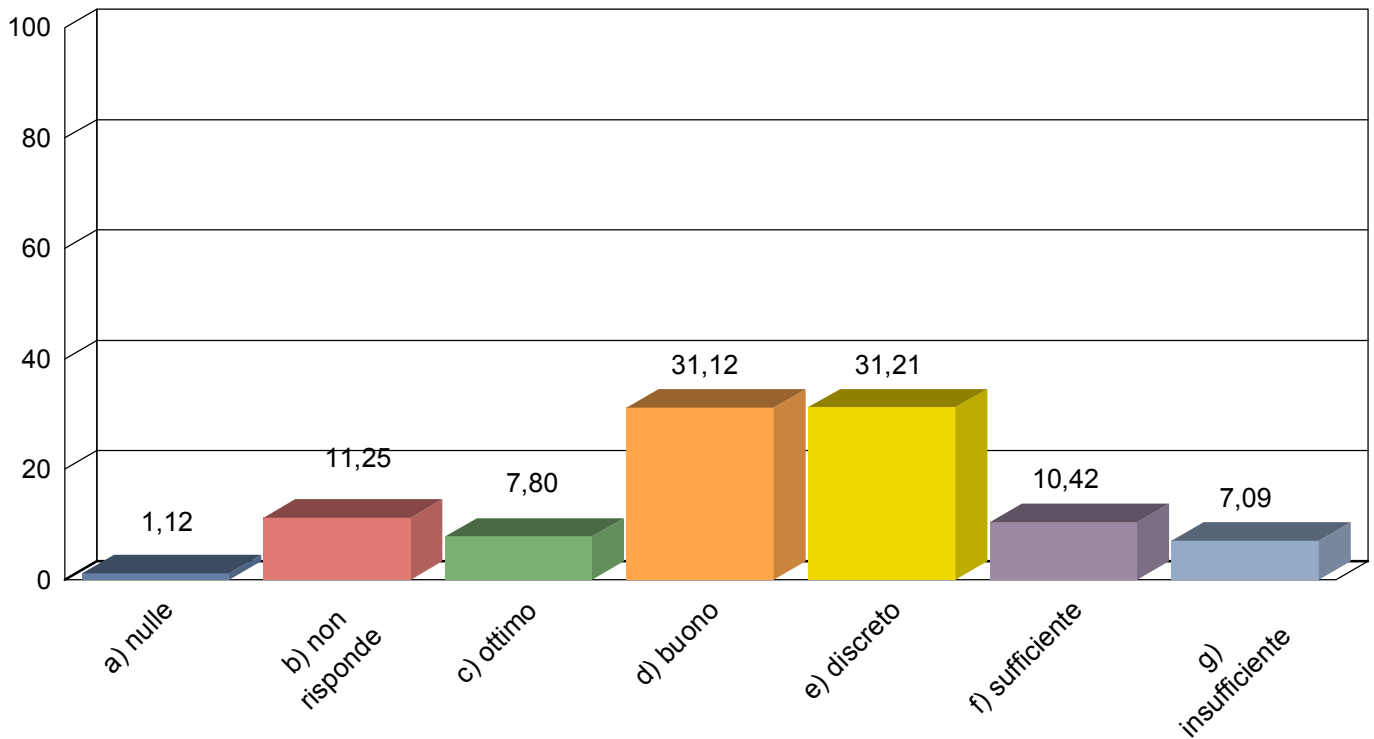


## Informazioni via web (sito, carta servizi, etc.)

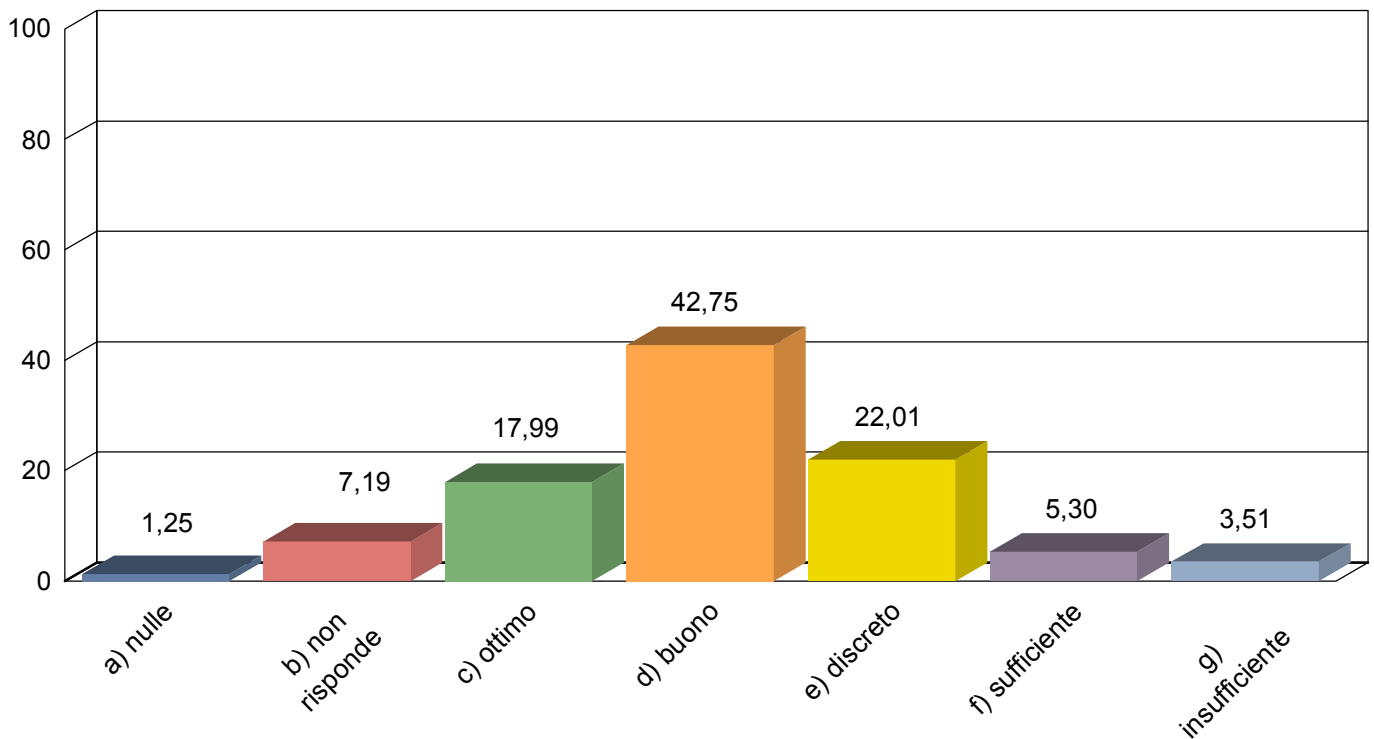




## Rapidità nel fornire informazioni in caso di disservizio

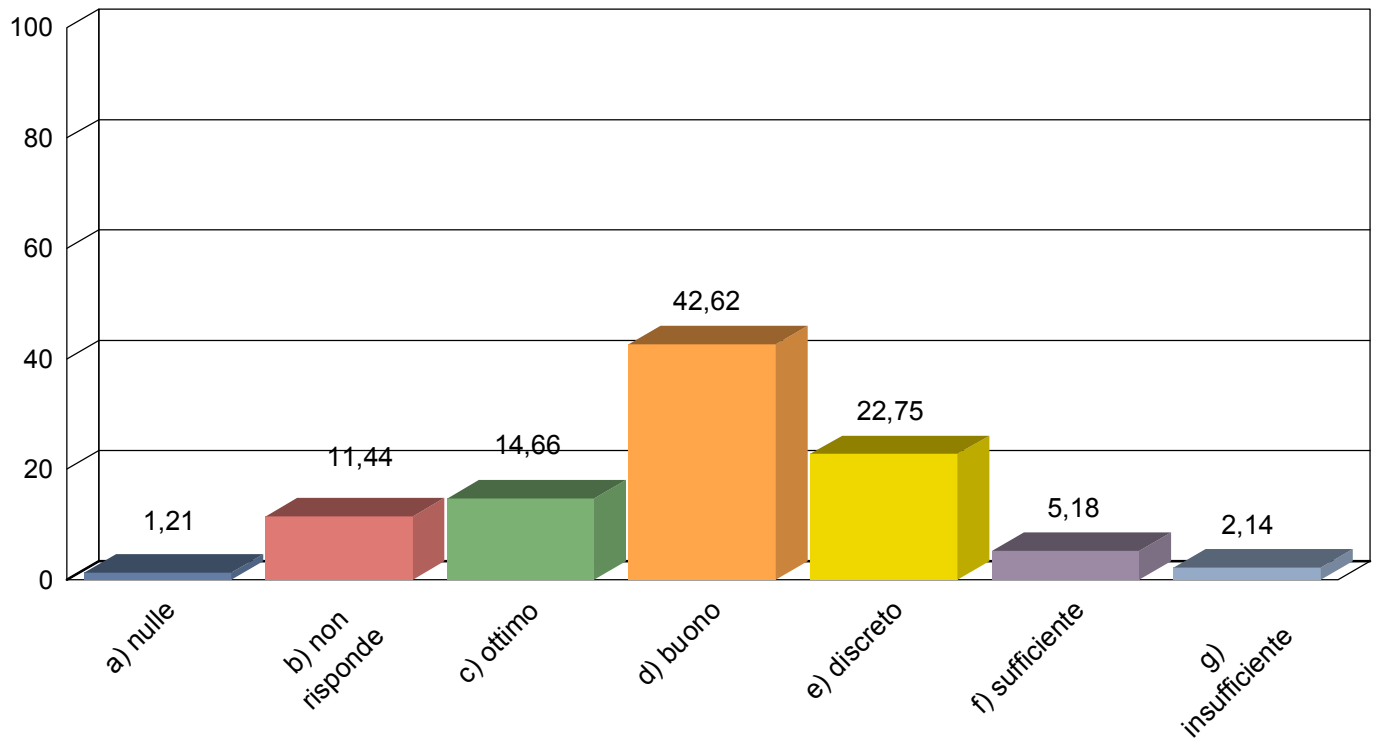


## Reperibilità orari e tariffe

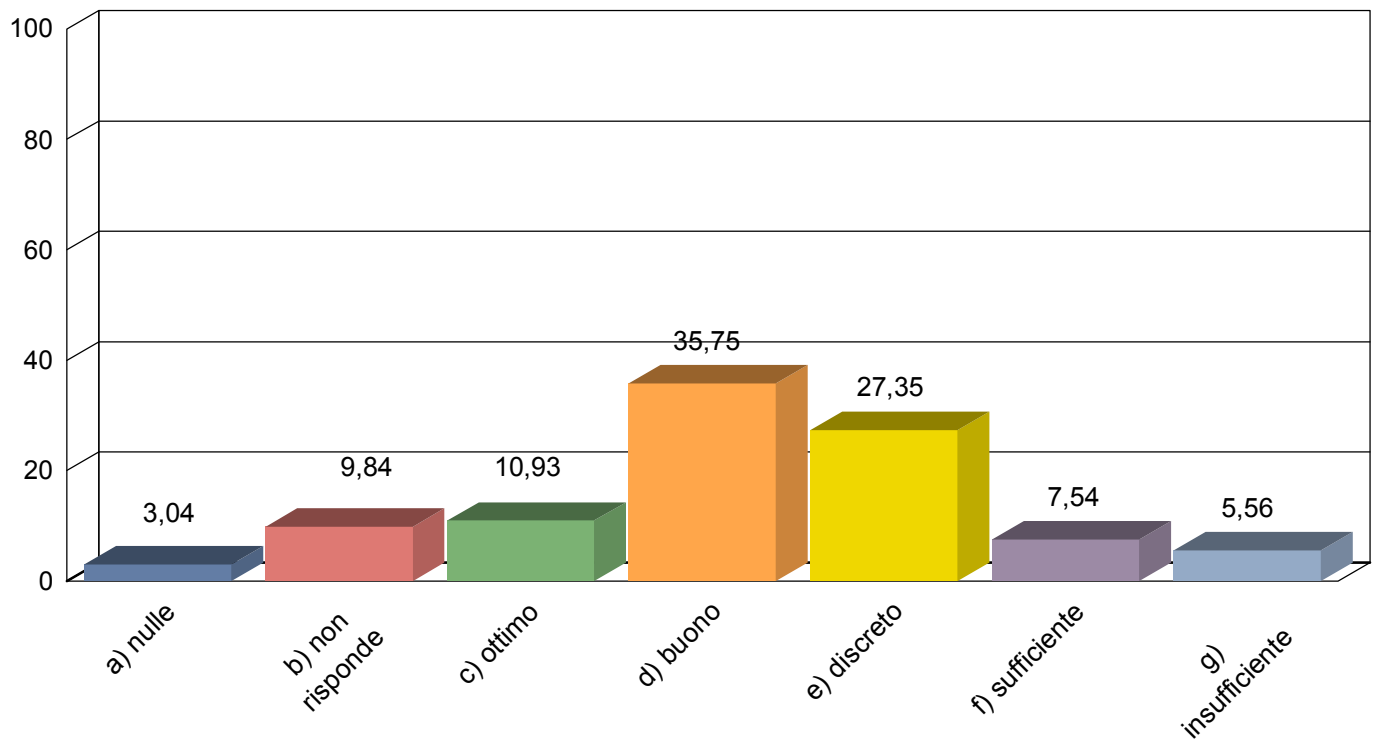




## Reperibilità titoli di viaggio

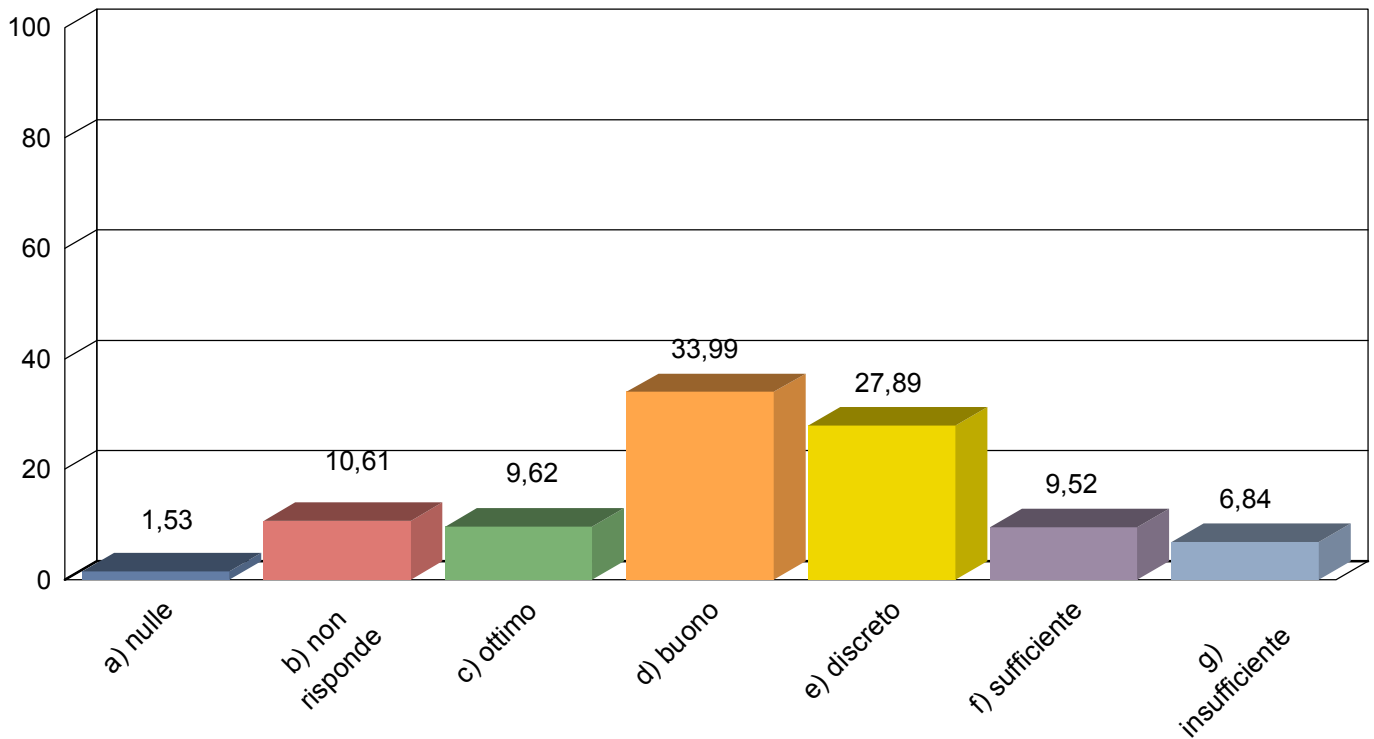


## Frequenza servizio nei giorni feriali

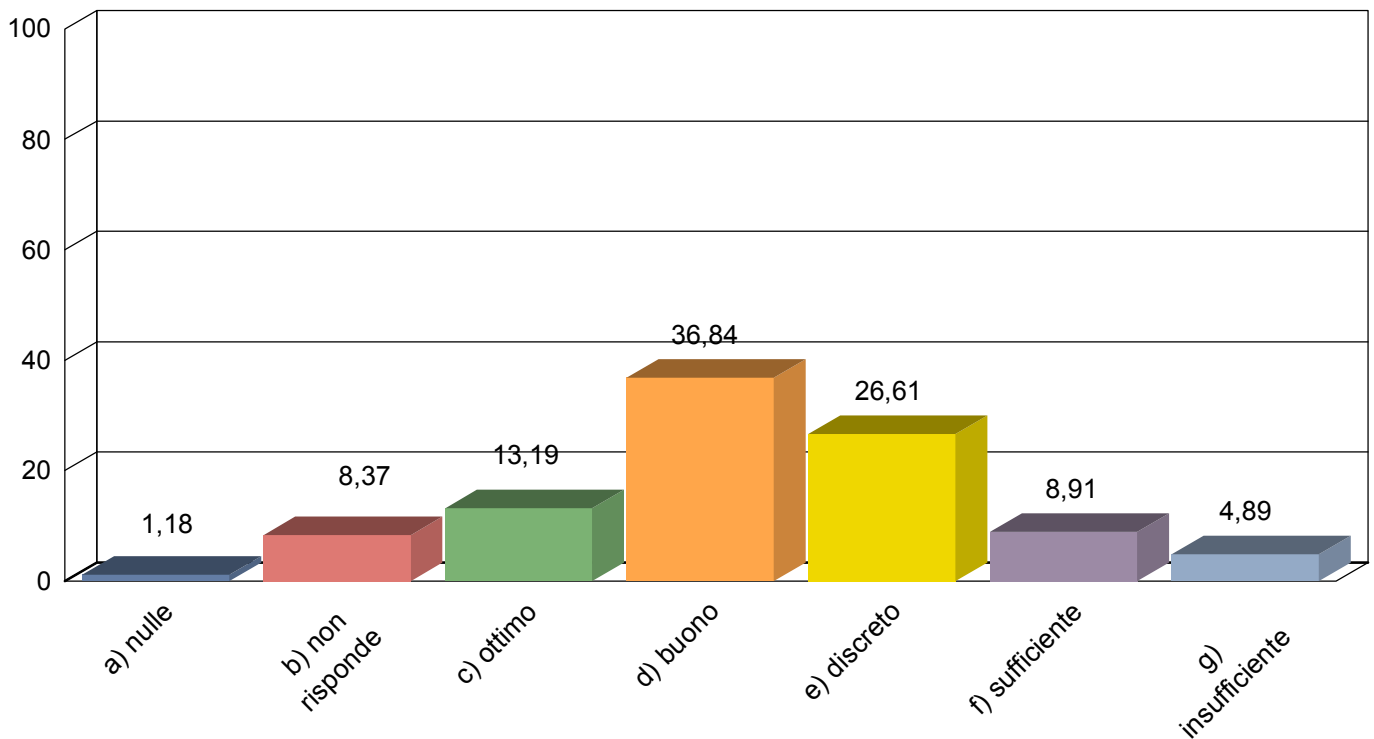




## Copertura del servizio in estate e festivi

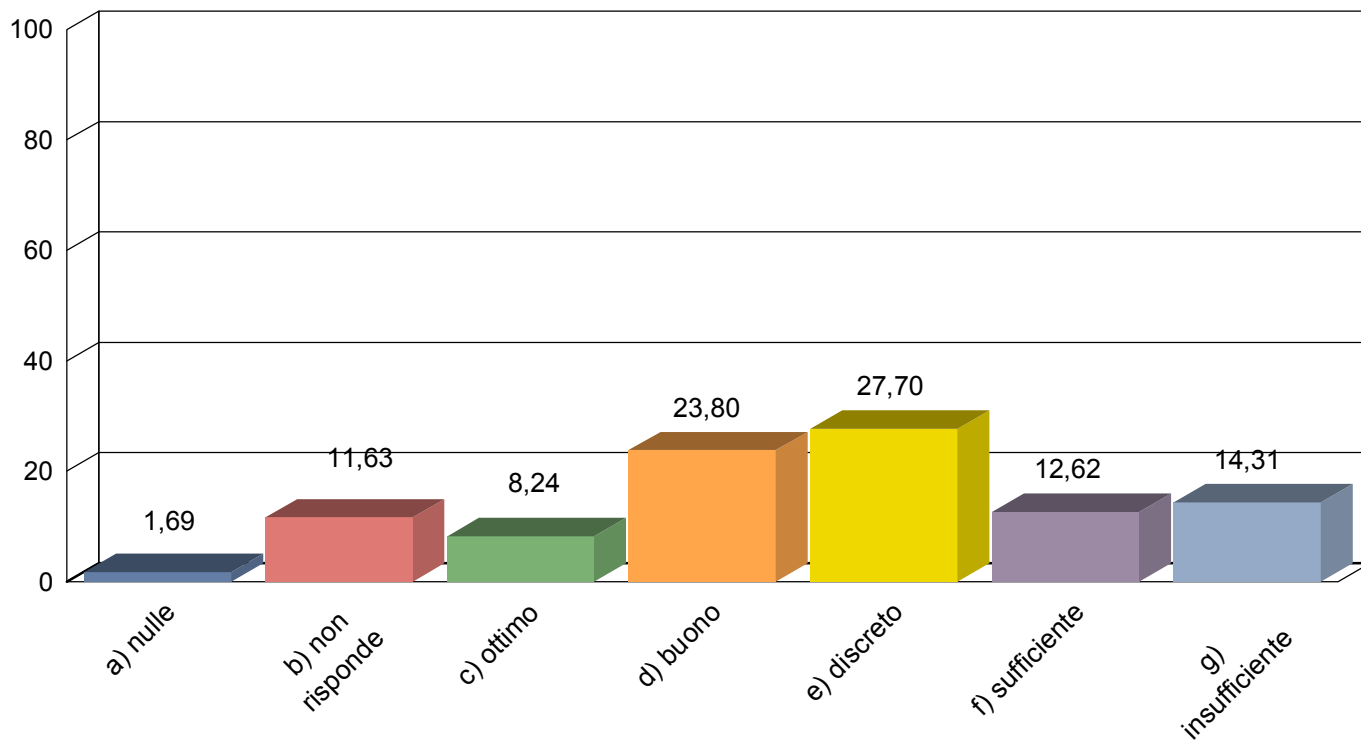


## Funzionamento obliterate

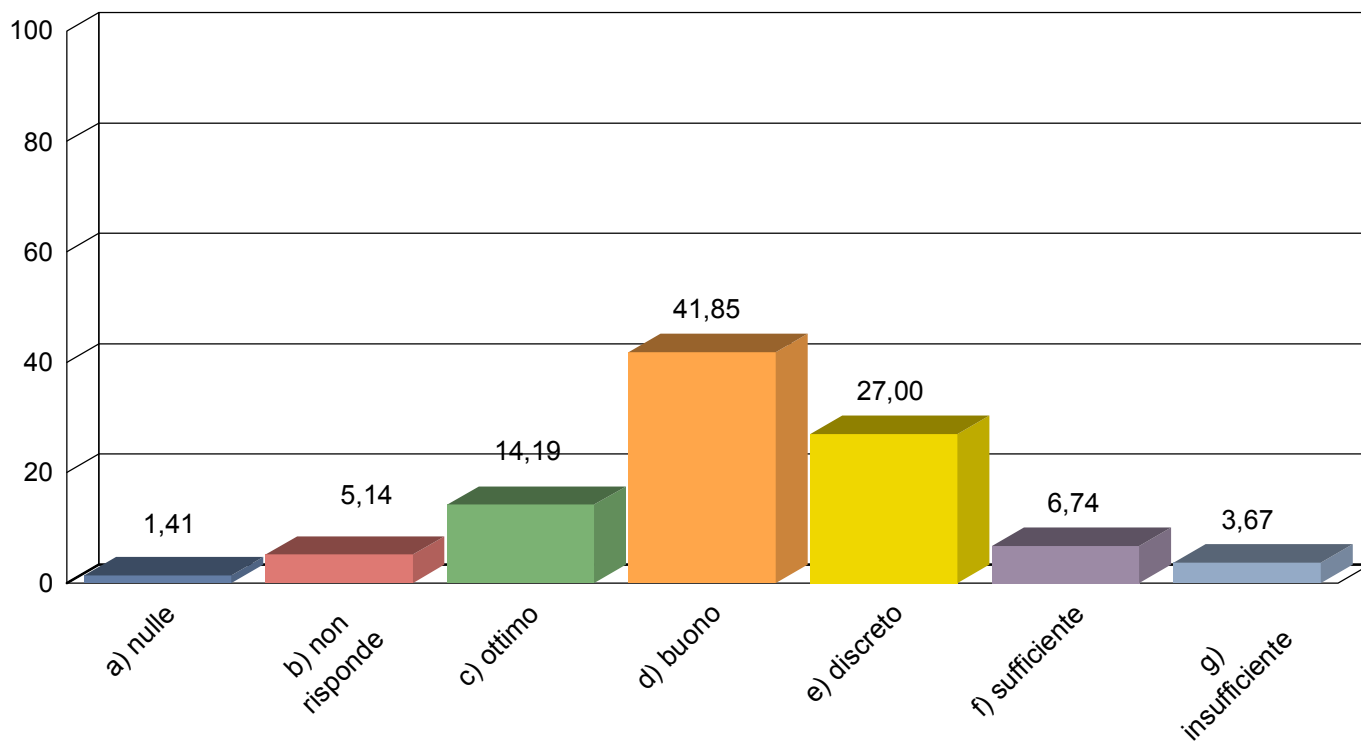




## Funzionamento e pulizia bagni di stazioni



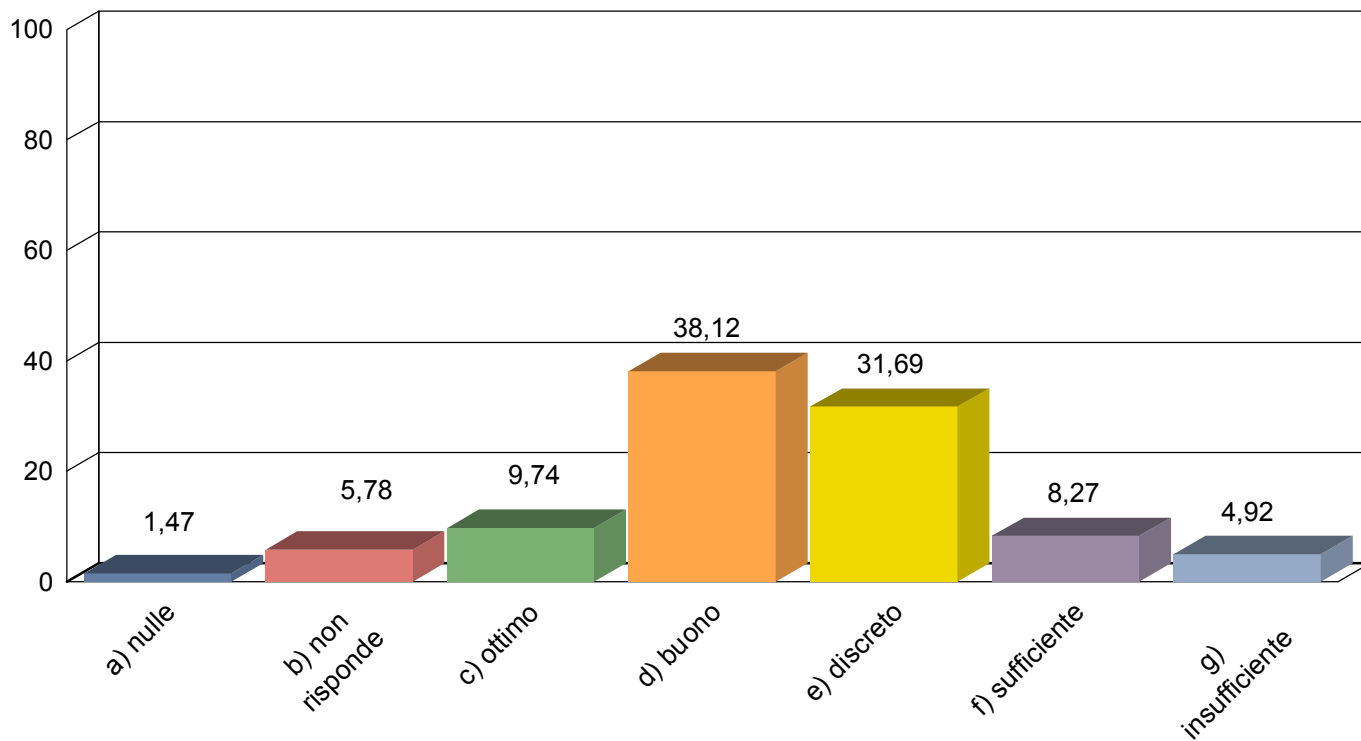
## Pulizia del mezzo di trasporto



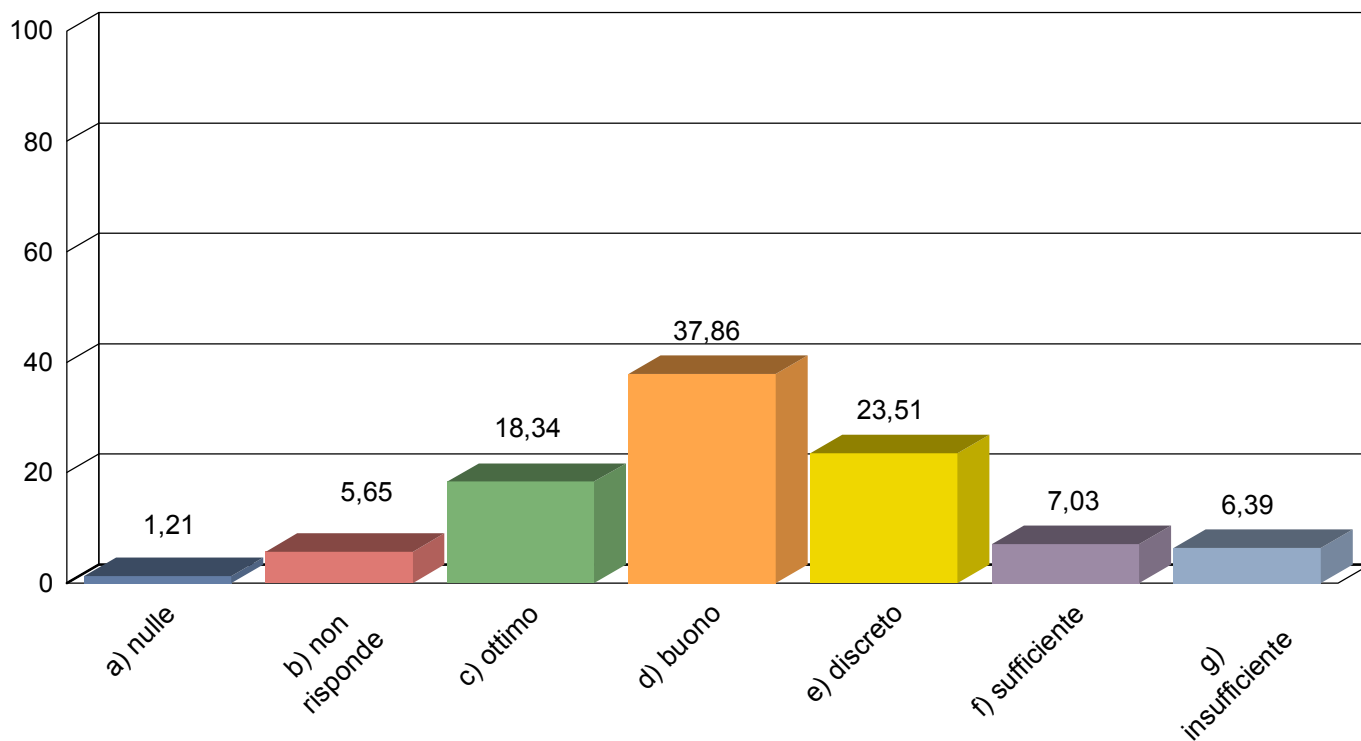




## Pulizia stazioni

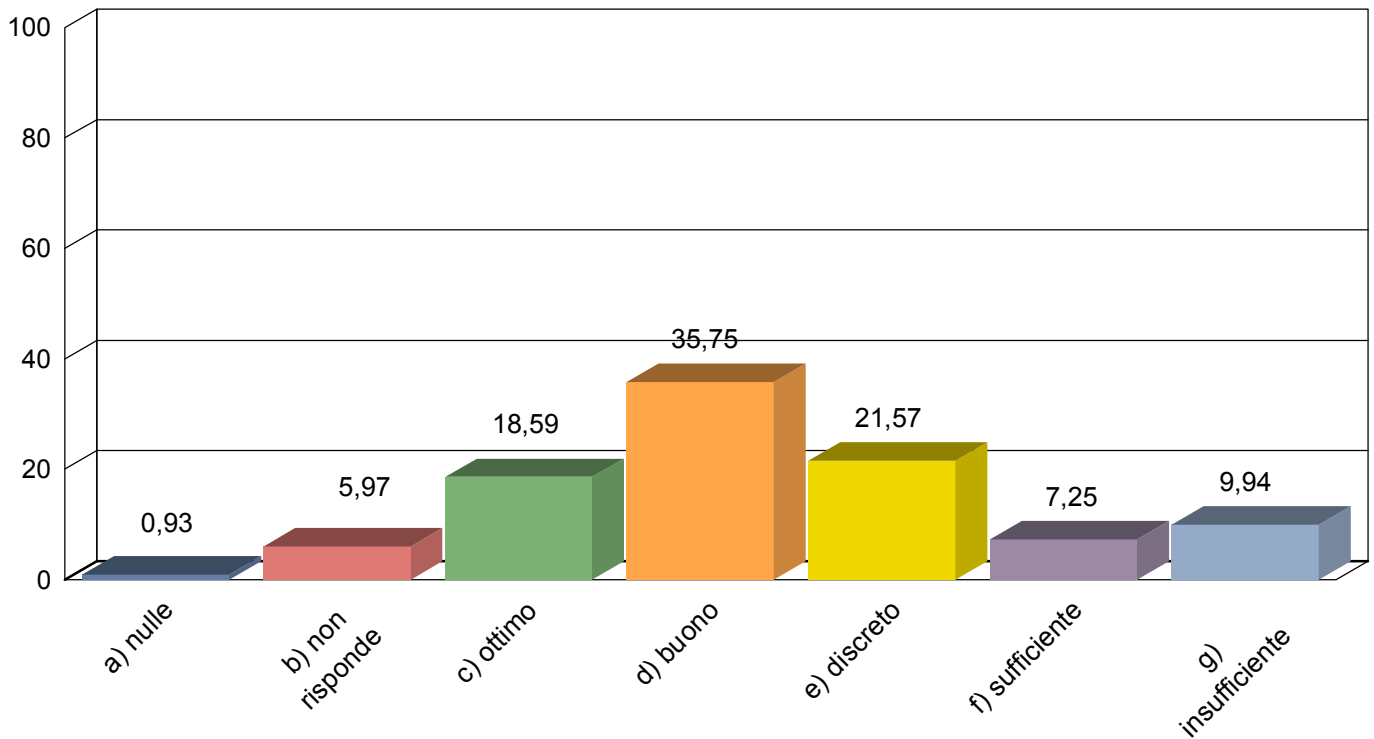


## Efficienza climatizzazione estate / inverno

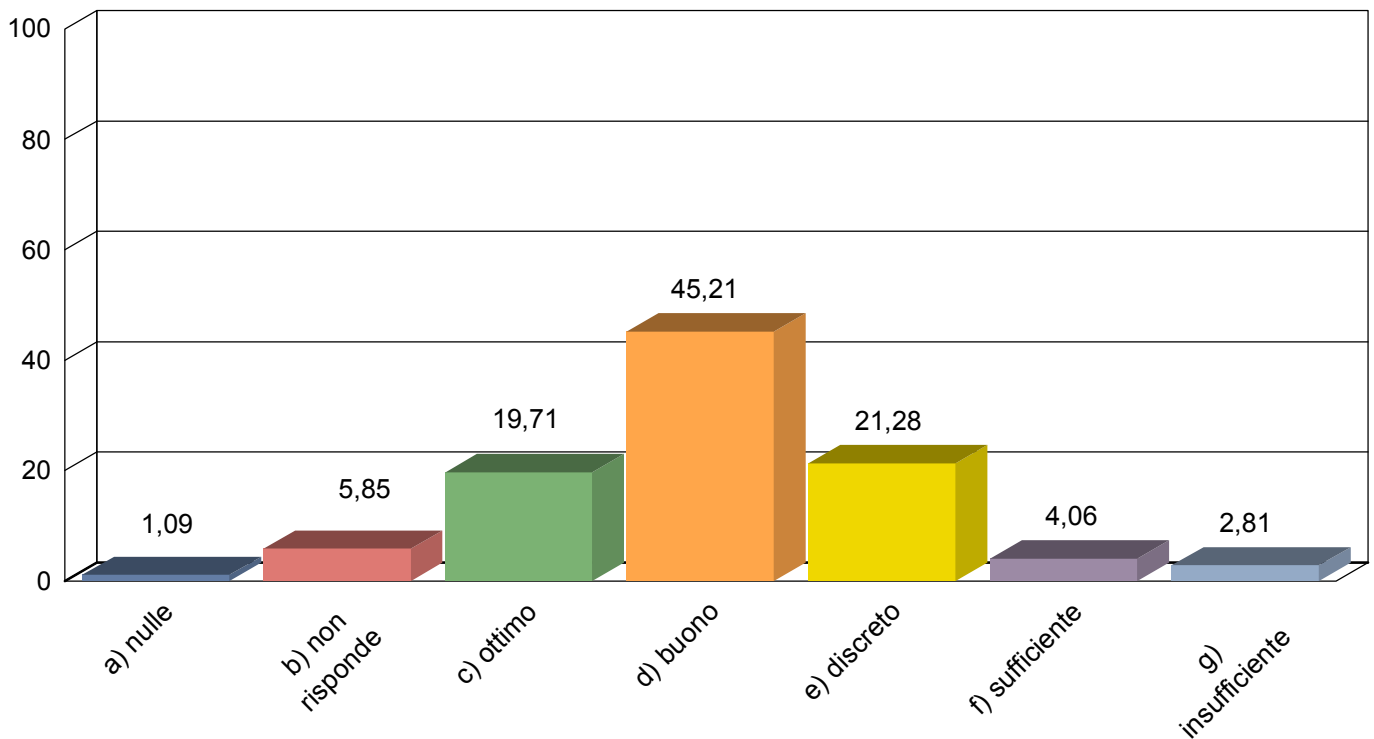




## Gradimento intrattenimento musicale

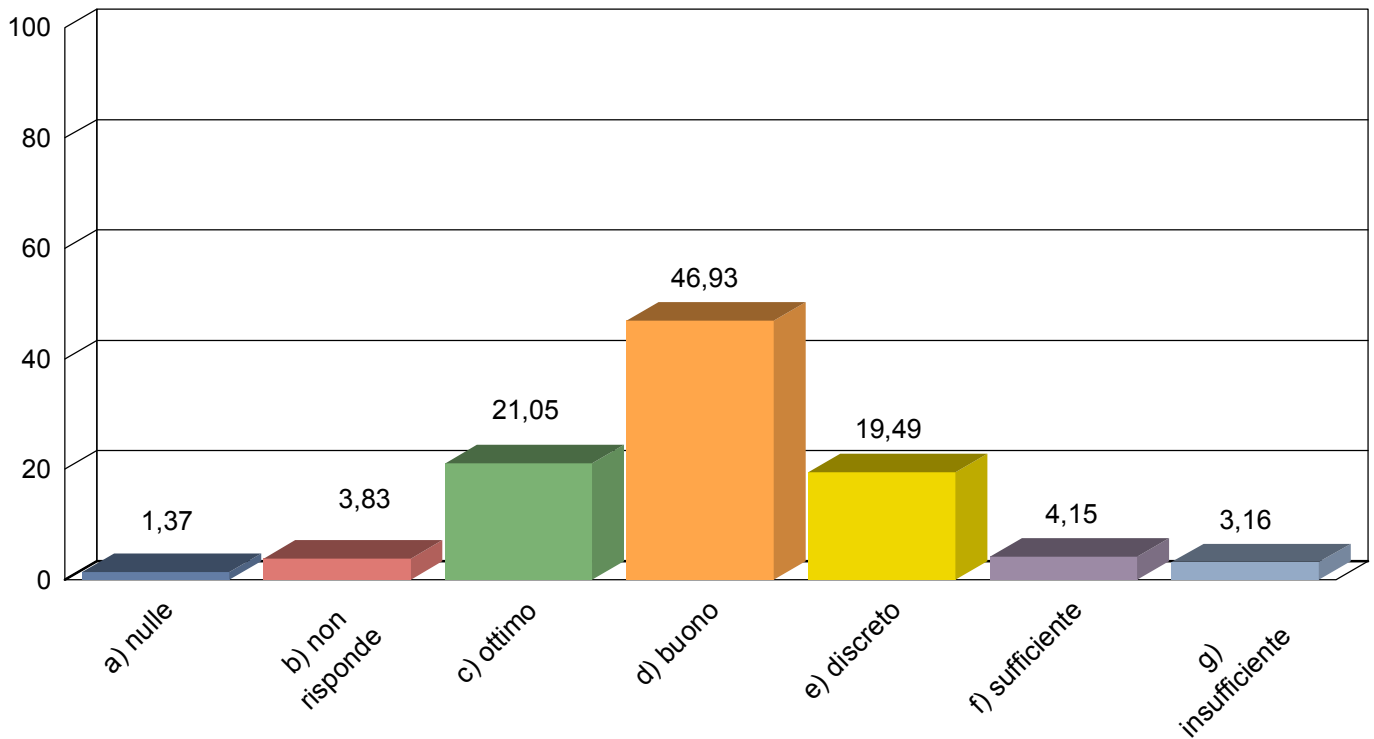


## Sicurezza sul mezzo di persone e cose

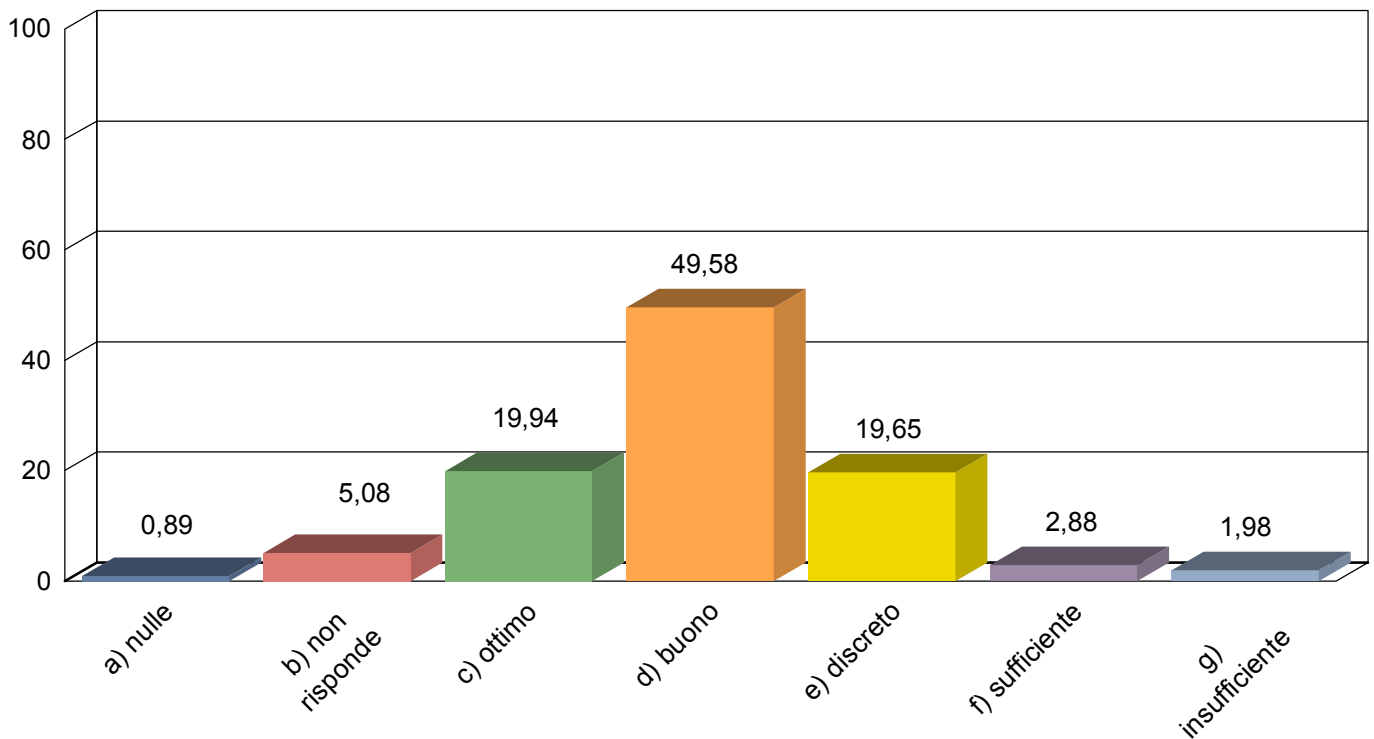




## Cortesia / Disponibilità del personale



## Competenza del personale



# Indagine conoscitiva sulla soddisfazione dei viaggiatori

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Linea:

**FERROVIA**

Dicembre **2012**



# Indagine conoscitiva sulla soddisfazione dei viaggiatori

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Linea: **FERROVIA**

Dicembre **2012**

