



FERROTRAMVIARIA SPA
FERROVIE DEL NORD BARESE
AUTOLINEE

Indagine conoscitiva sulla soddisfazione dei viaggiatori della ferrovia

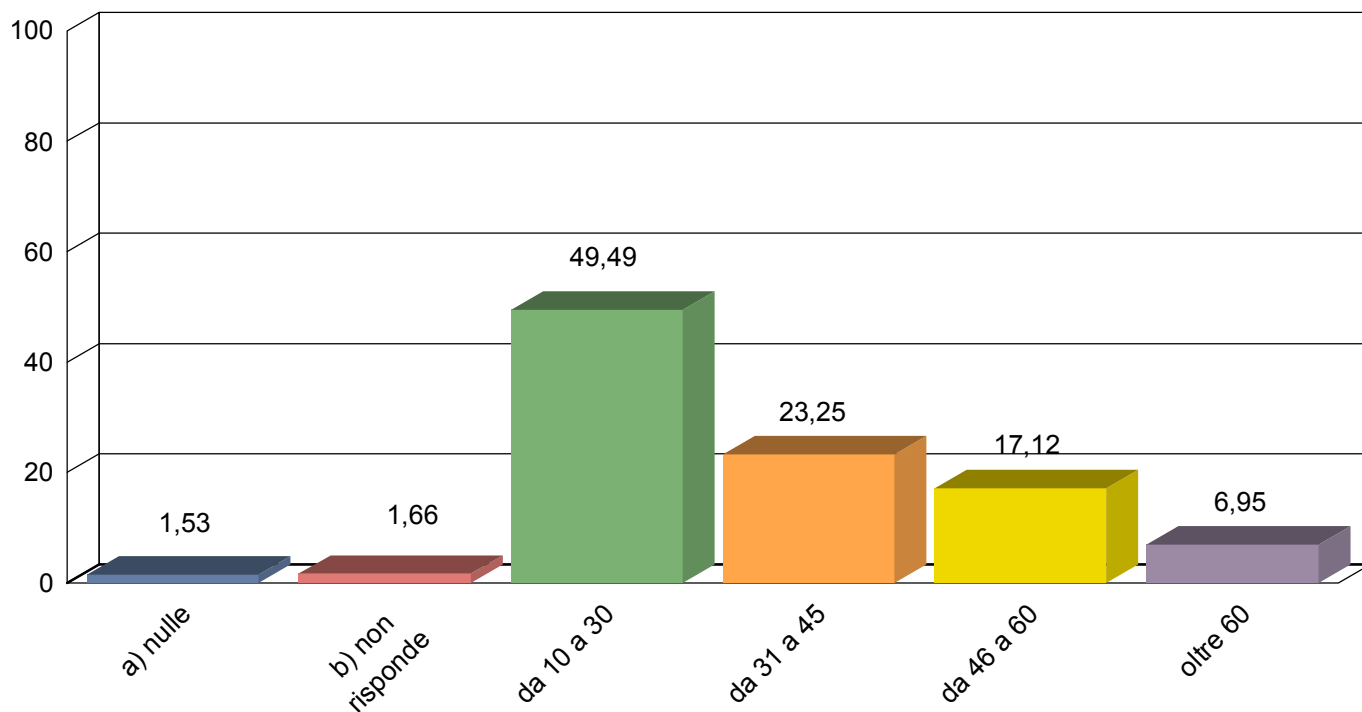
DICEMBRE 2013

(campione esaminato: 3136 viaggiatori)

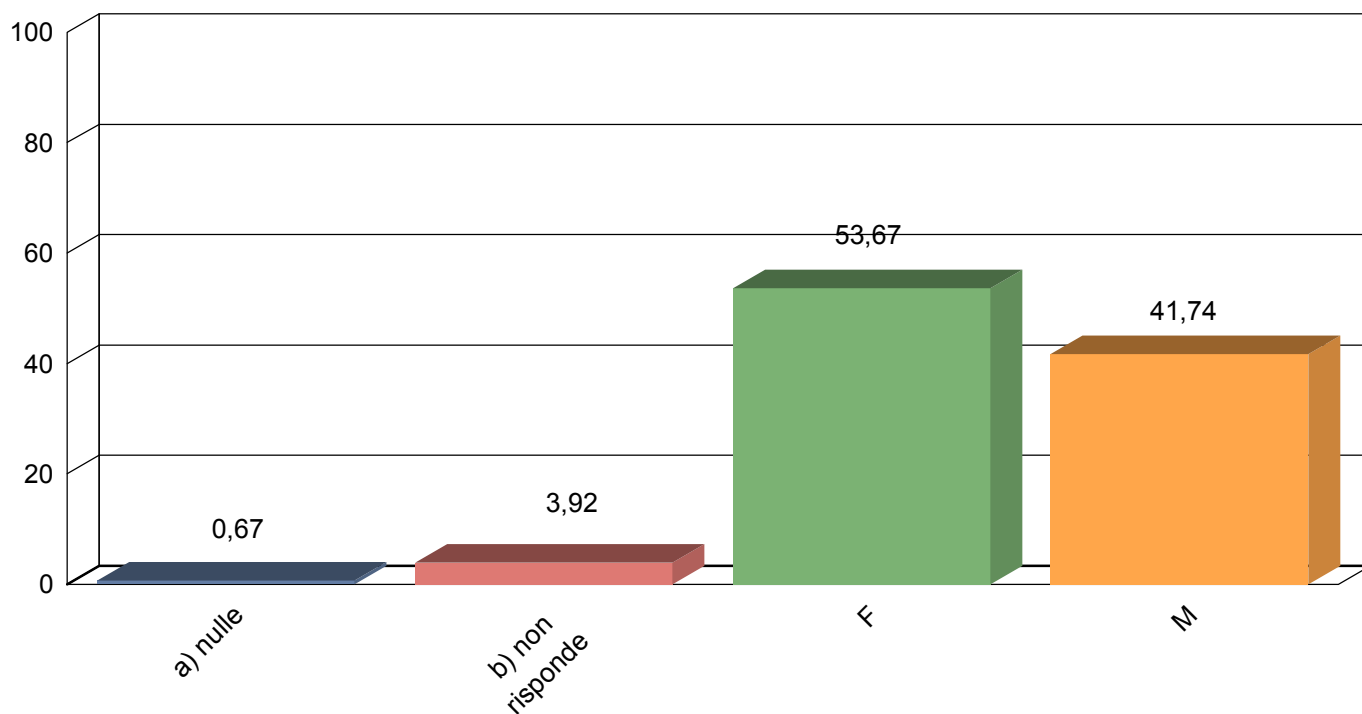




Età

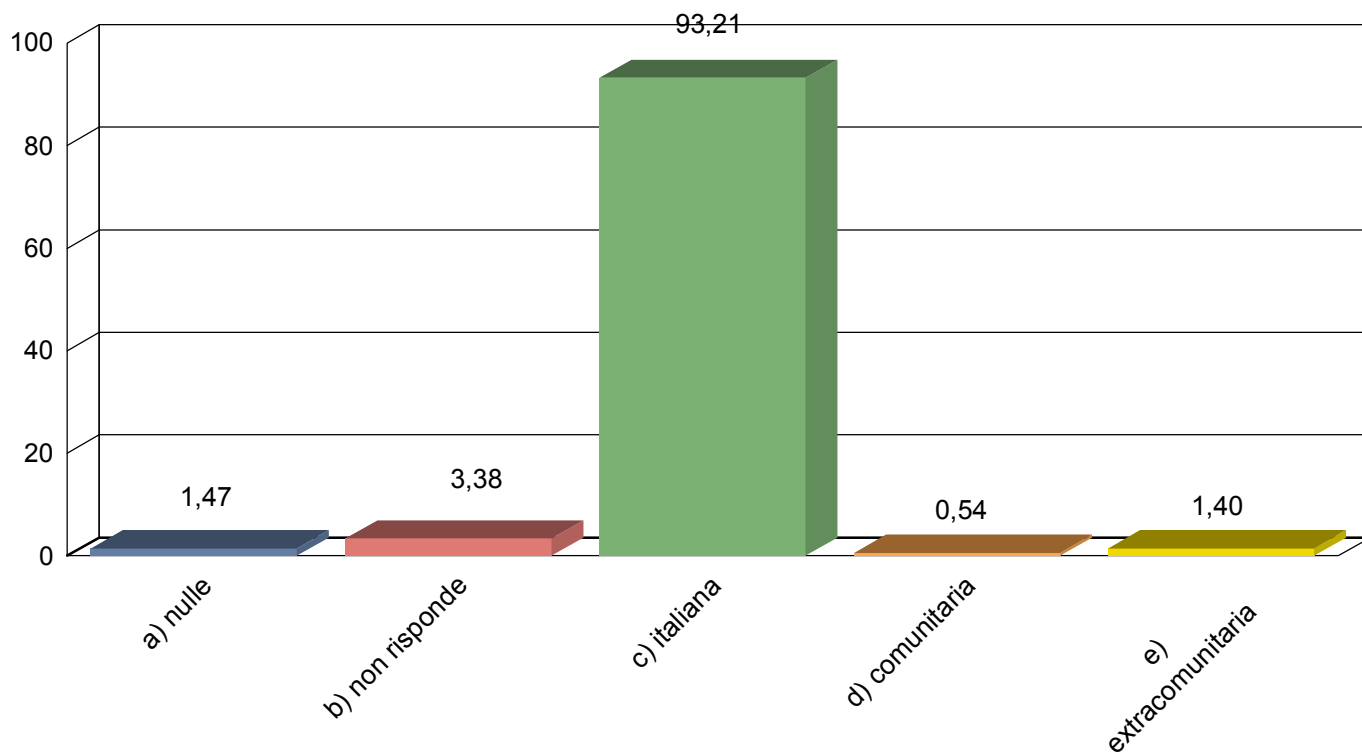


Sesso

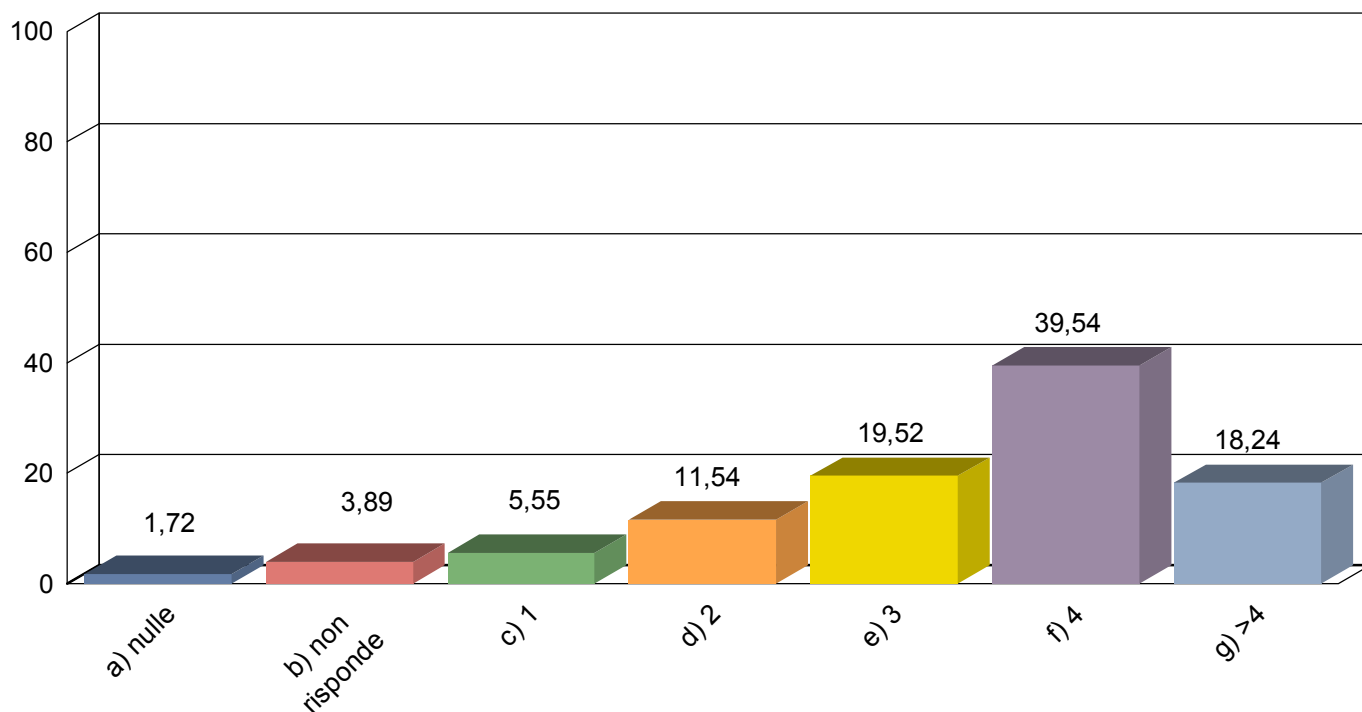




Nazionalità

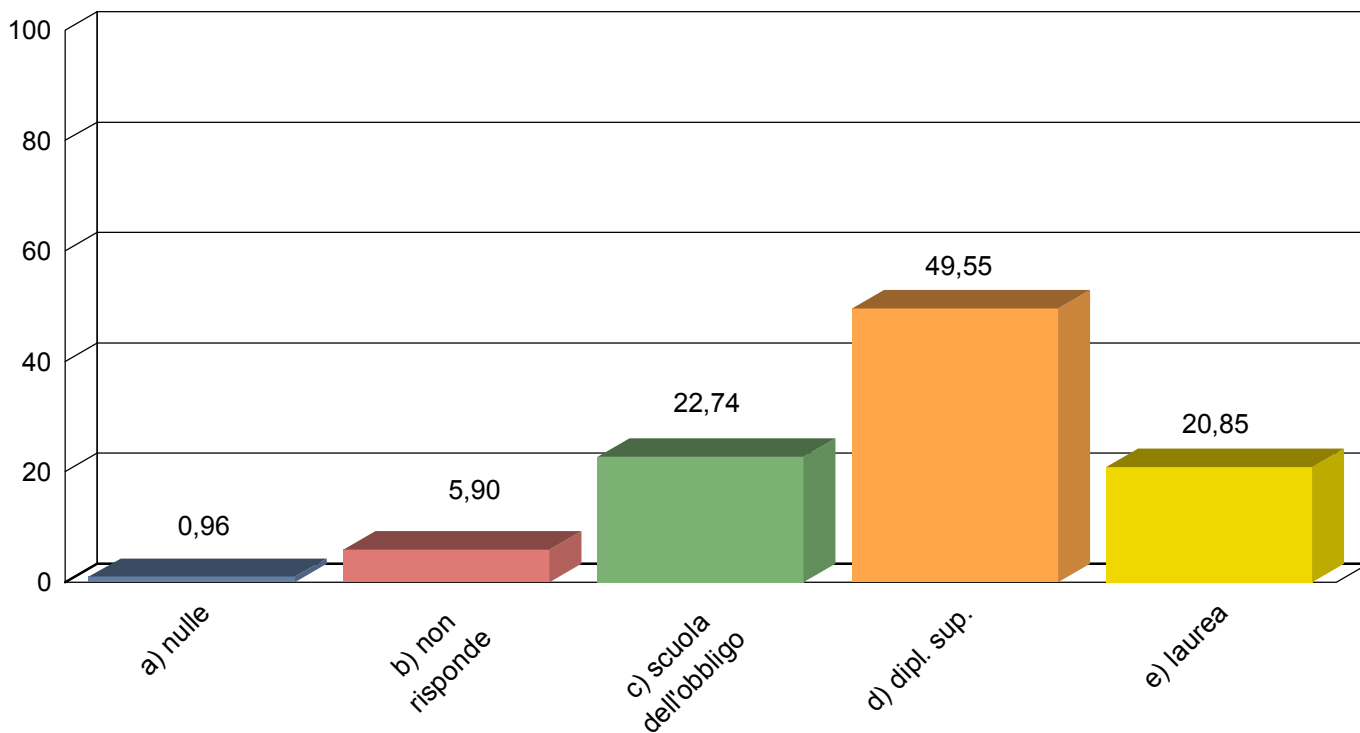


Nucleo familiare

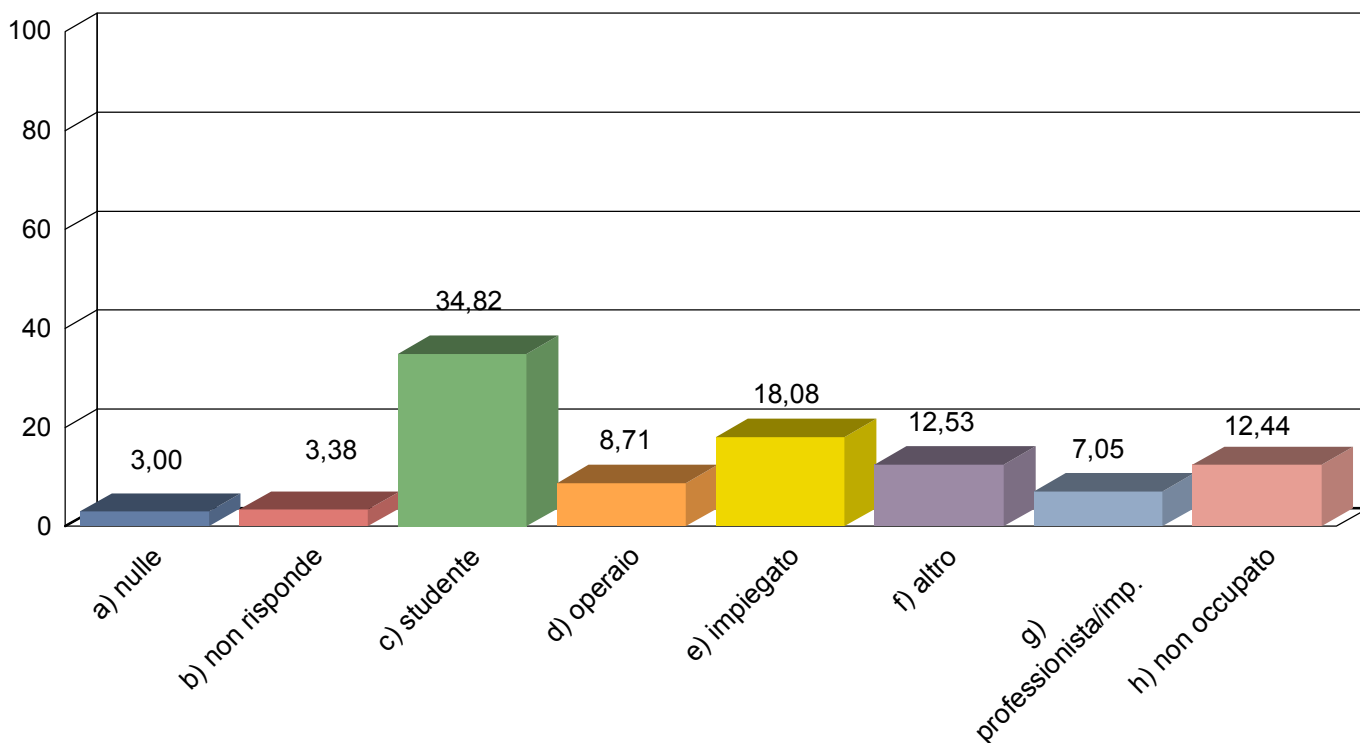




Titolo di studio

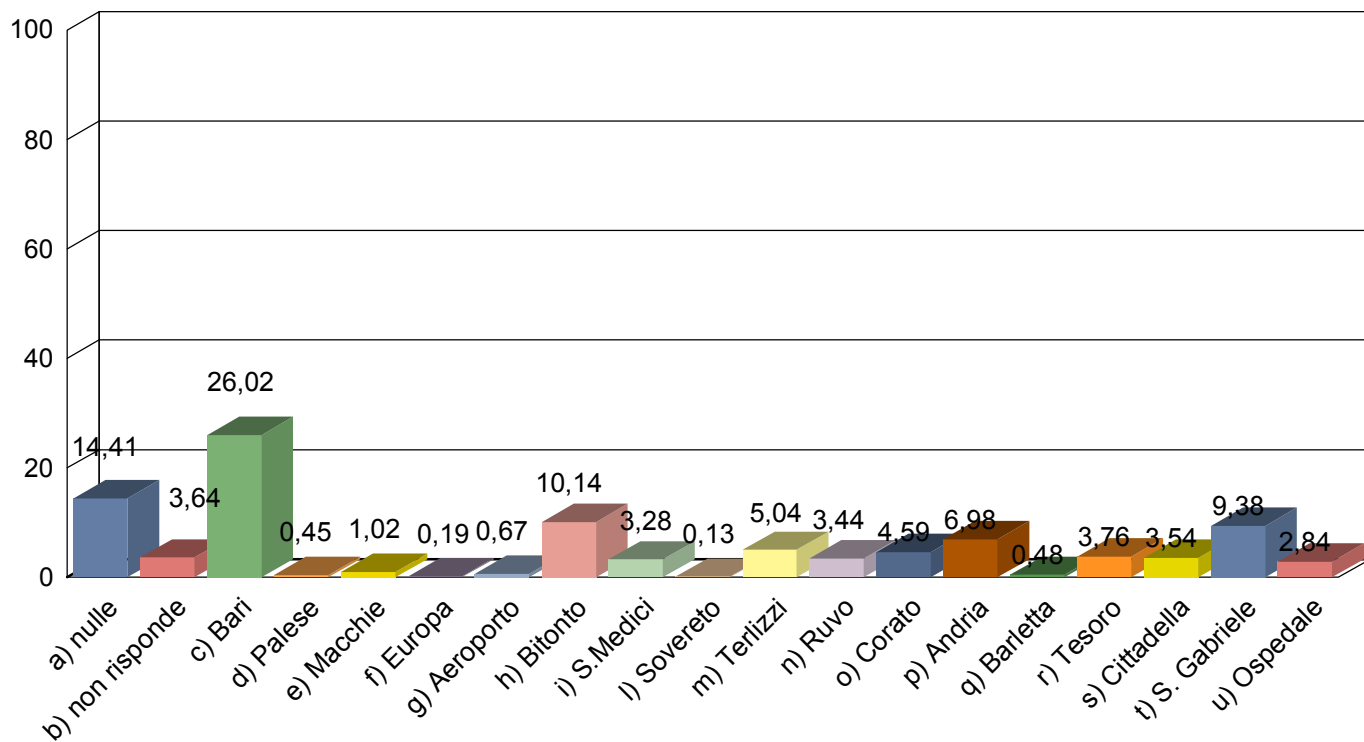


Occupazione

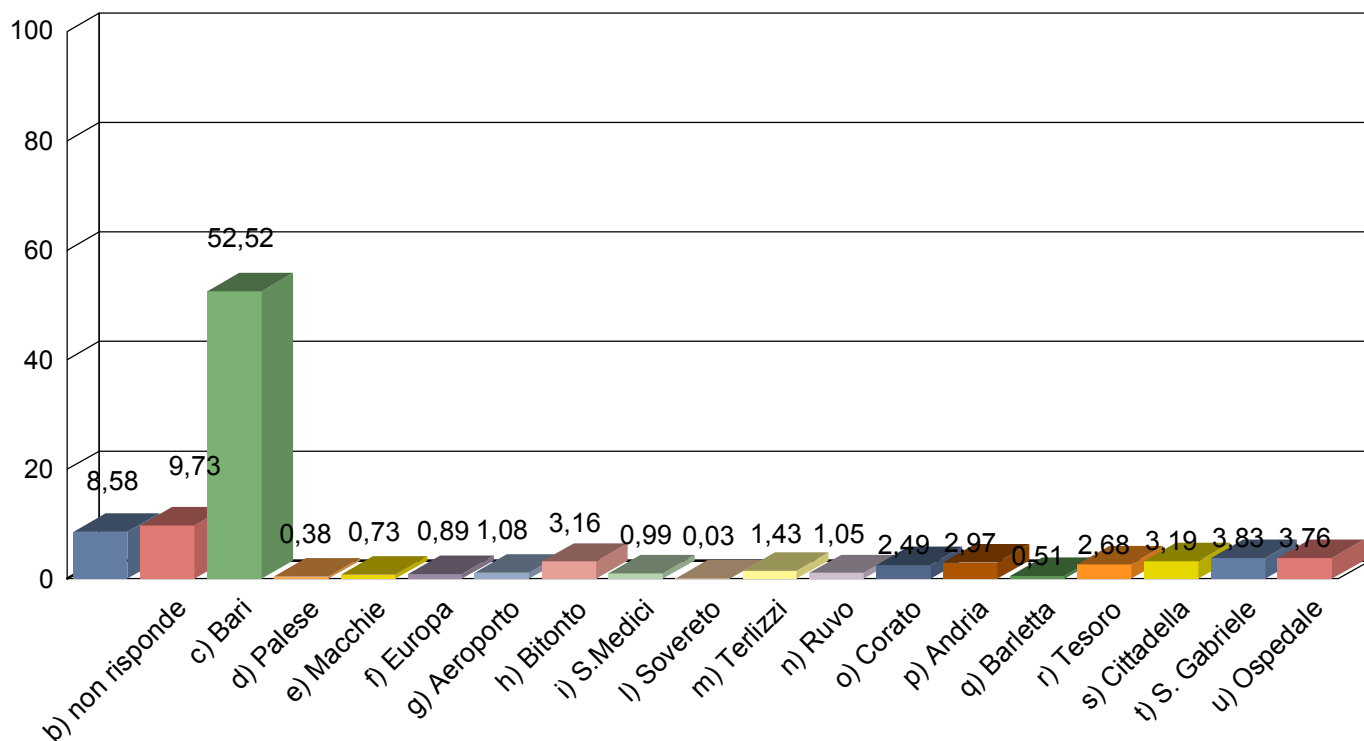




Città di partenza di questo viaggio

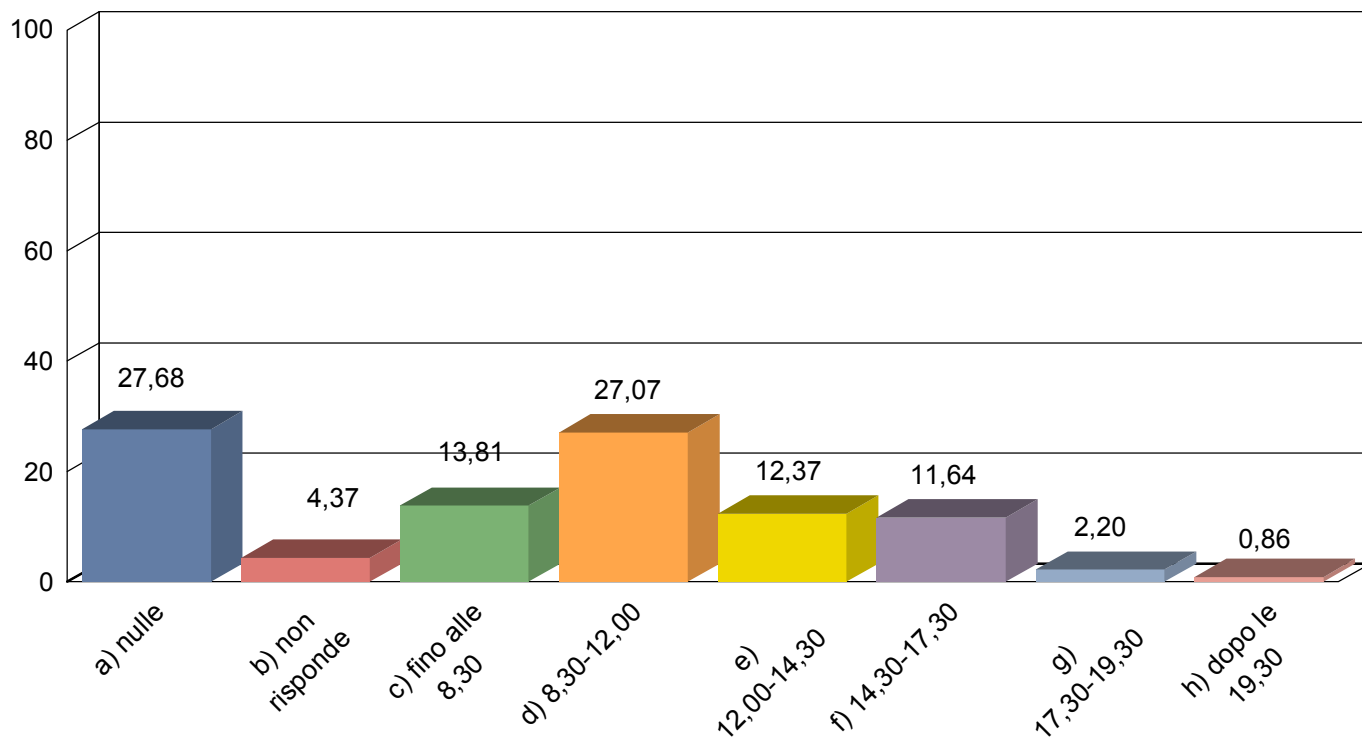


Città di arrivo di questo viaggio

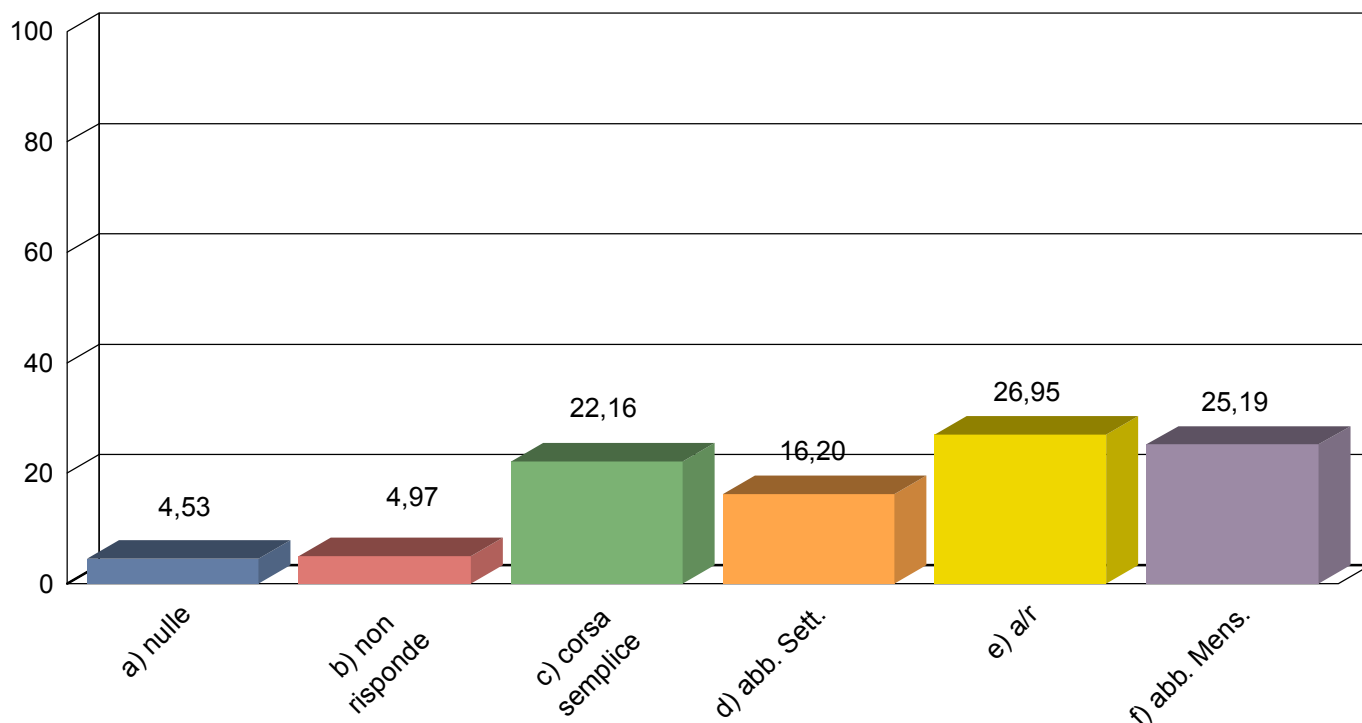




In quale fascia oraria effettua questo viaggio

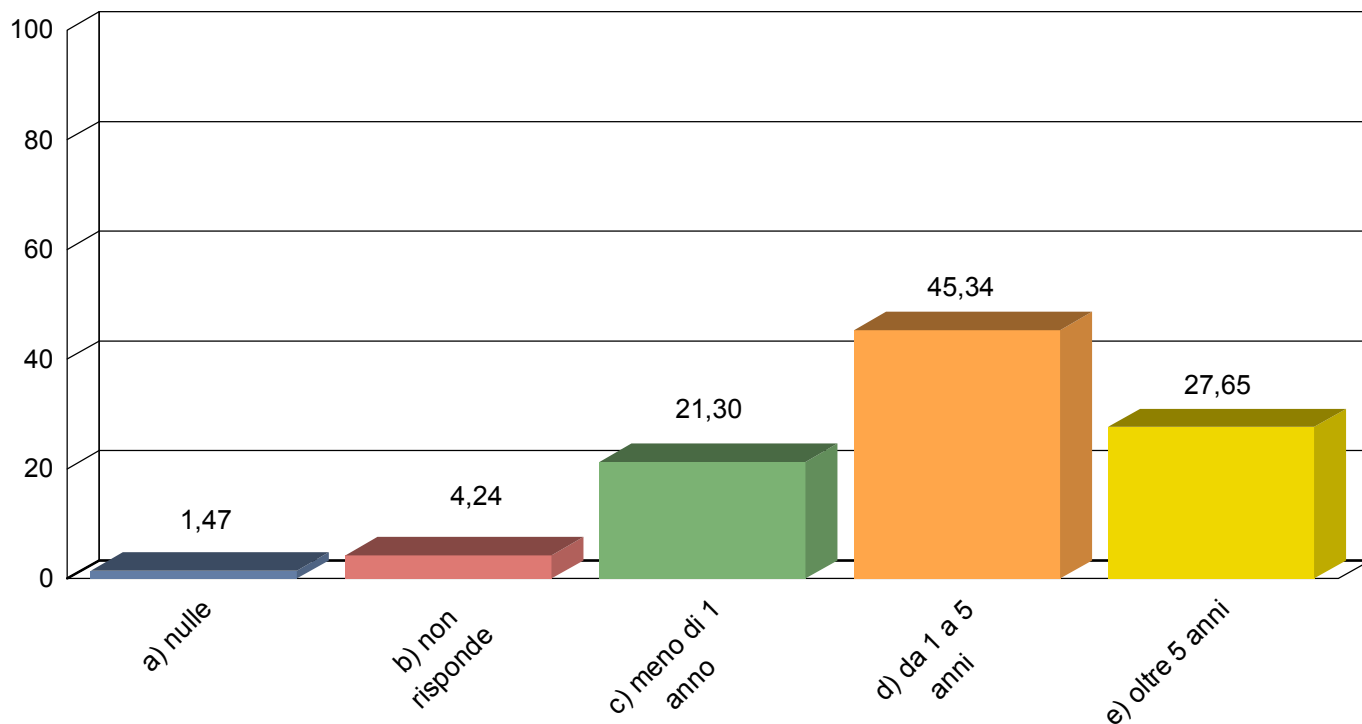


Tipo di biglietto utilizzato

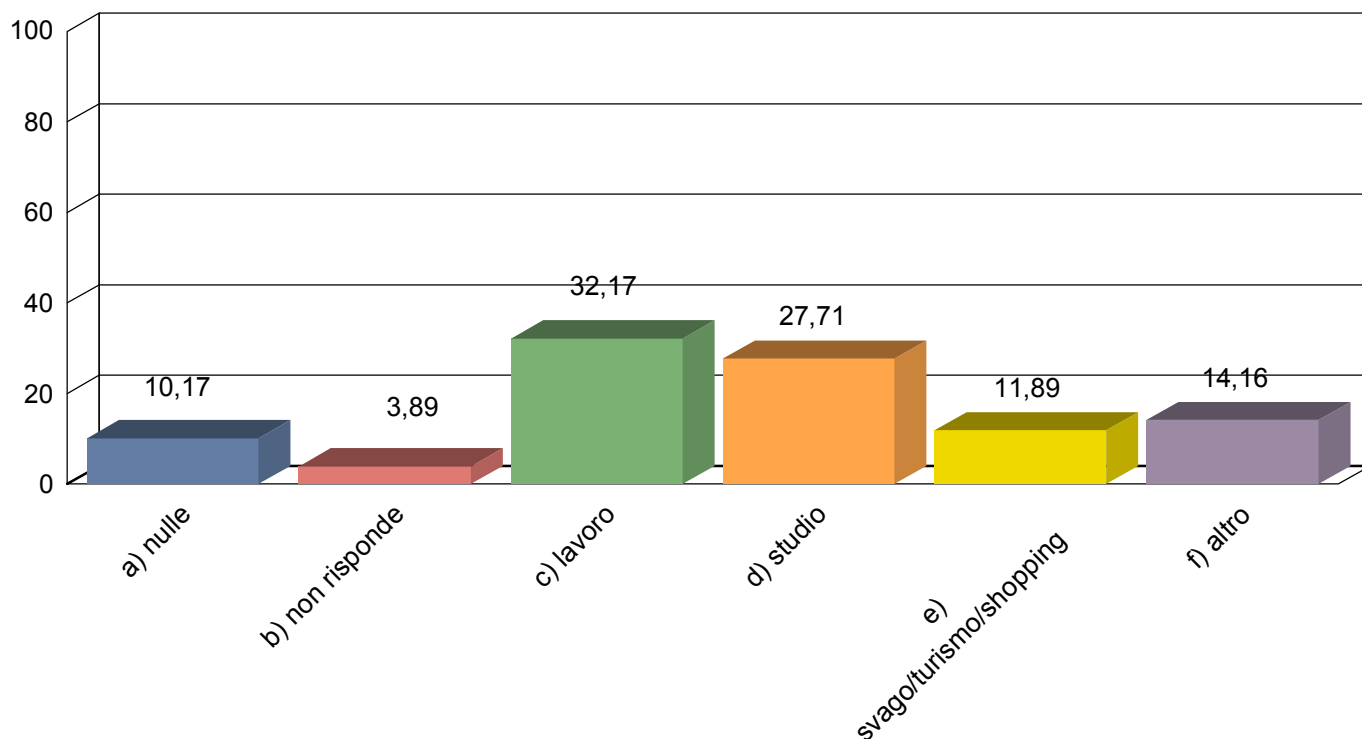




Da quanto tempo utilizza il treno

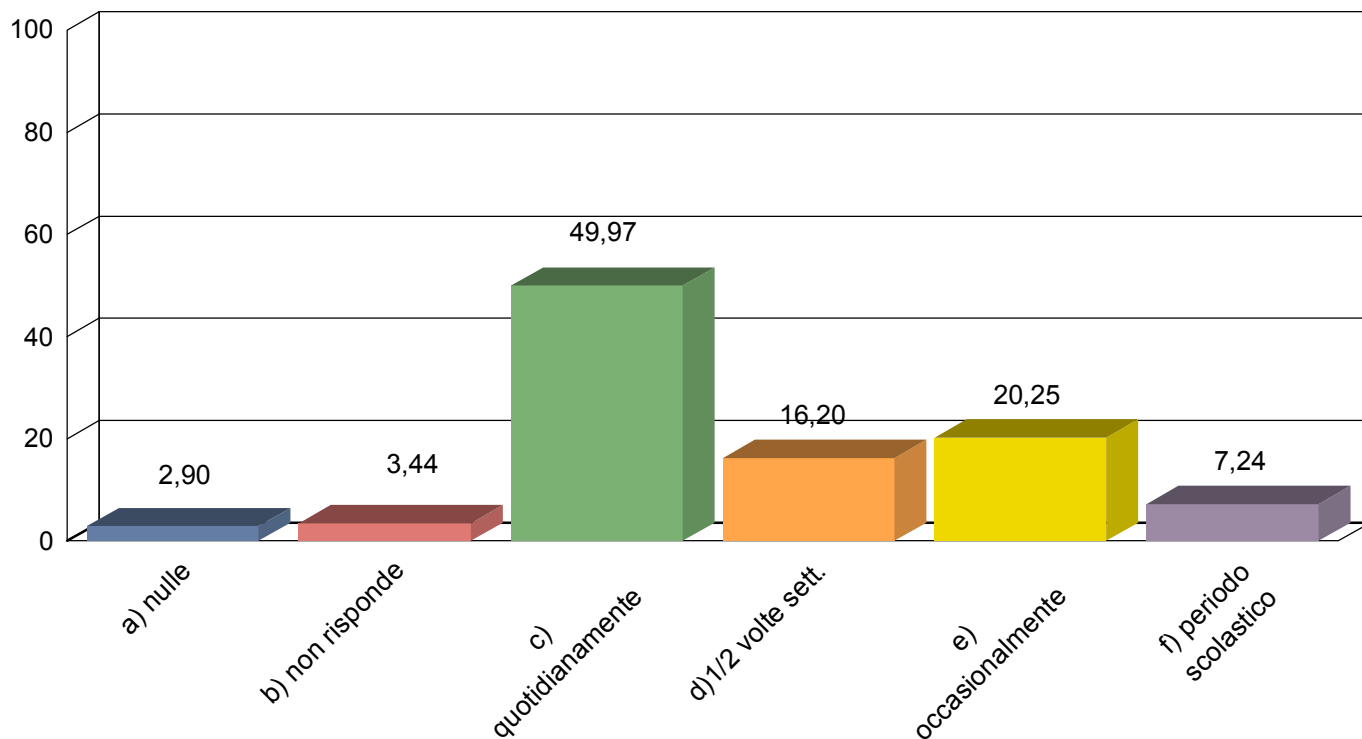


Scopo del viaggio

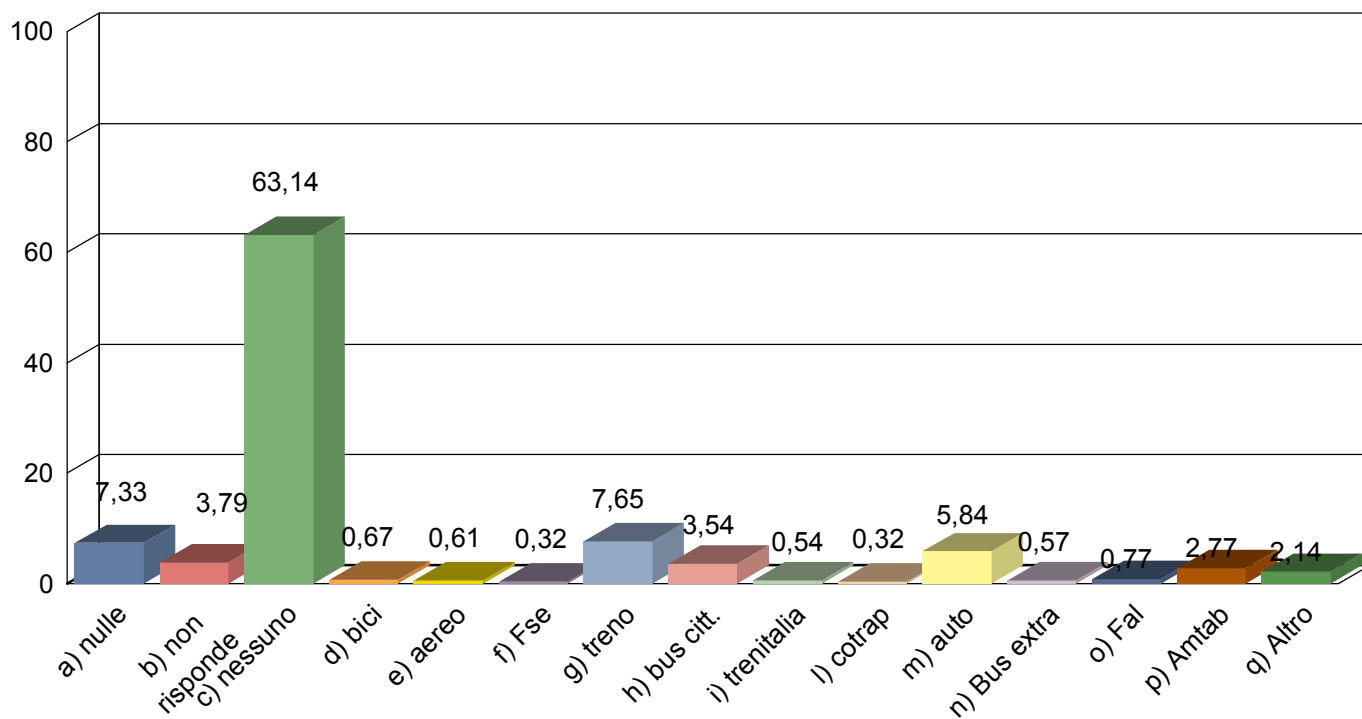




Frequenza d'utilizzo

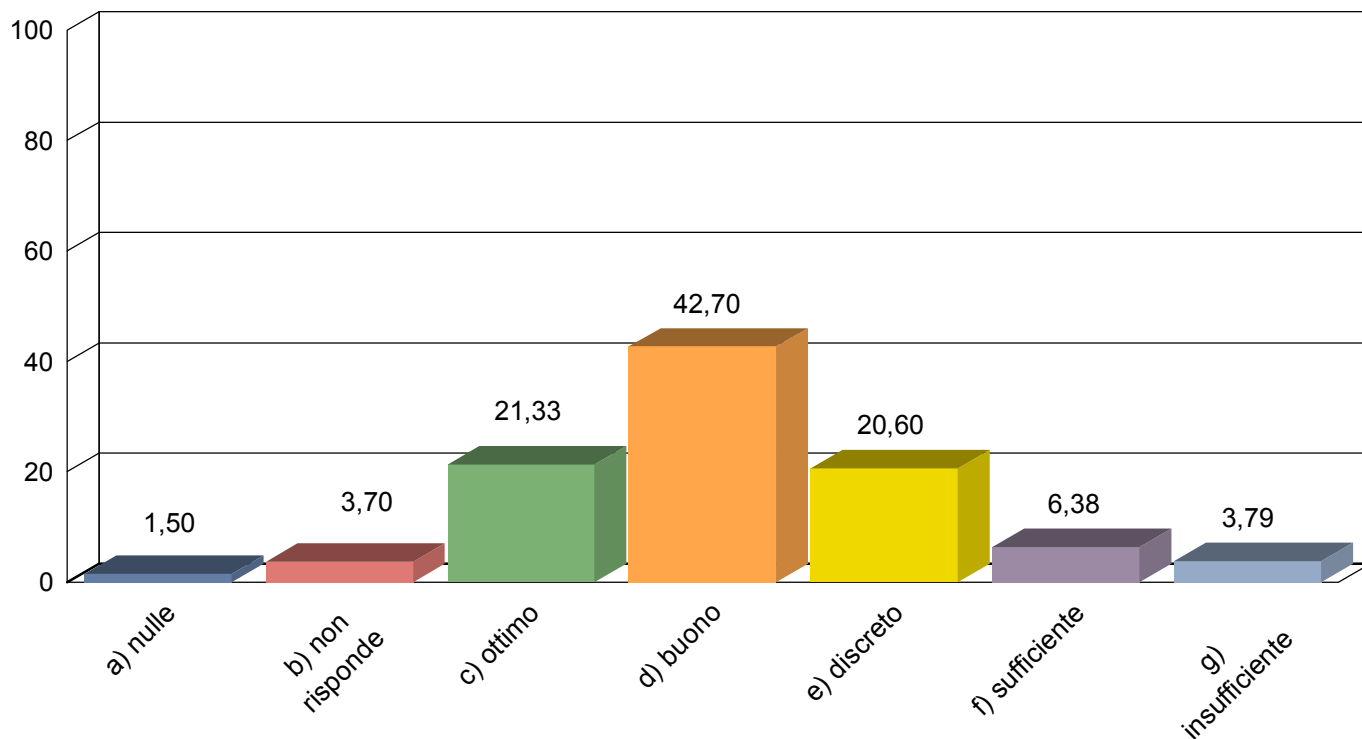


Con che mezzi prosegue questo viaggio

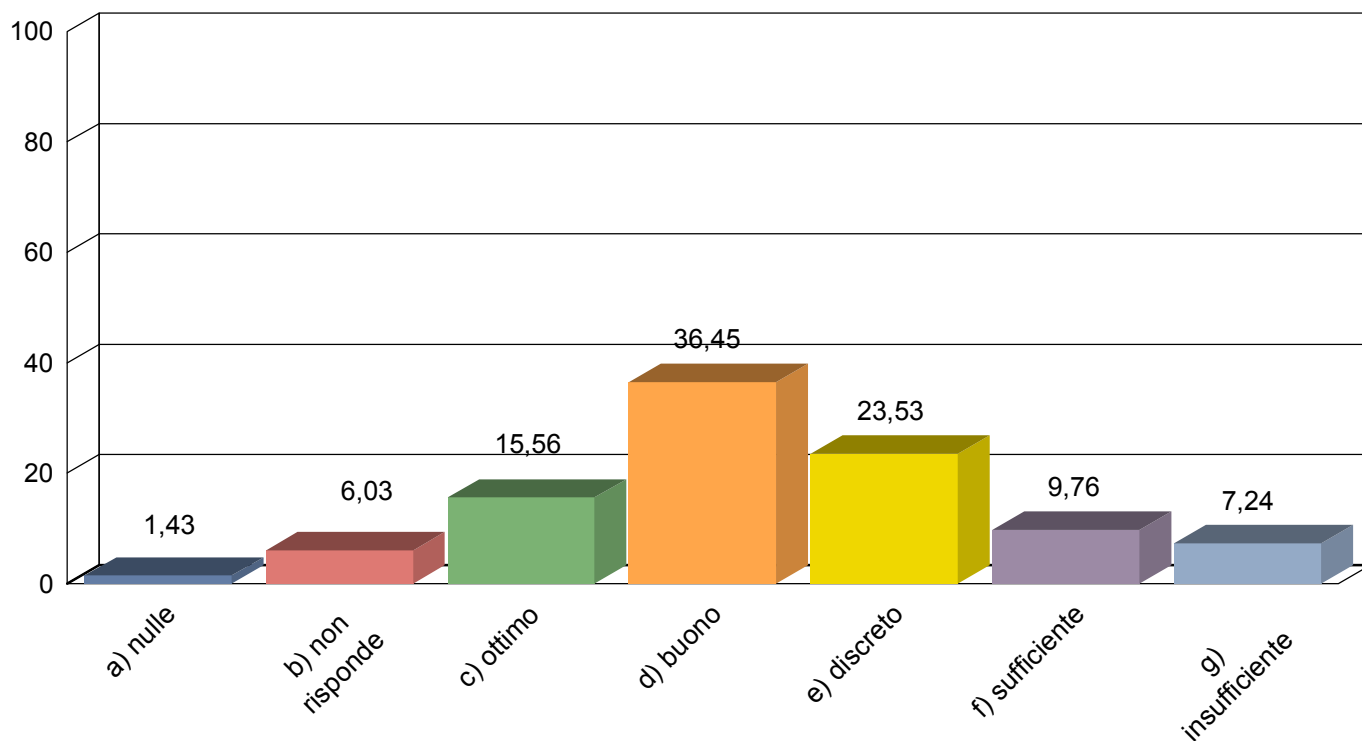




Puntualità e regolarità delle corse

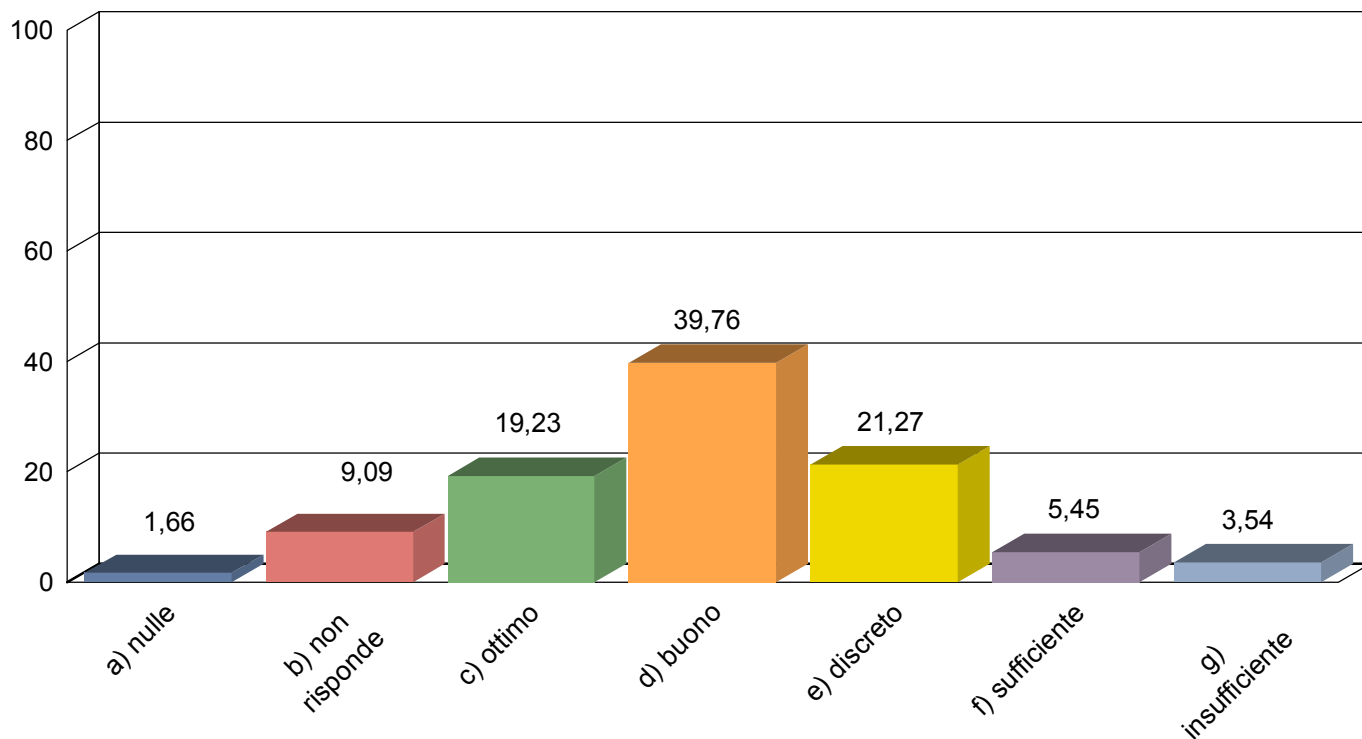


Frequenza delle corse

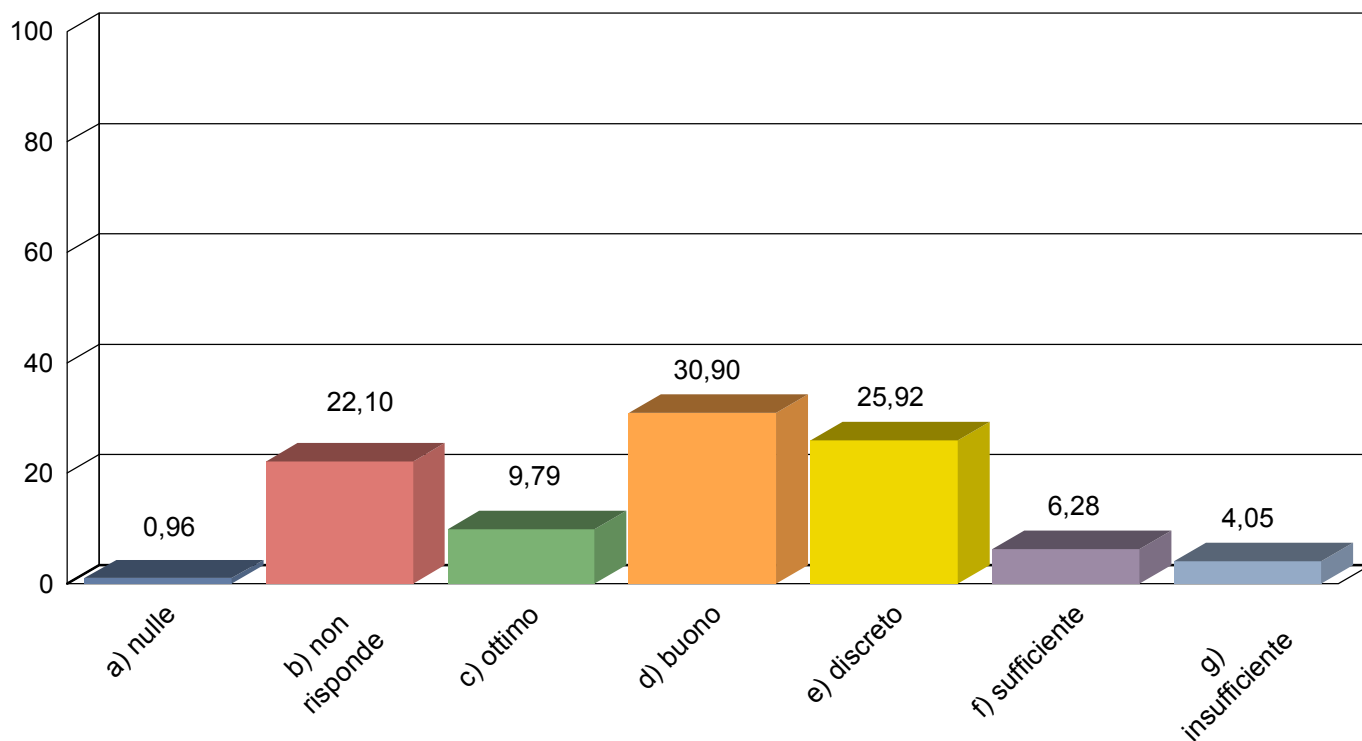




Tempi di percorrenza

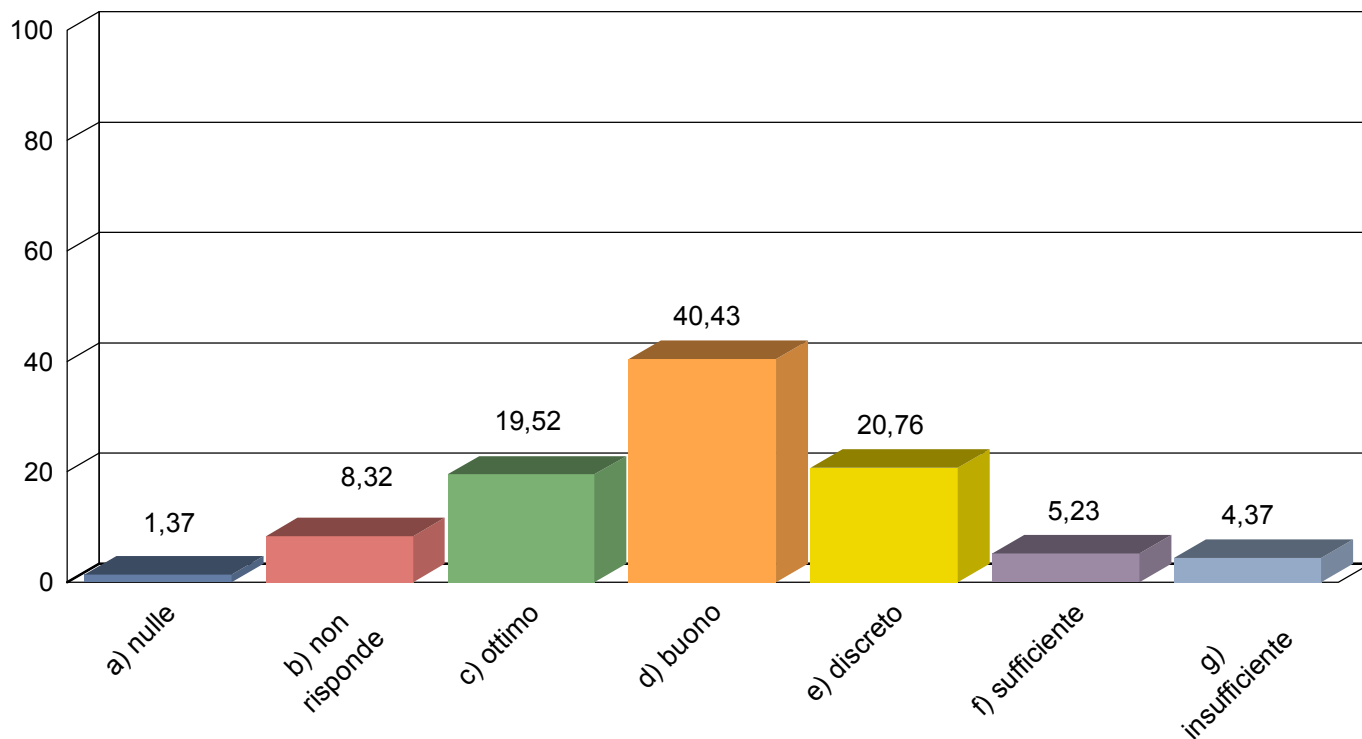


Coincidenze con altri mezzi di trasporto

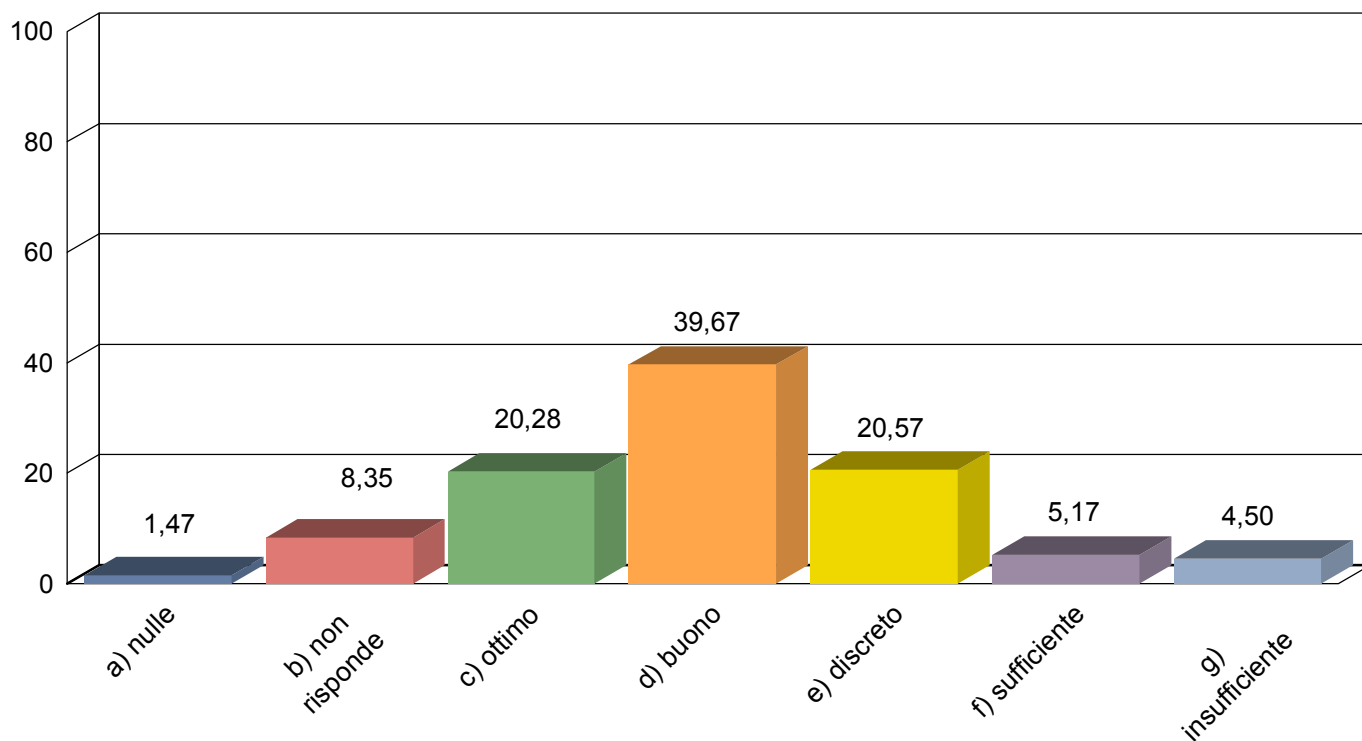




Informazioni nelle stazioni

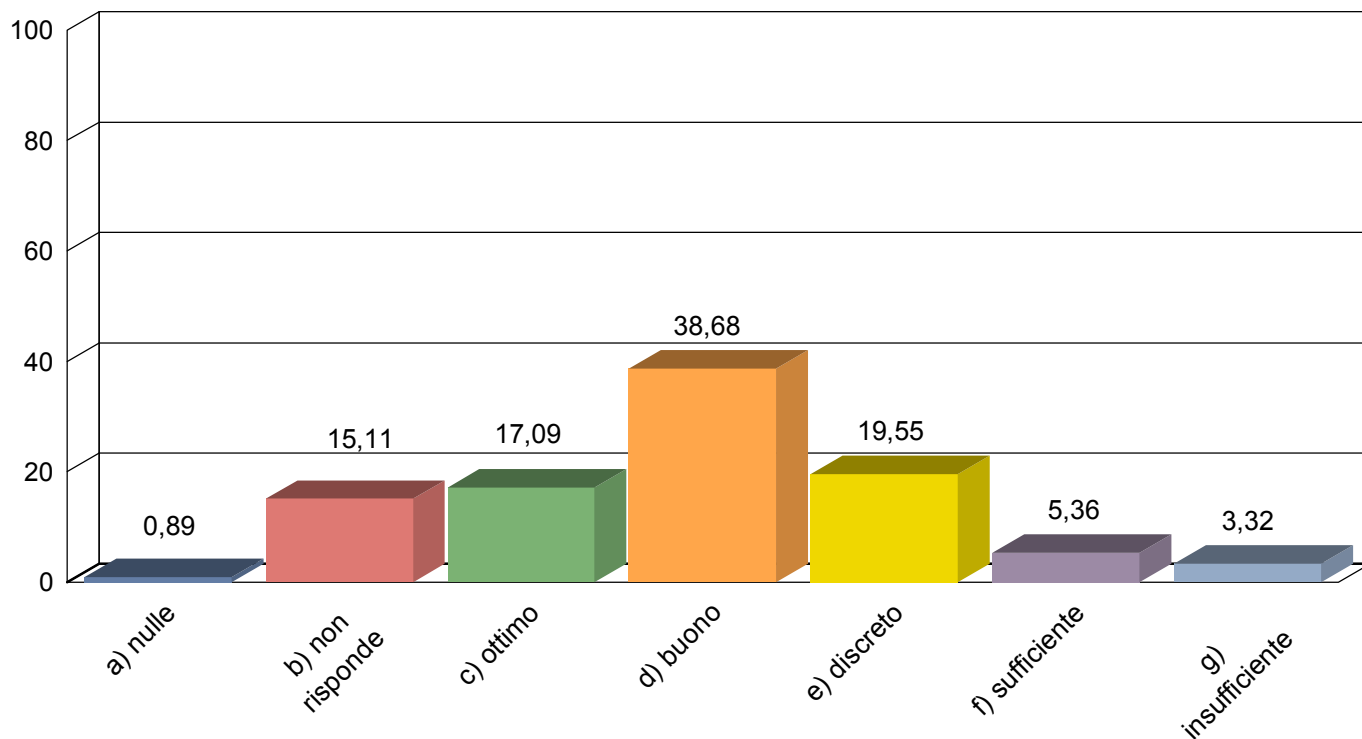


Informazioni a bordo

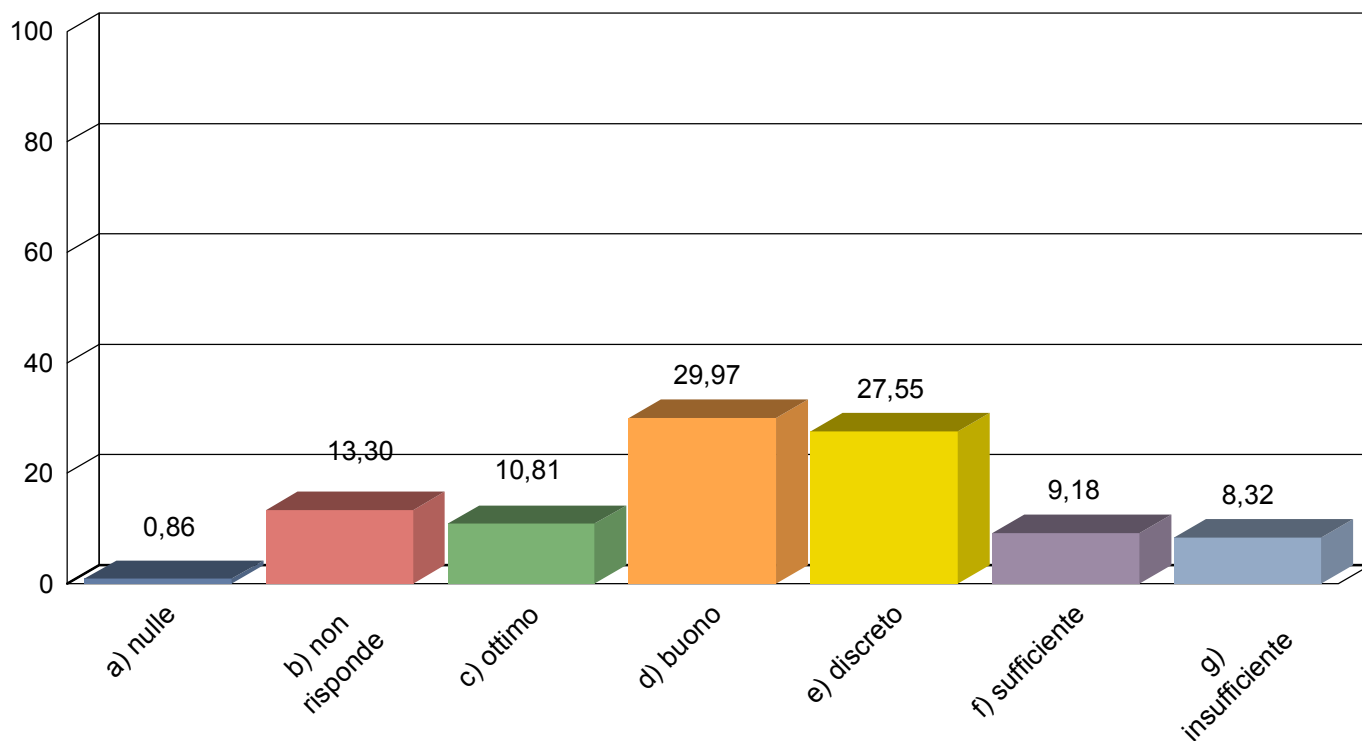




Informazioni via web (sito, carta servizi, etc.)

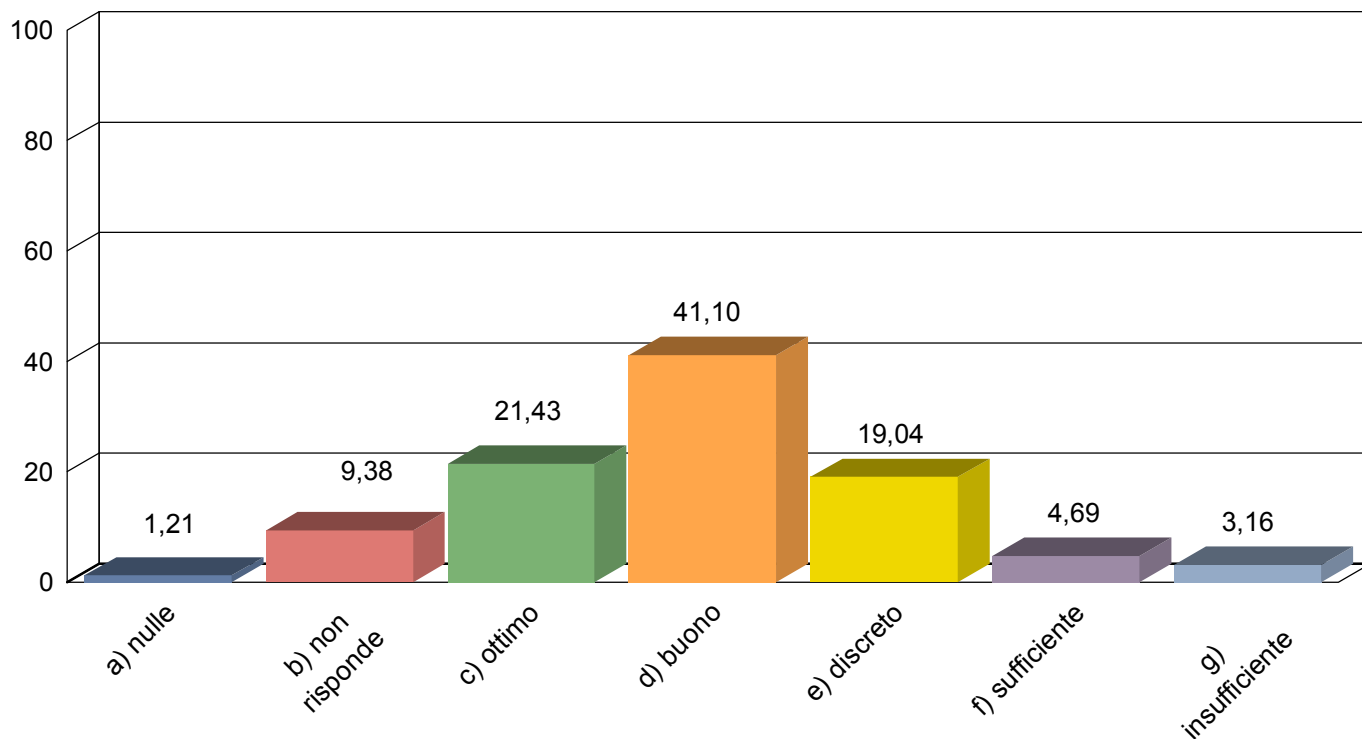


Rapidità nel fornire informazioni in caso di disservizio

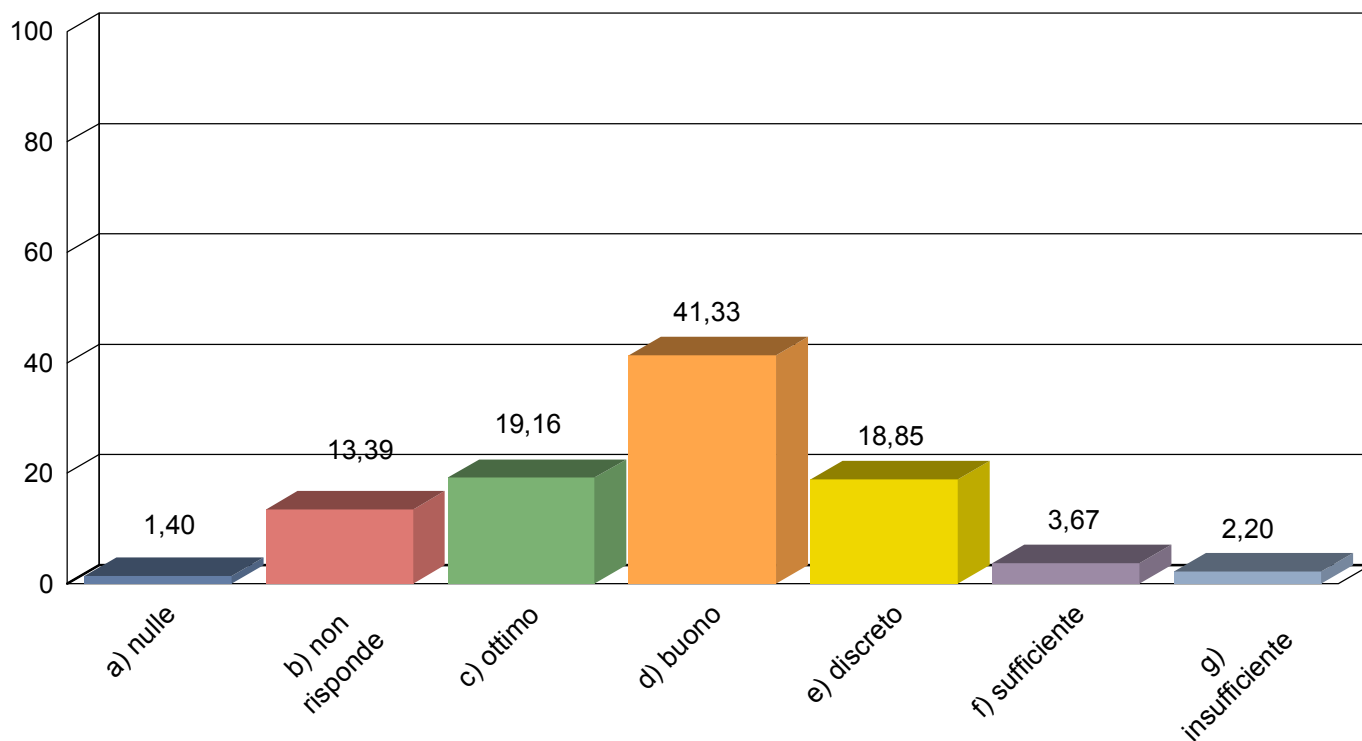




Reperibilità orari e tariffe

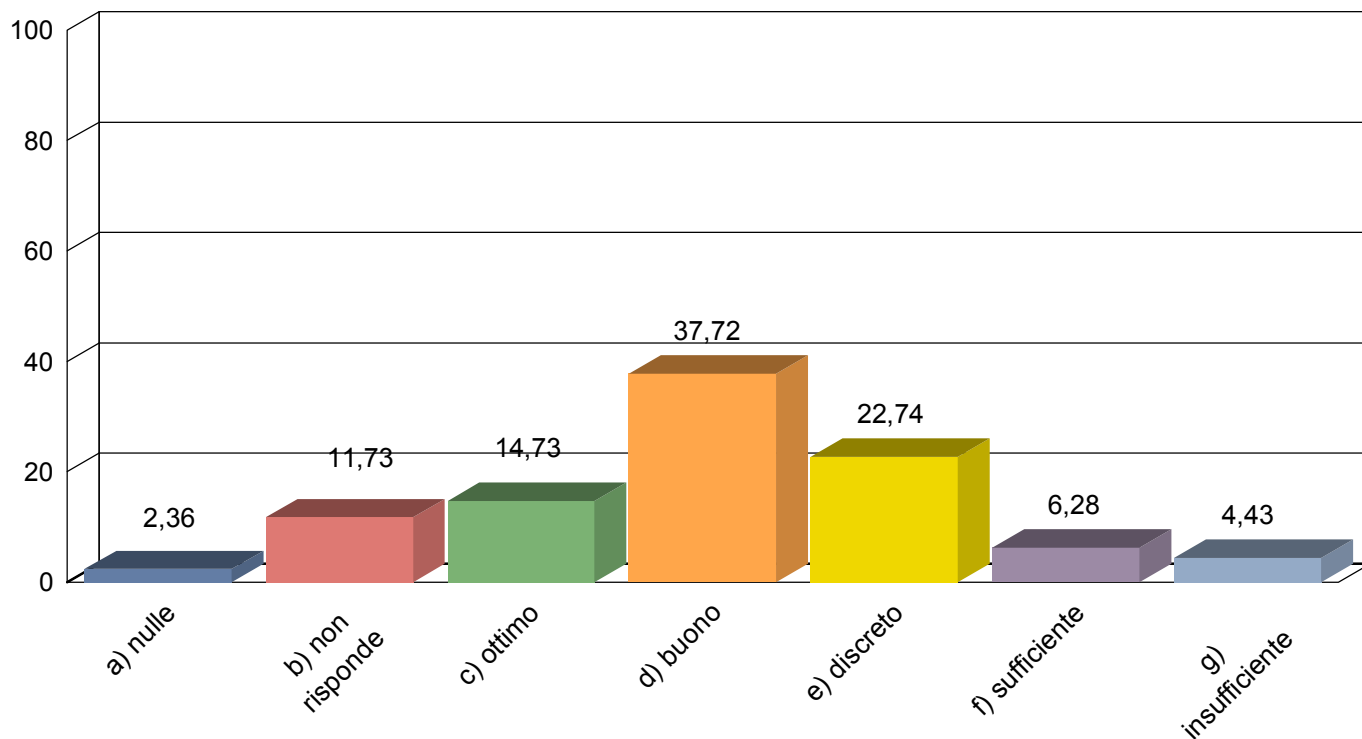


Reperibilità titoli di viaggio

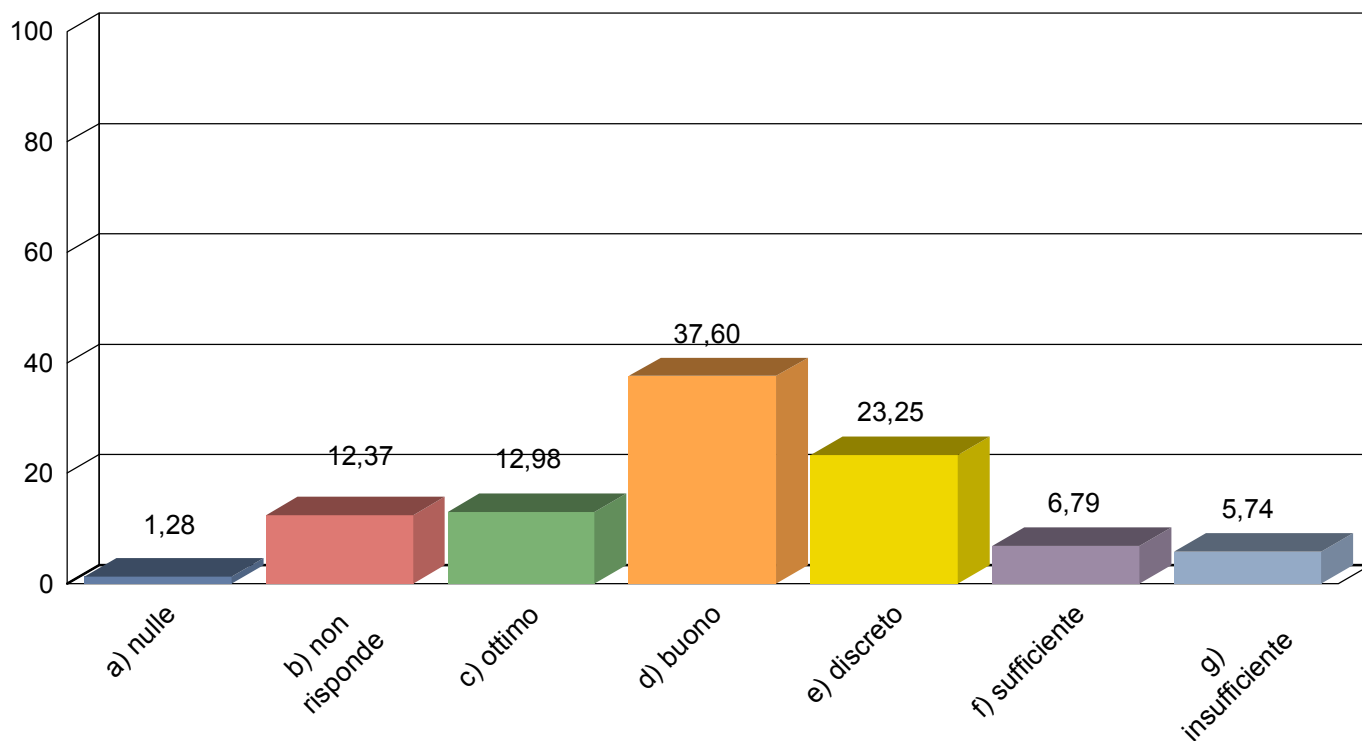




Frequenza servizio nei giorni feriali

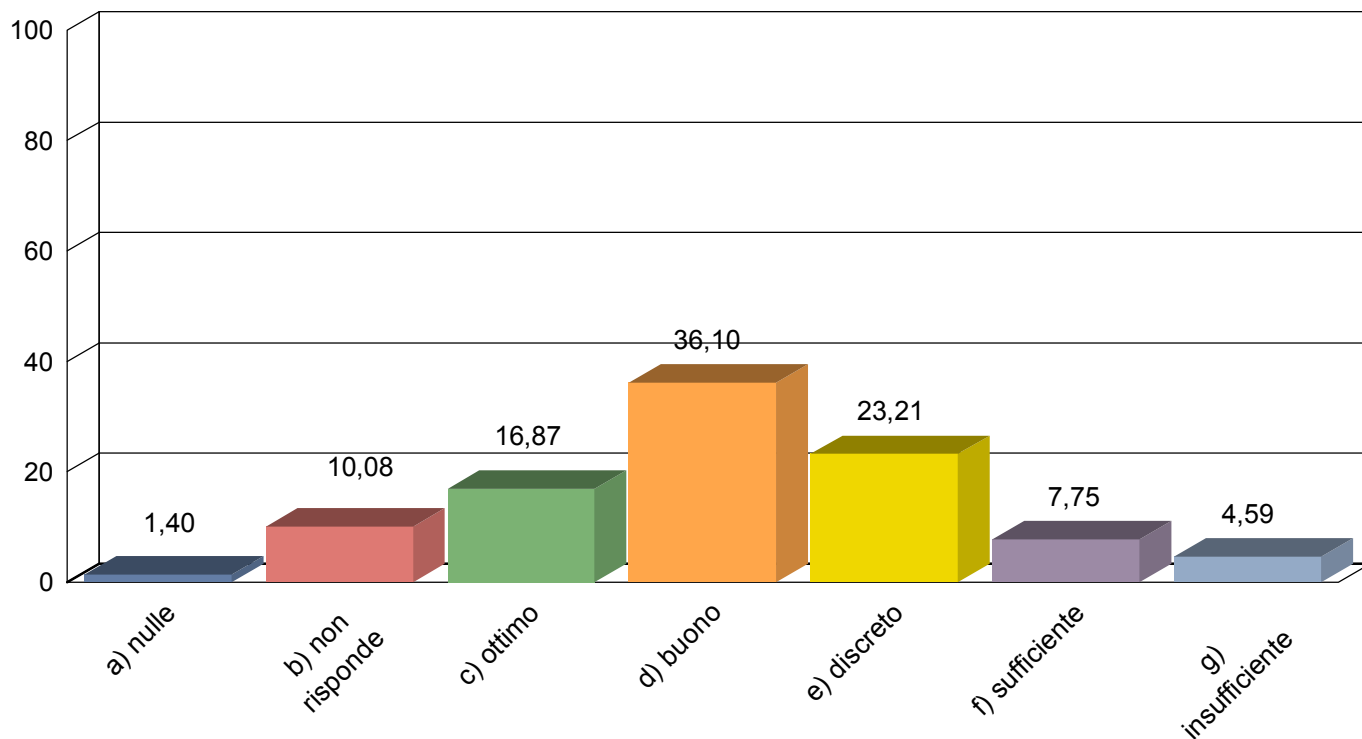


Copertura del servizio in estate e festivi

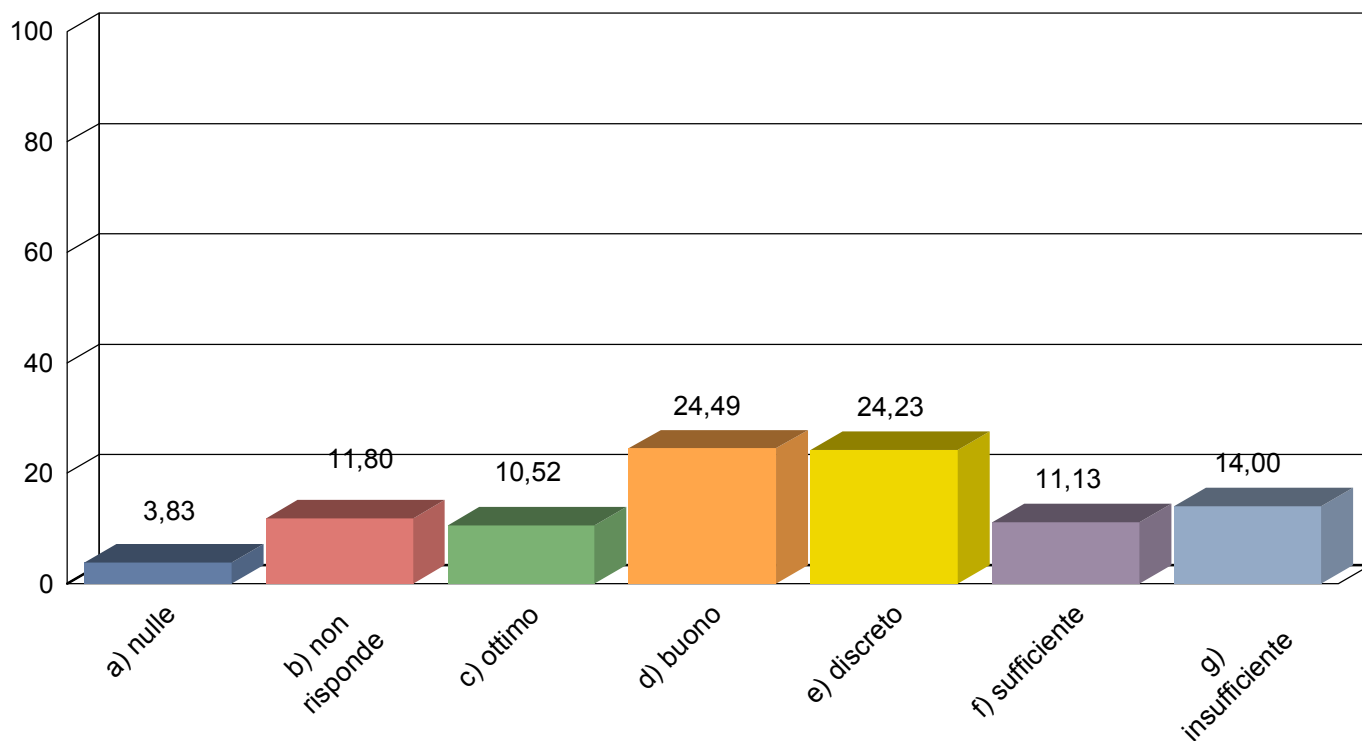




Funzionamento oblitteratrici

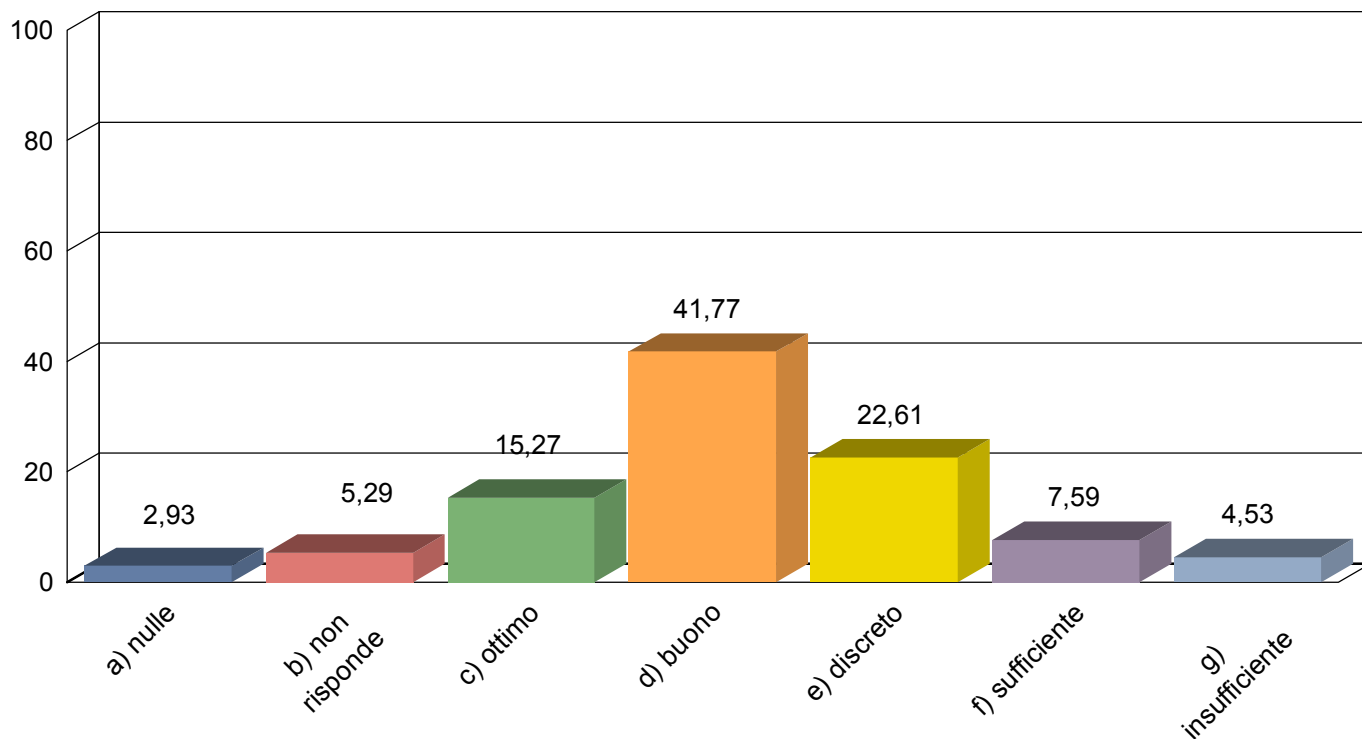


Funzionamento e pulizia bagni di stazioni

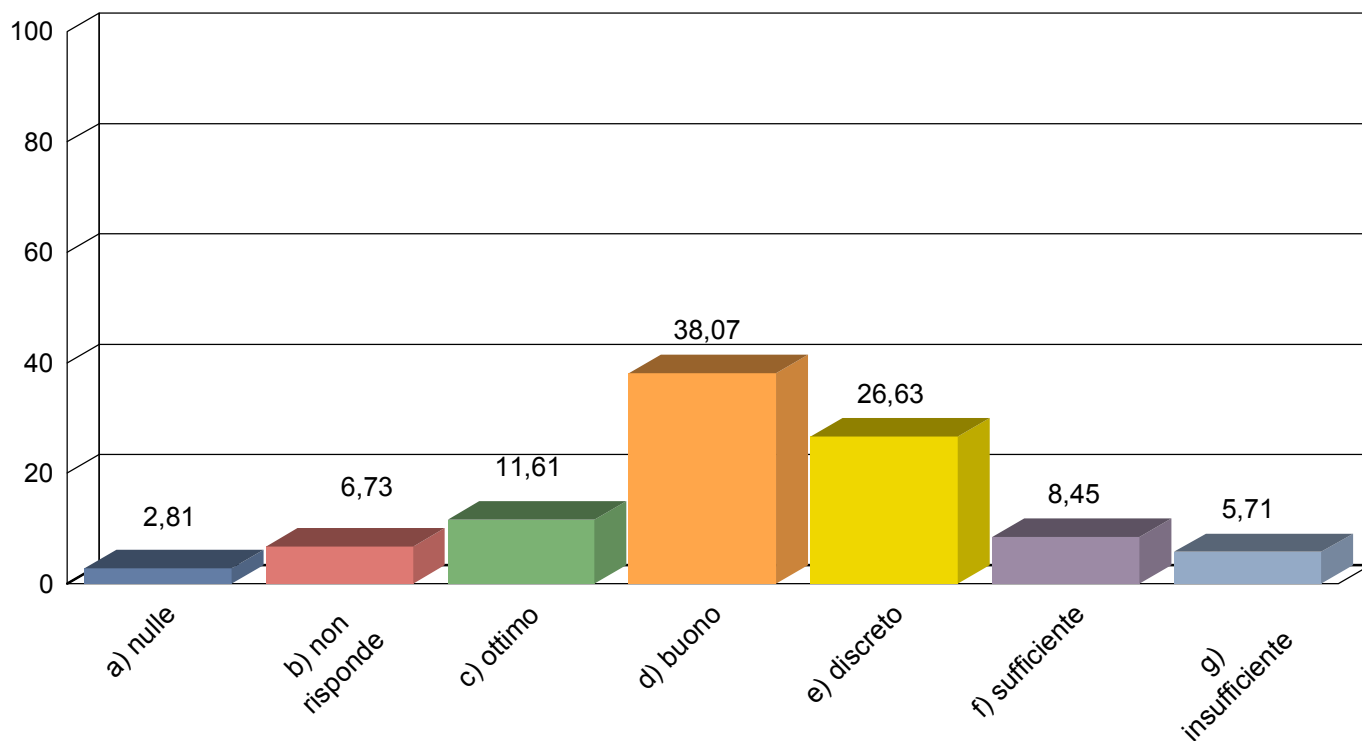




Pulizia del mezzo di trasporto

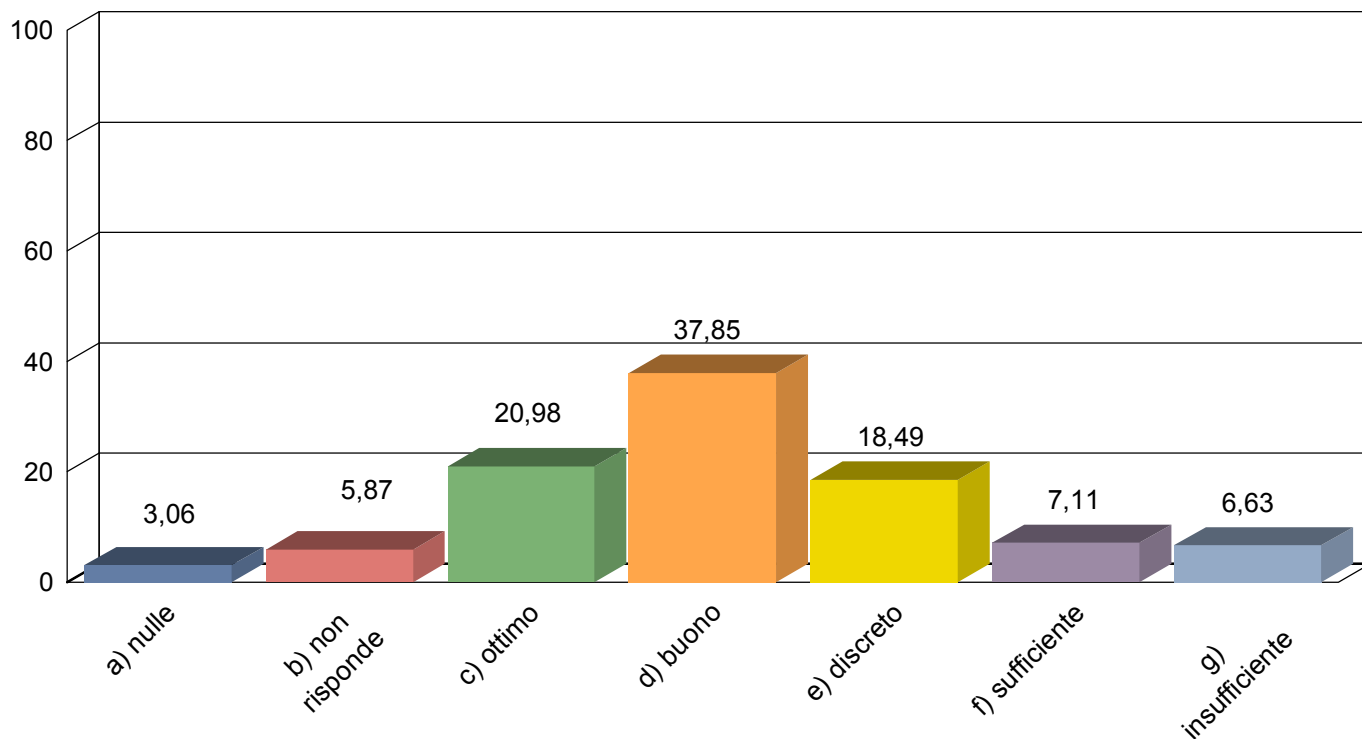


Pulizia stazioni

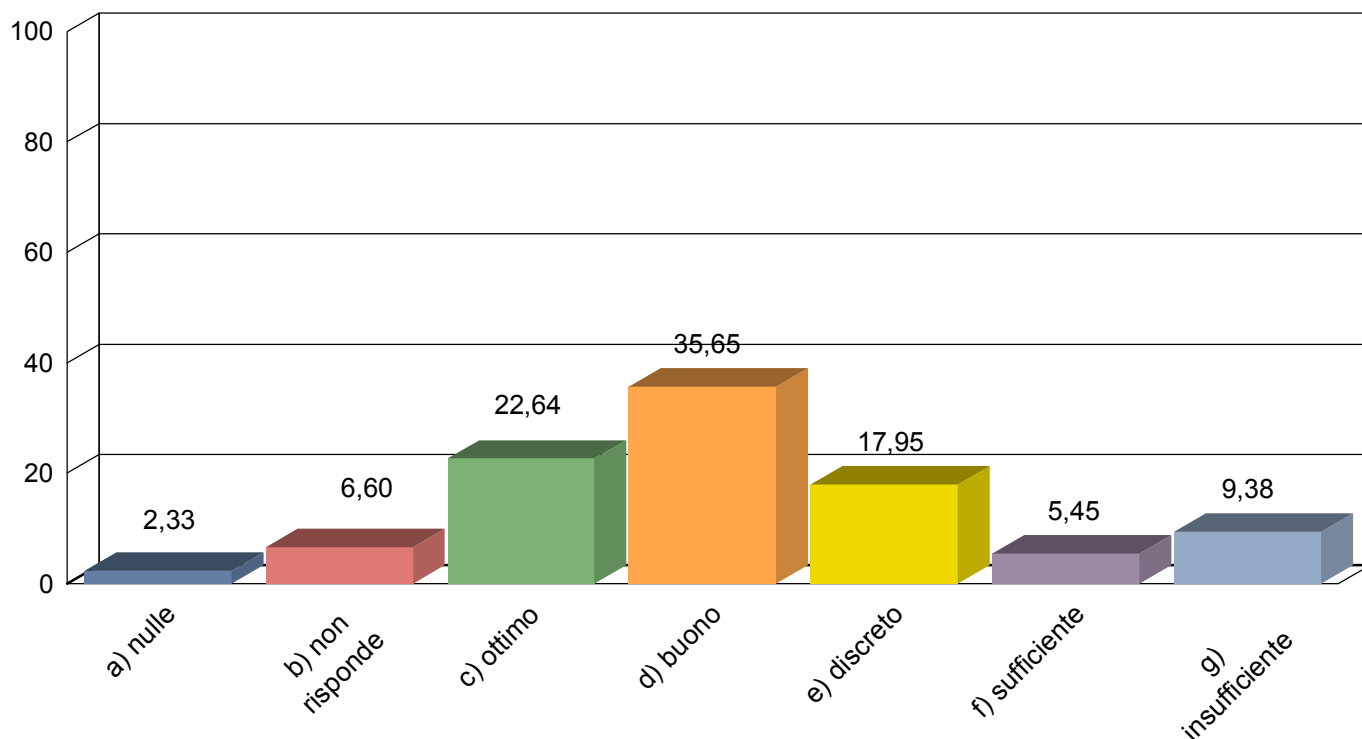




Efficienza climatizzazione estate / inverno

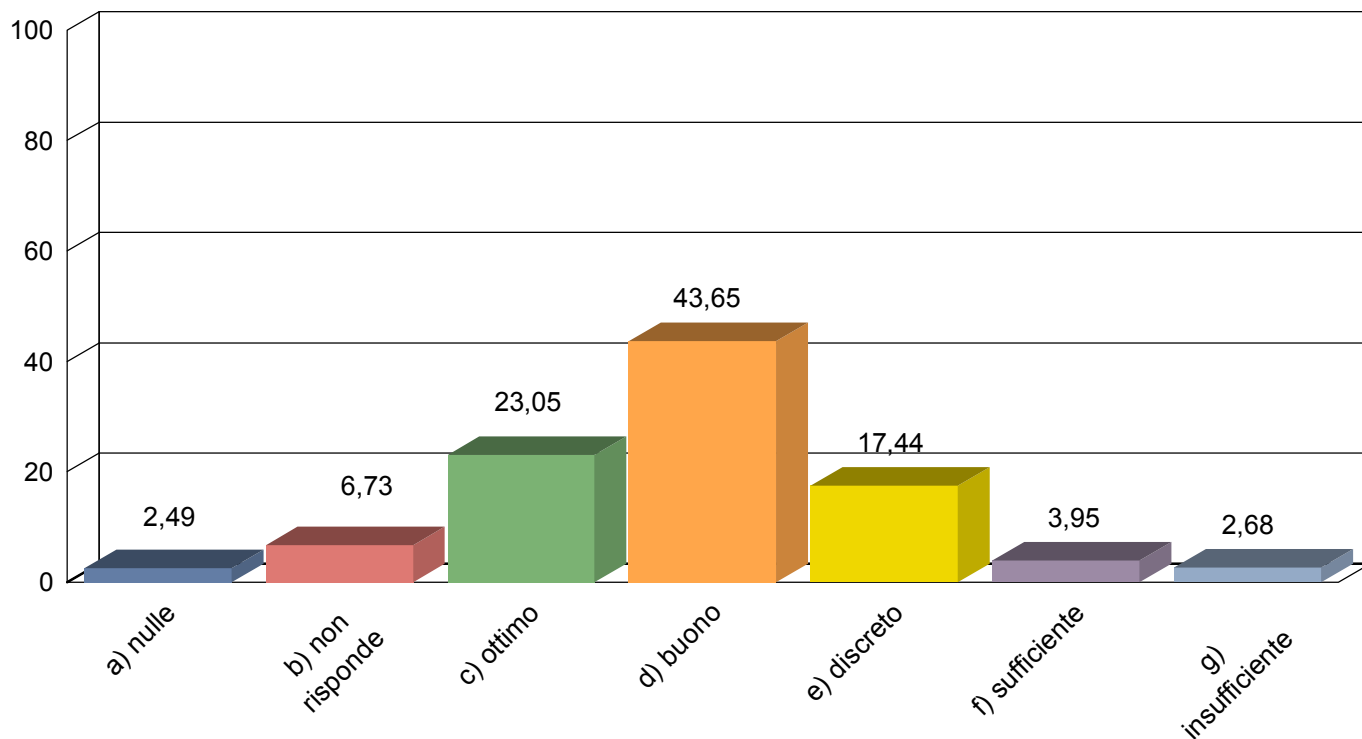


Gradimento intrattenimento musicale

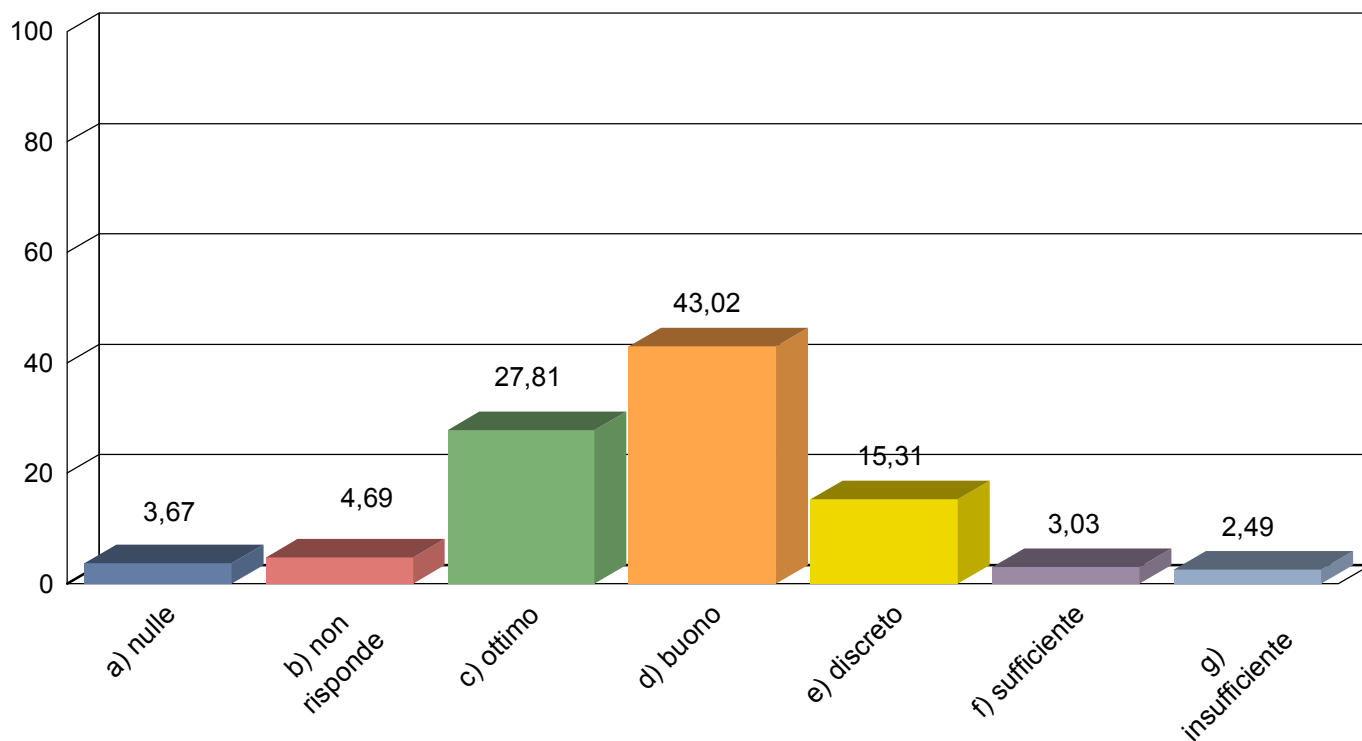




Sicurezza sul mezzo di persone e cose

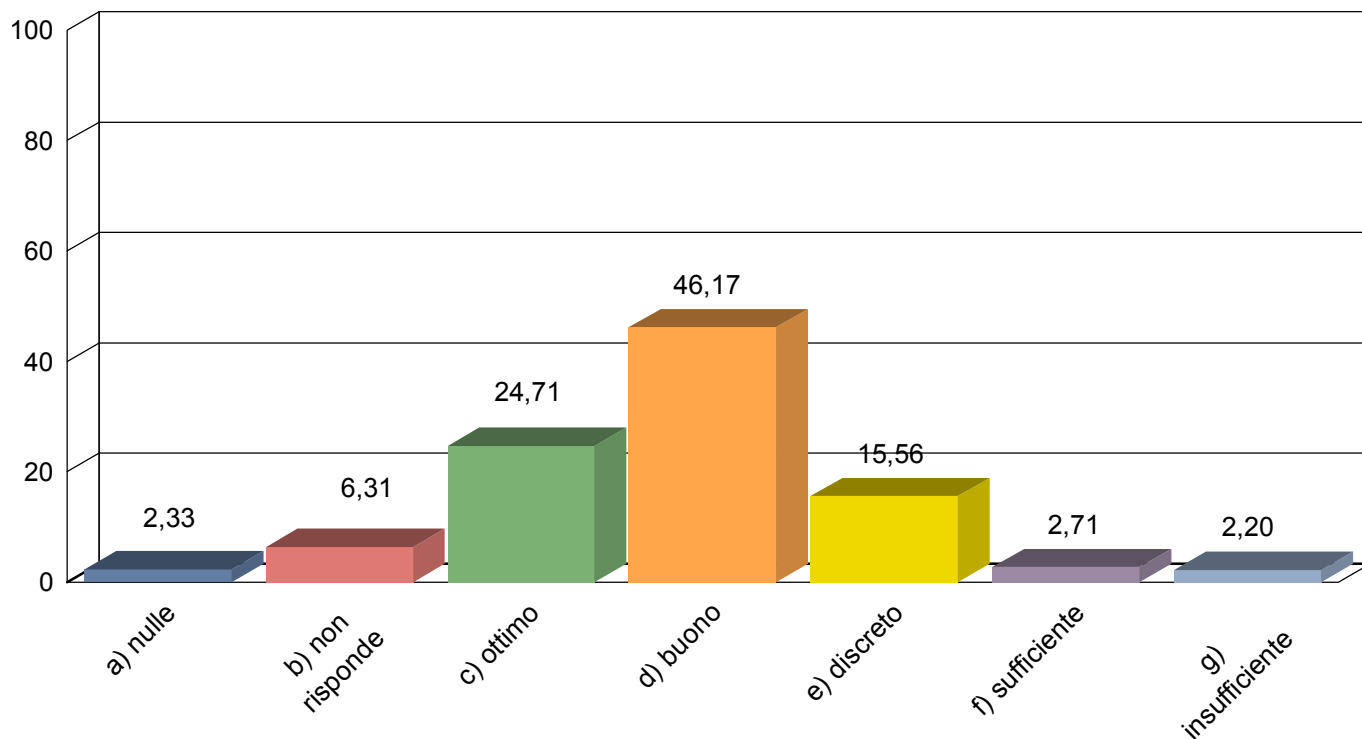


Cortesia / Disponibilità del personale





Competenza del personale



Riconoscibilità del personale

