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**FERROTRAMVIARIA SPA**  
FERROVIE DEL NORD BARESE  
AUTOLINEE

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

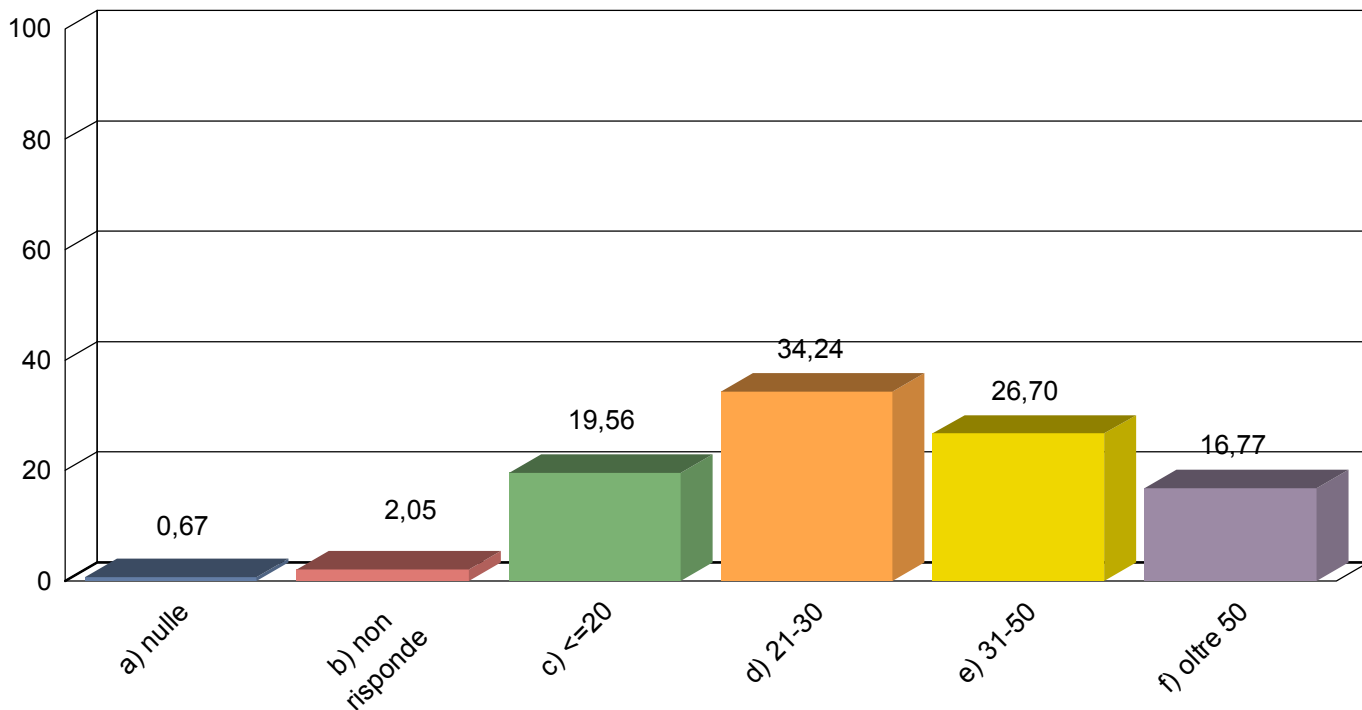
**DICEMBRE 2014**

**(campione esaminato: 3262 viaggiatori)**

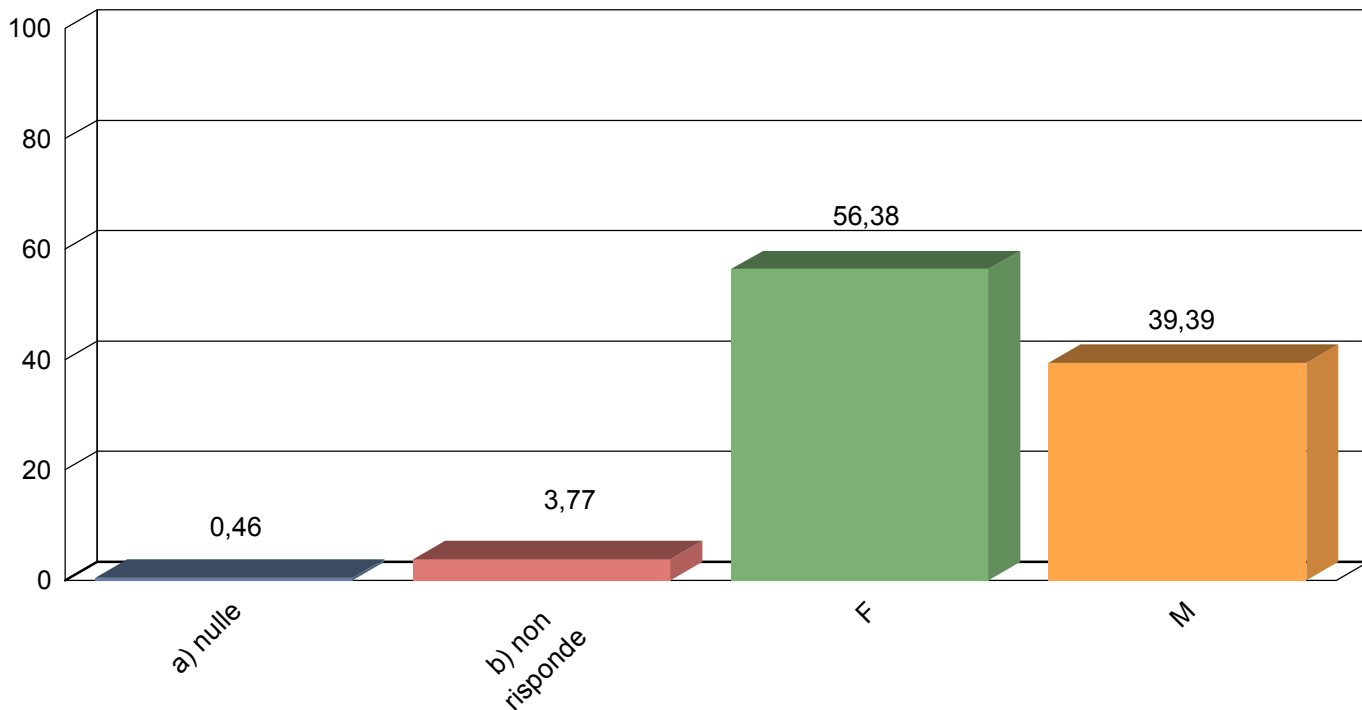




## Età

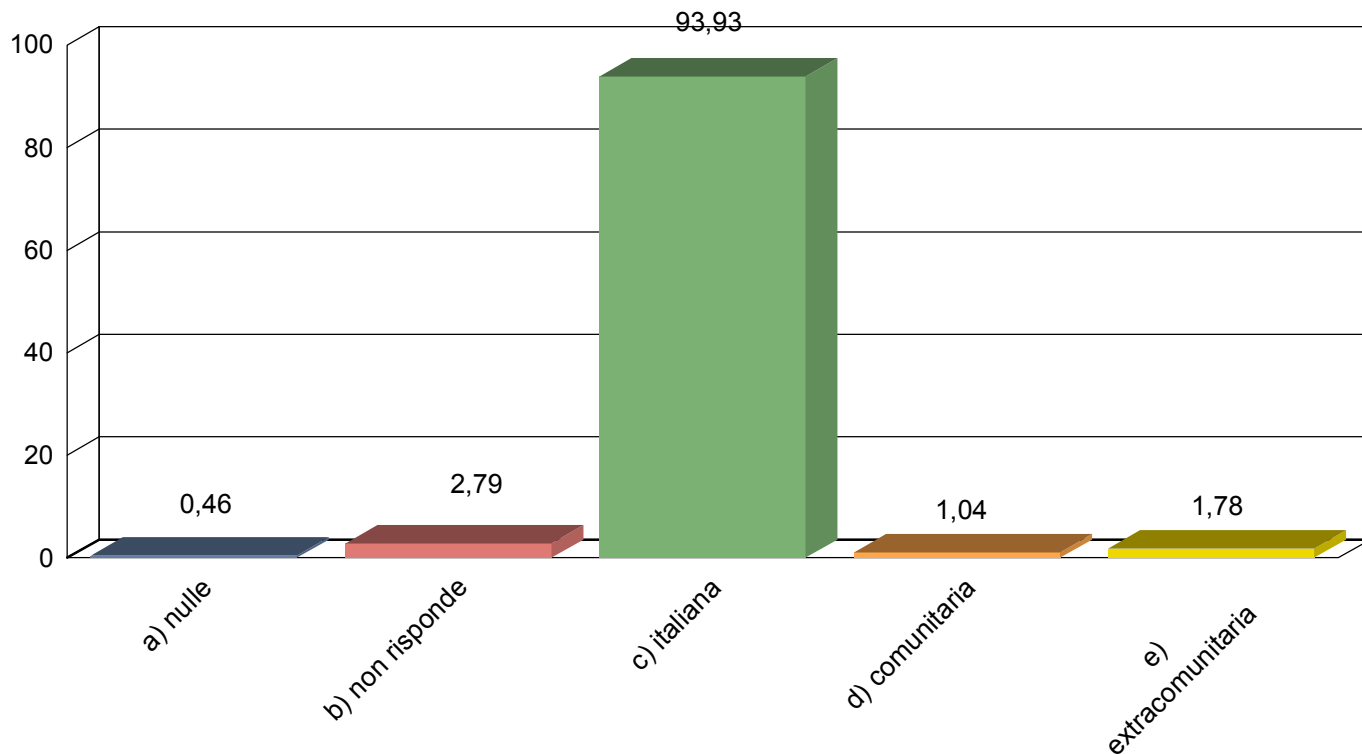


## Sesso

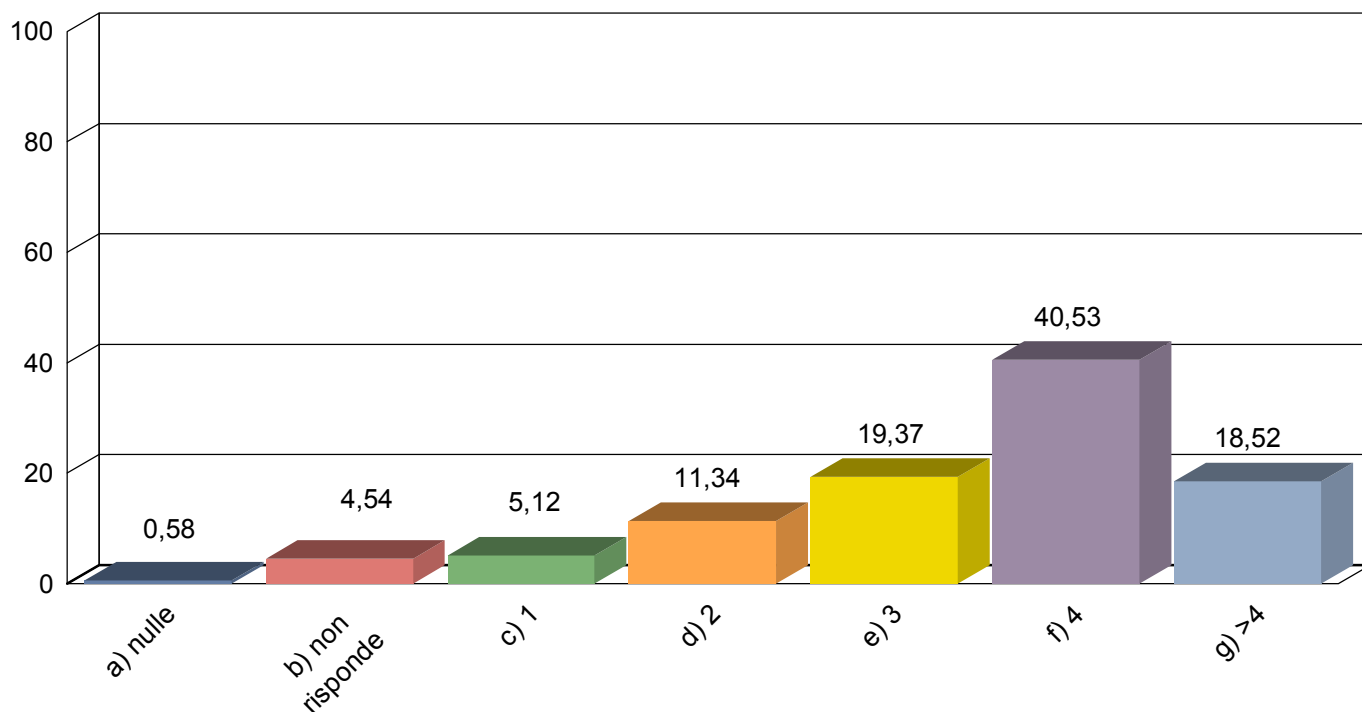




## Nazionalità

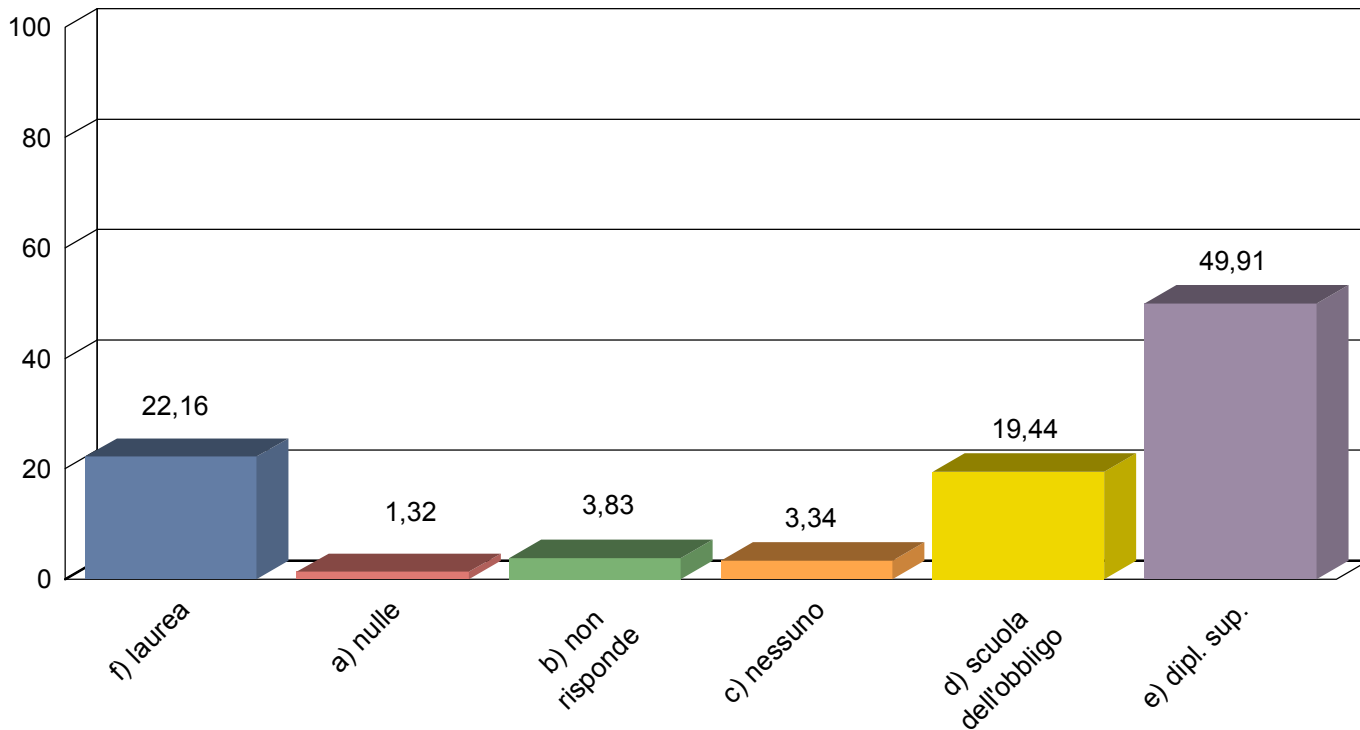


## Nucleo familiare

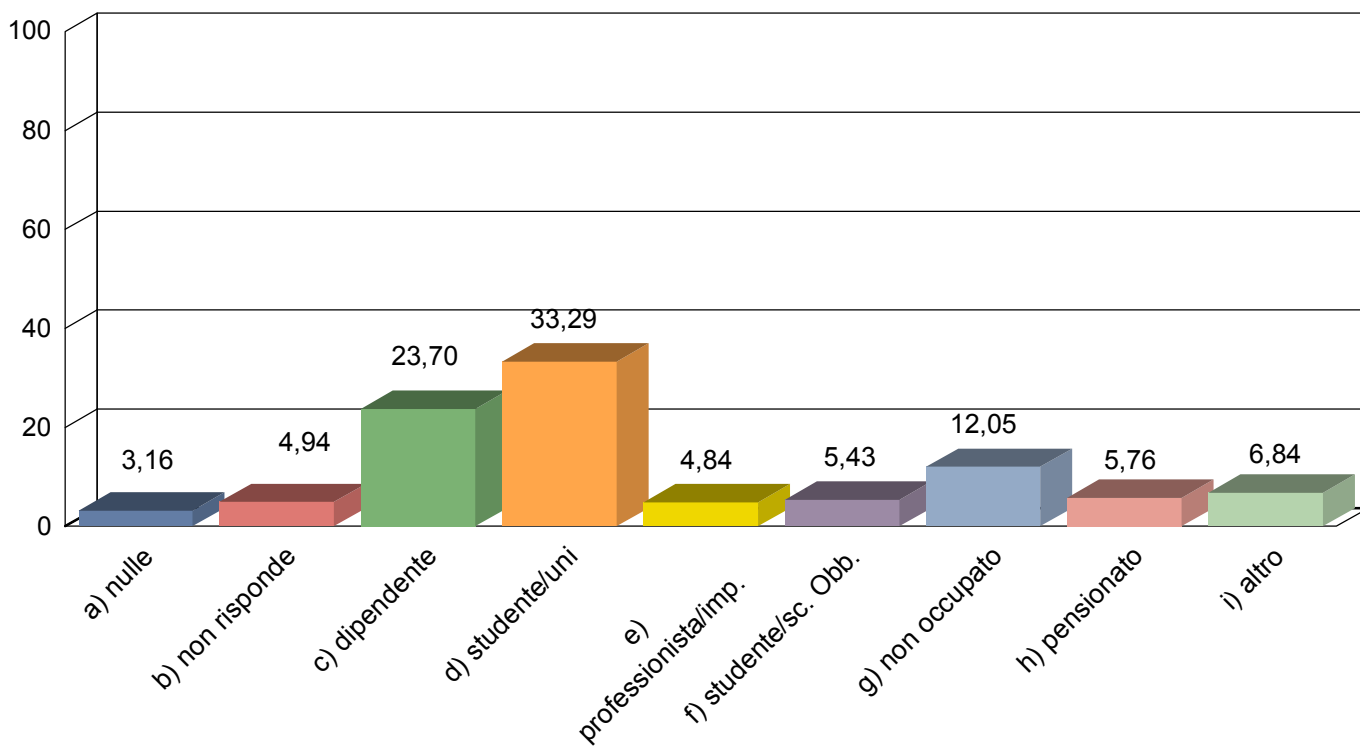




## Titolo di studio

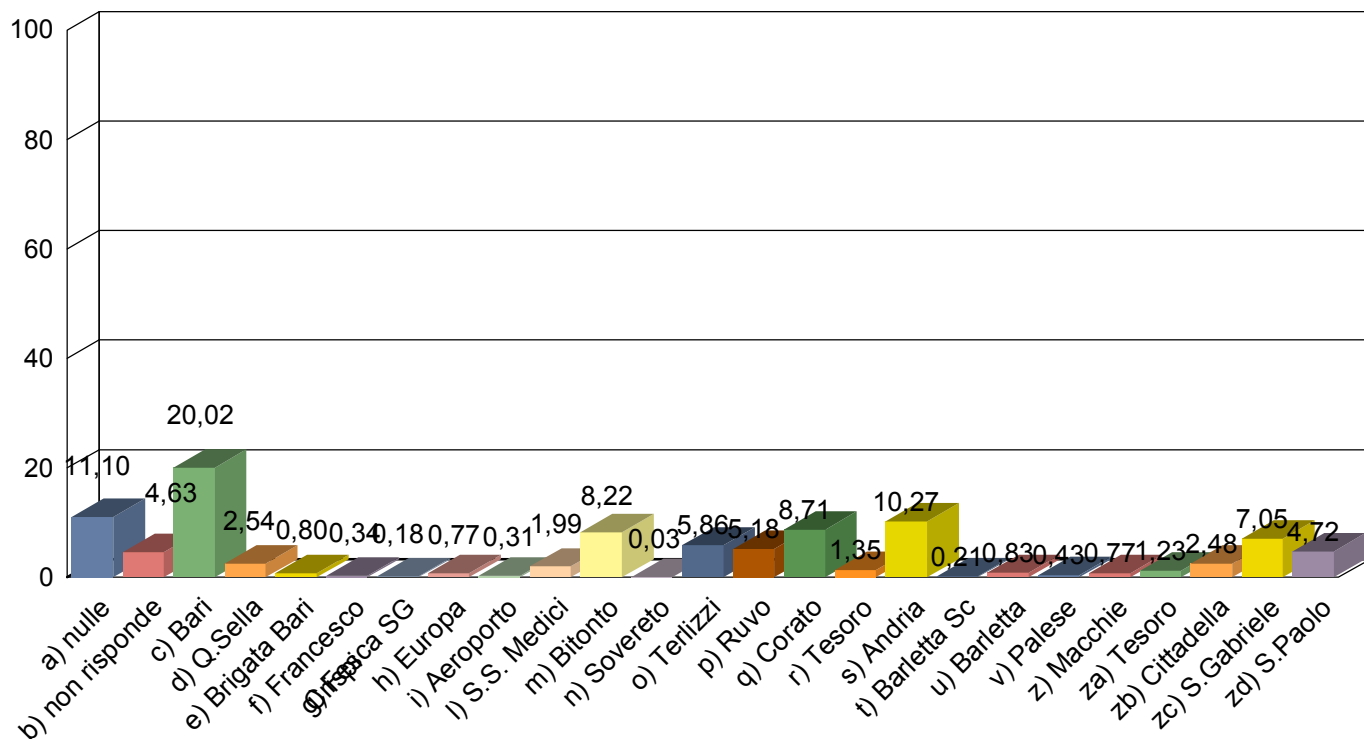


## Occupazione

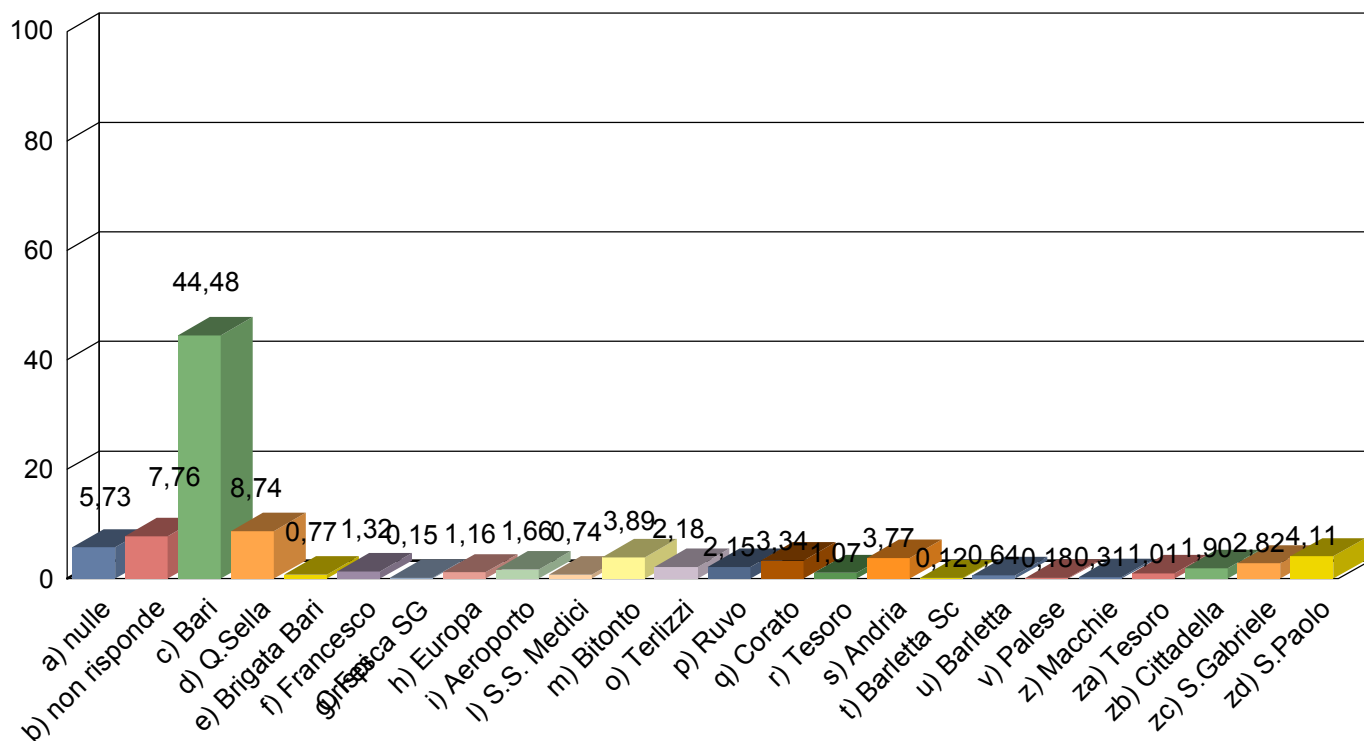




## Città di partenza di questo viaggio

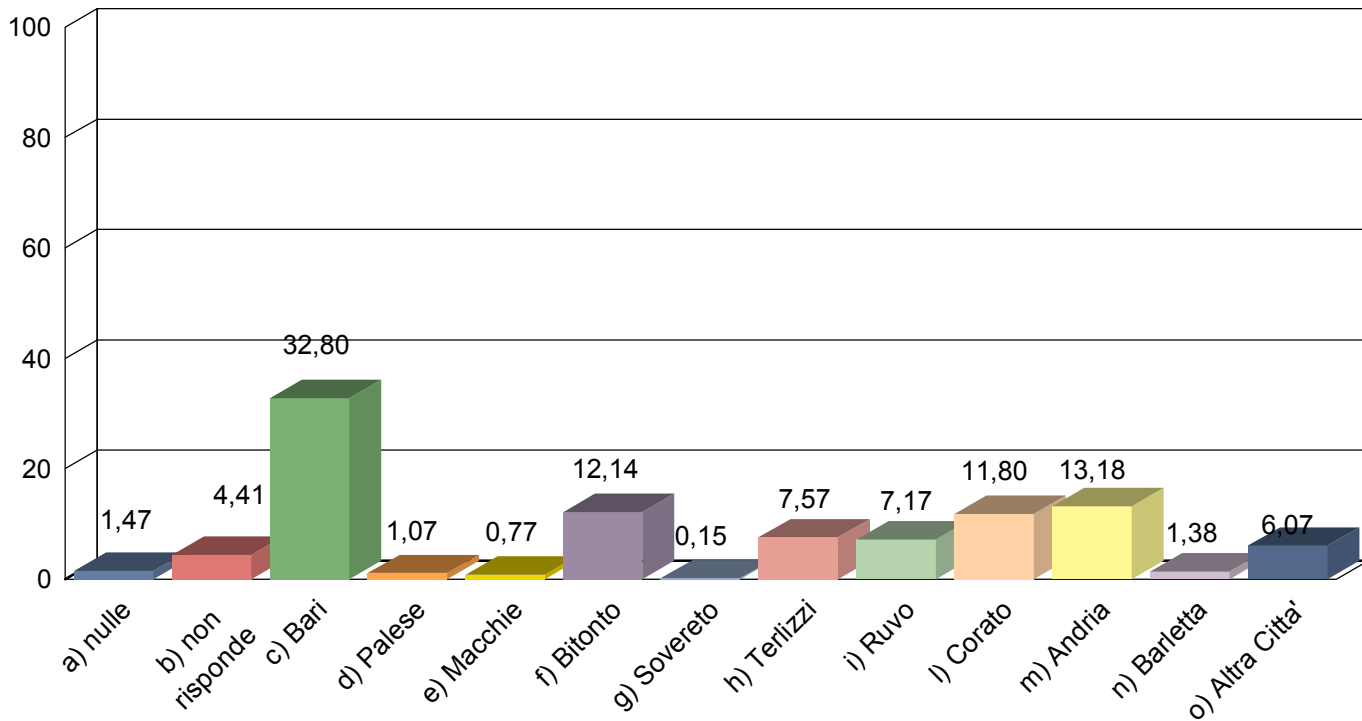


## Città di arrivo di questo viaggio

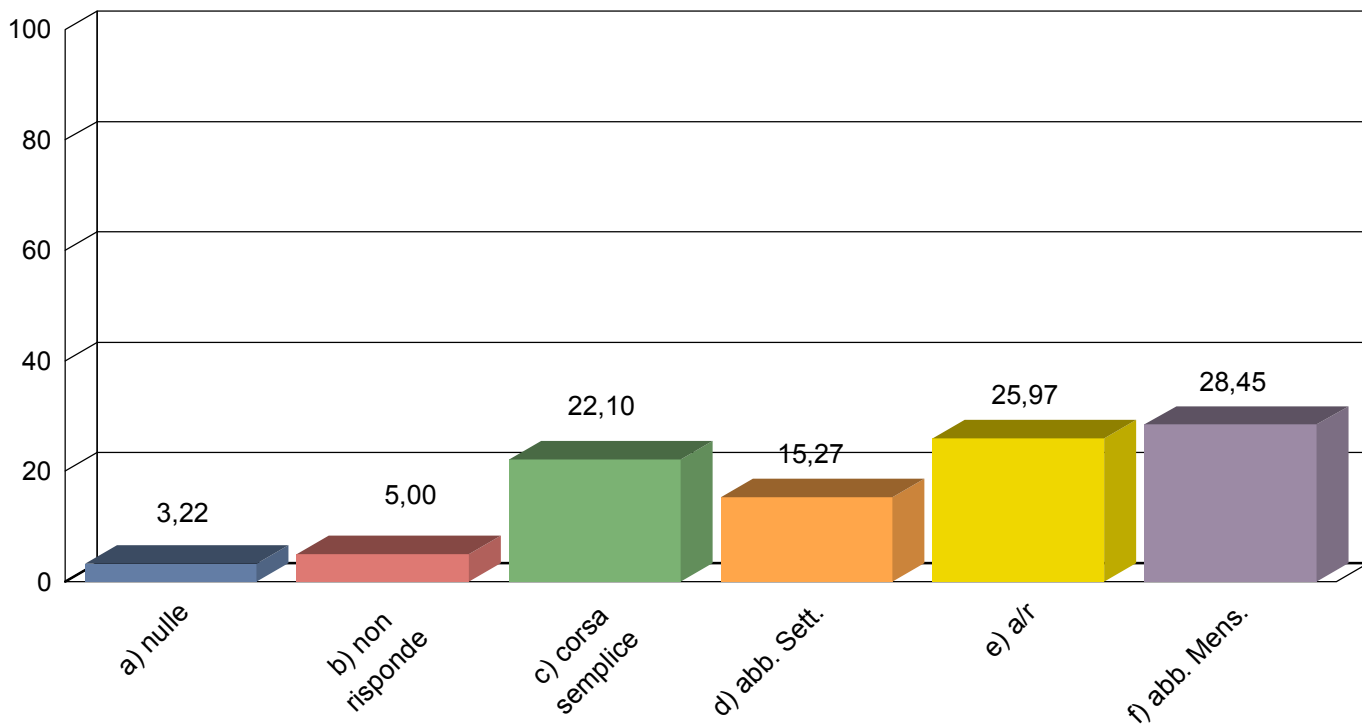




## Citta' di residenza

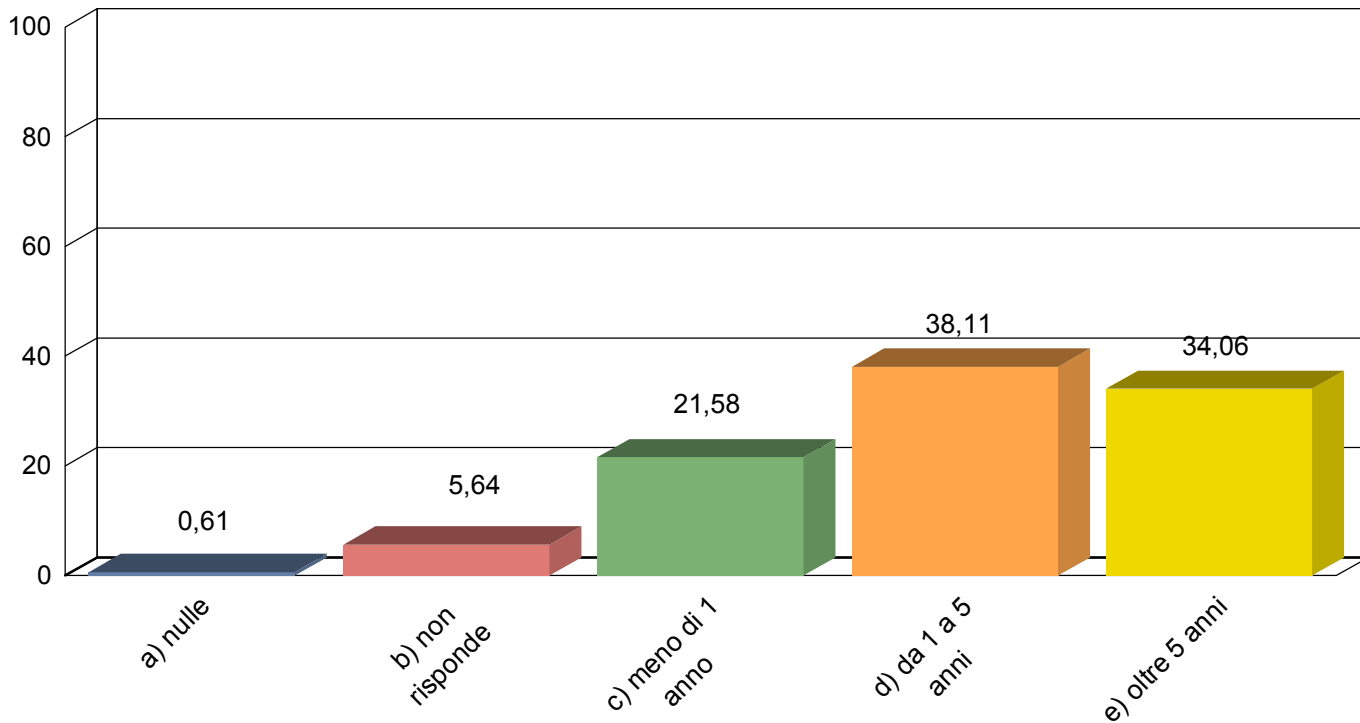


## Tipo di biglietto utilizzato

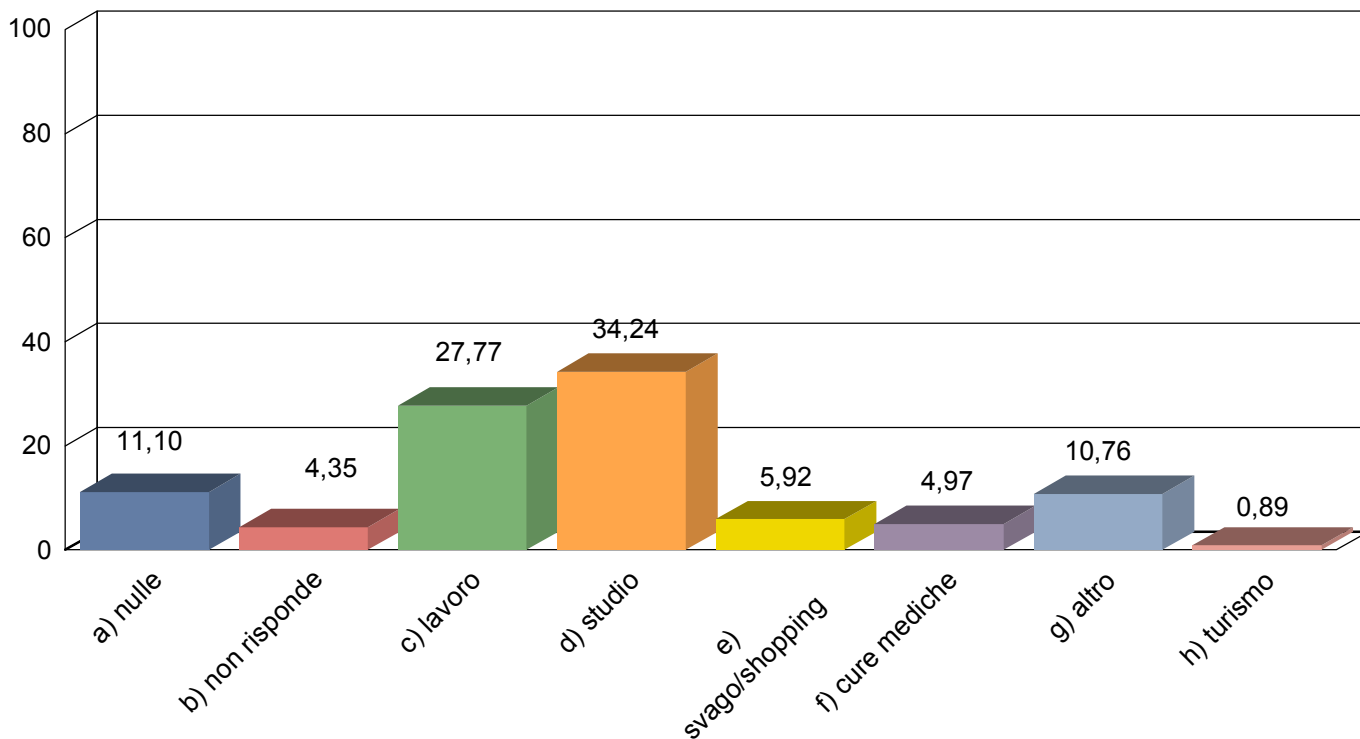




## Da quanto tempo utilizza il treno

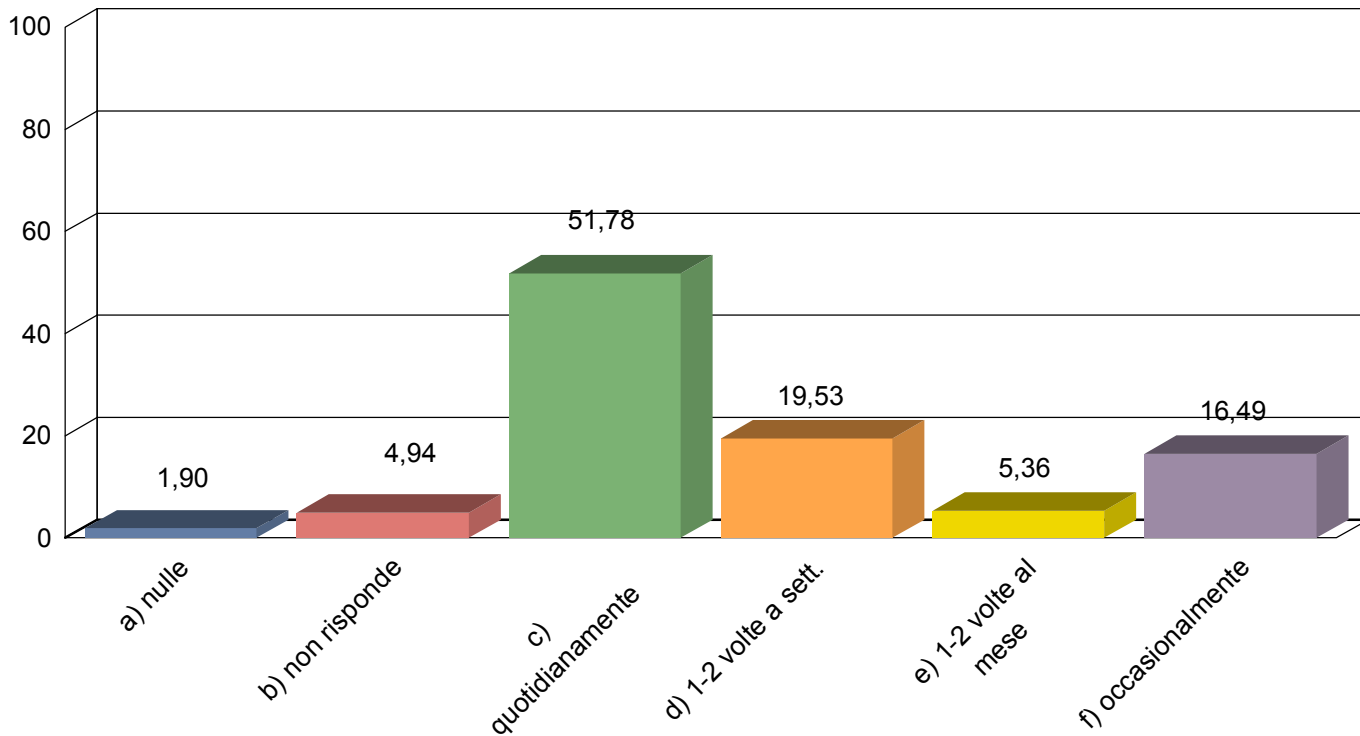


## Scopo del viaggio

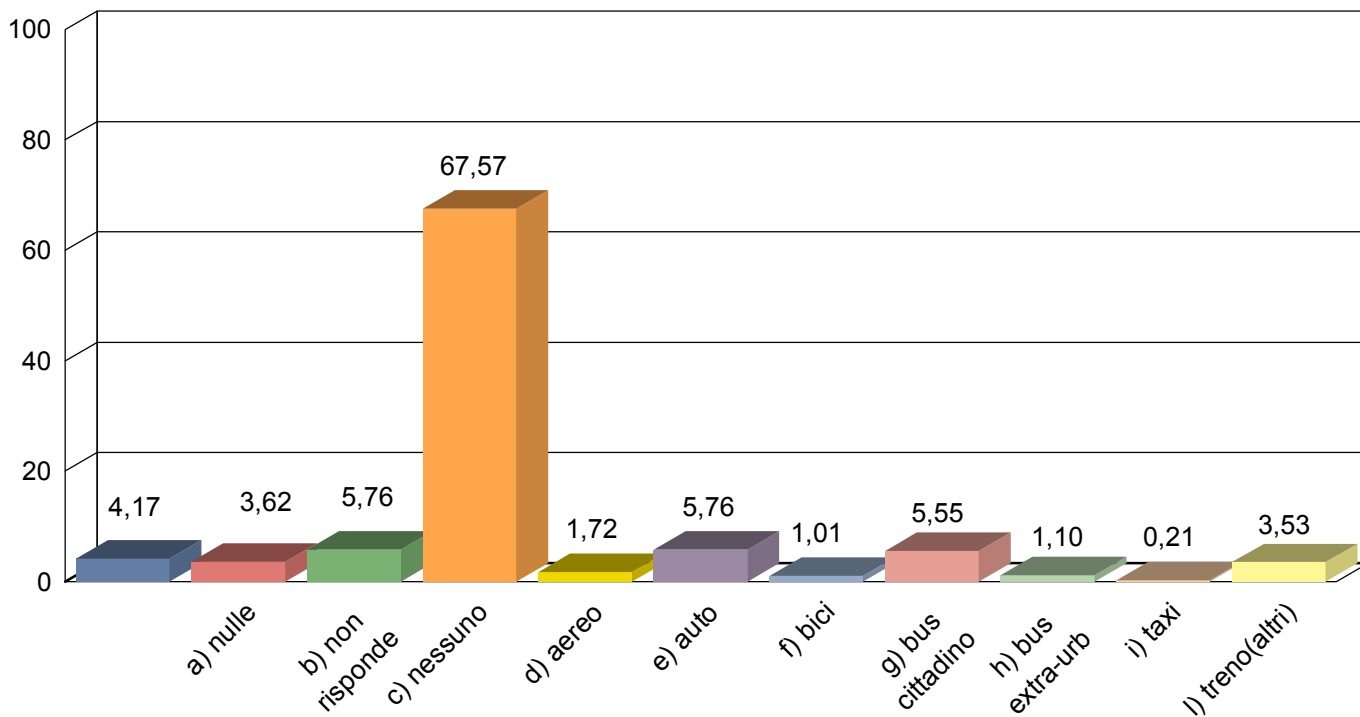




## Frequenza di utilizzo



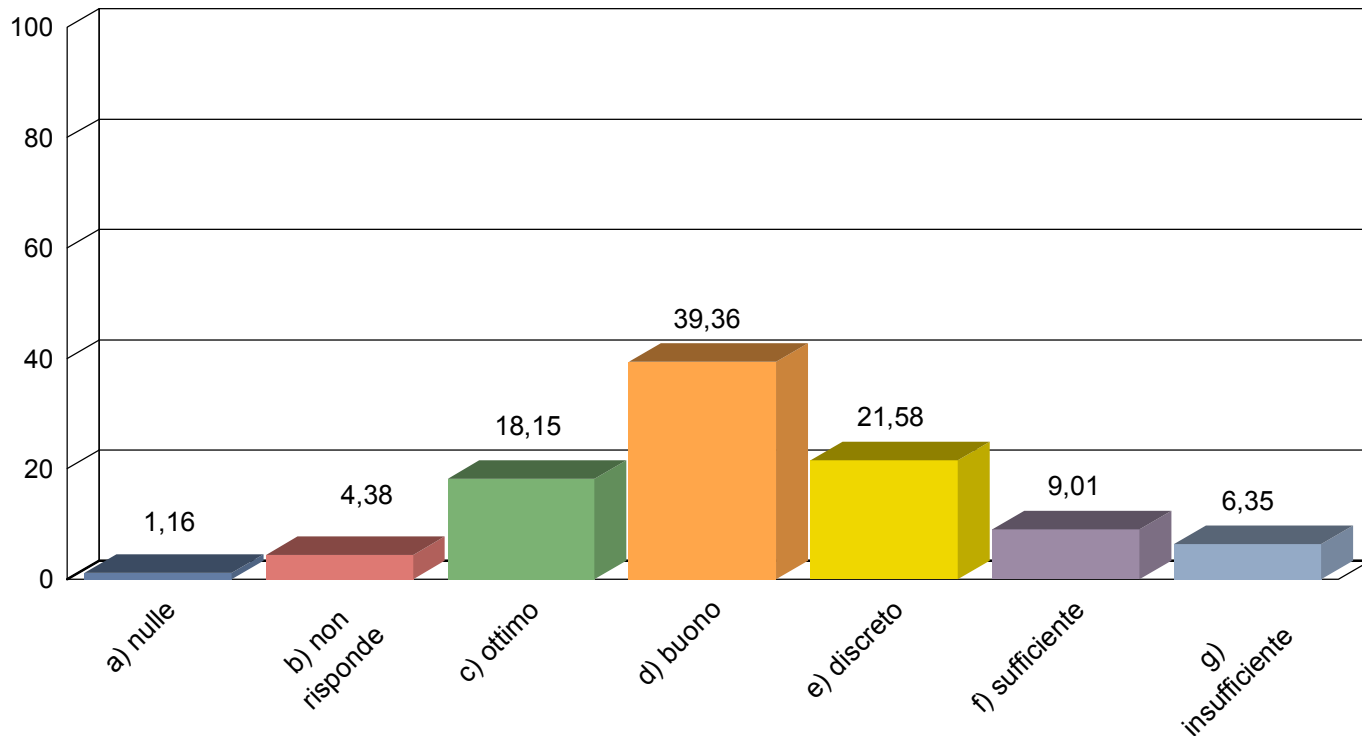
## Con che mezzi prosegue questo viaggio



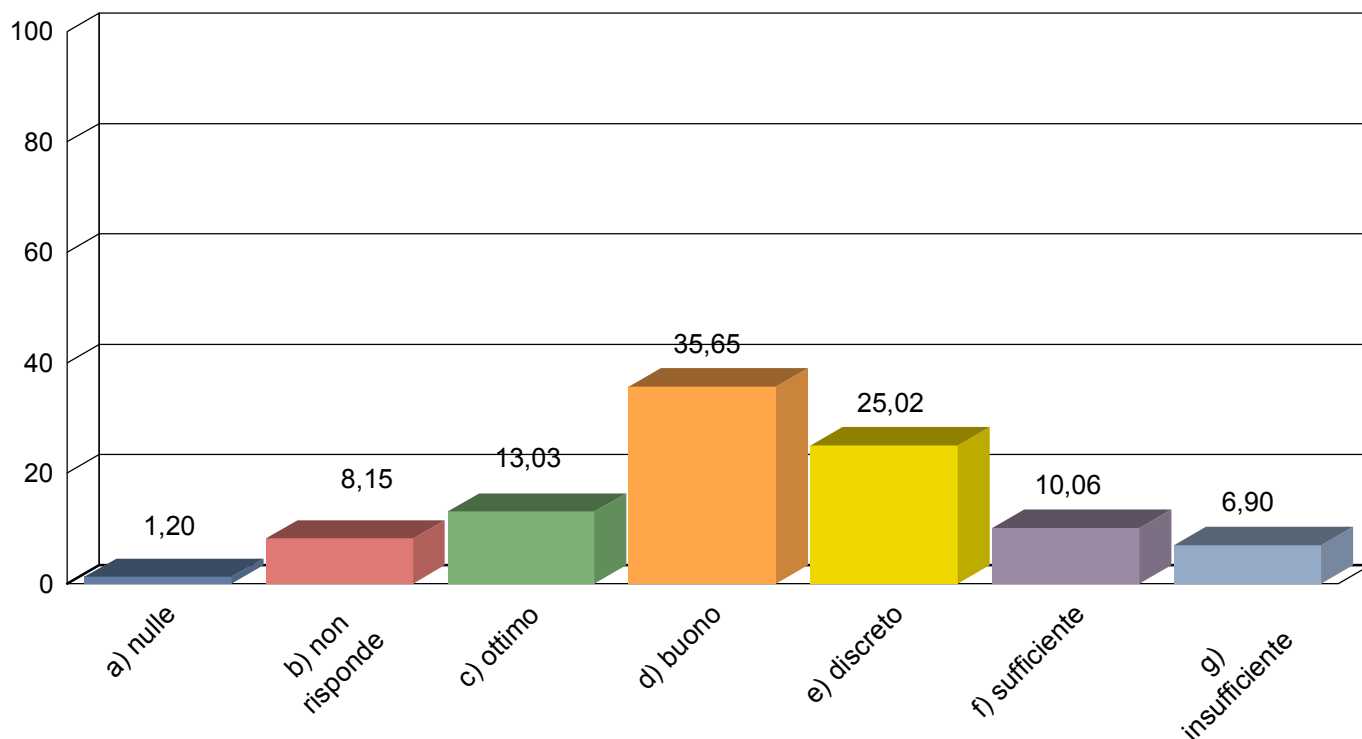




## Puntualità delle corse

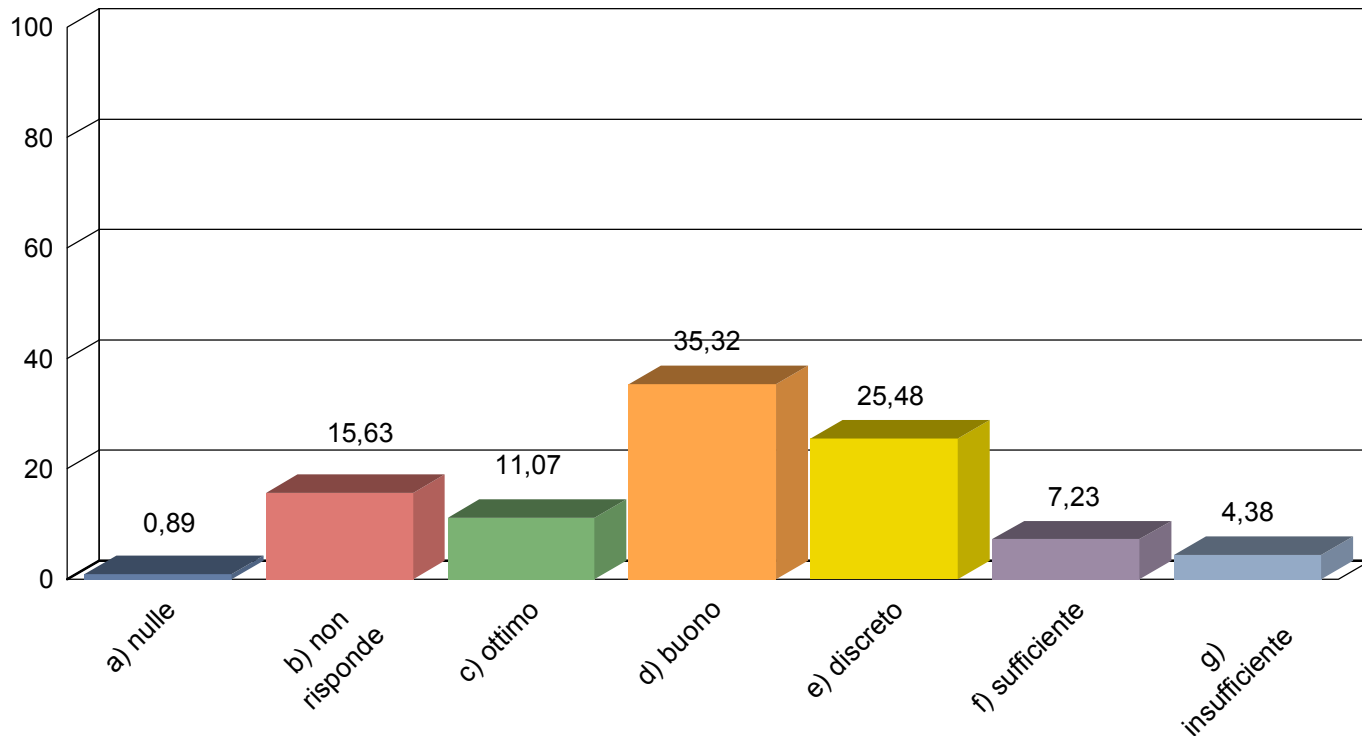


## Frequenza delle corse

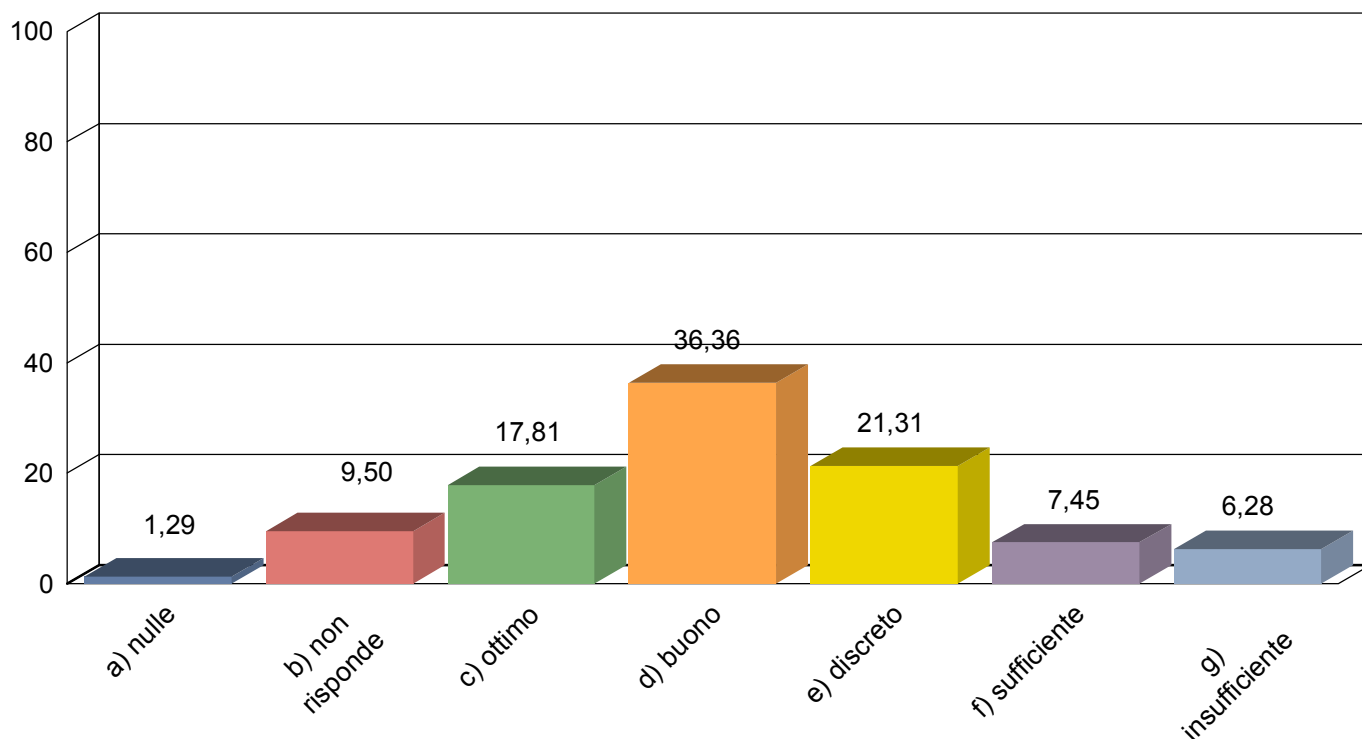




## Adeguatezza coincidenze

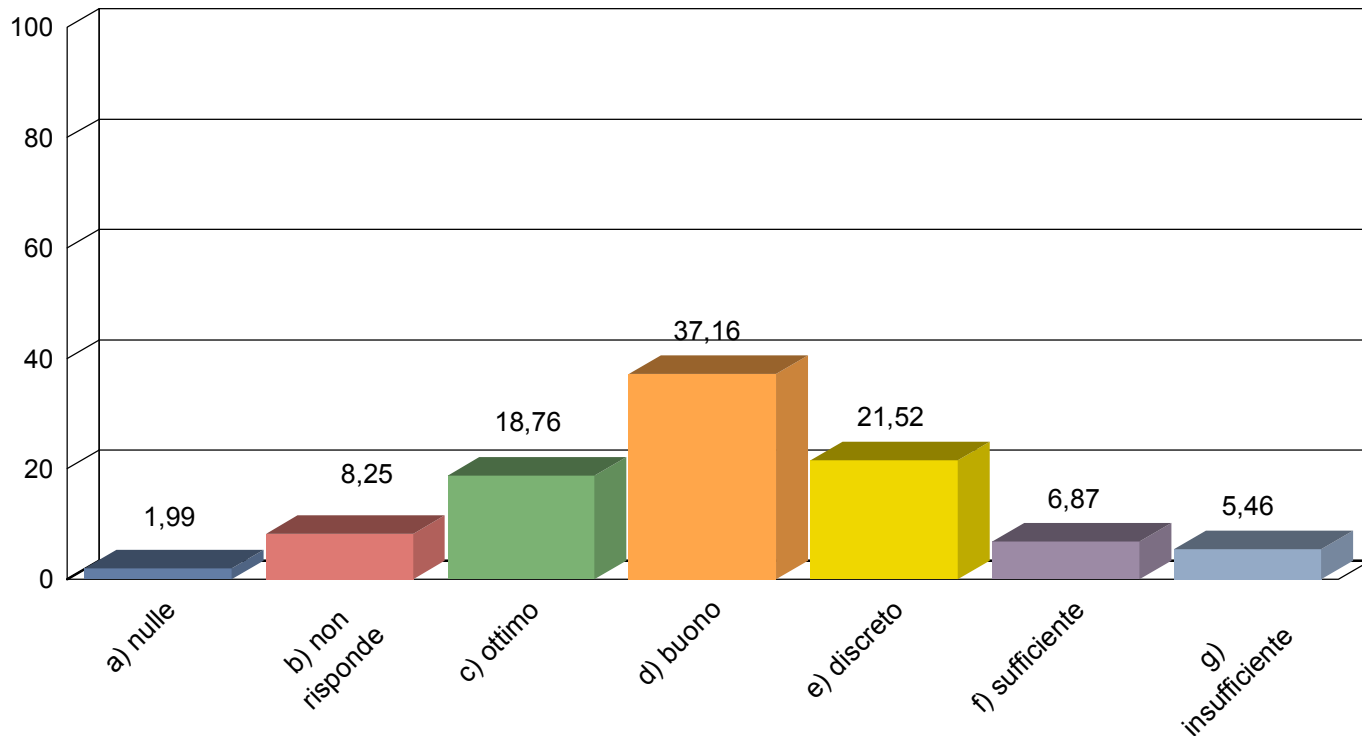


## Informazioni nelle stazioni

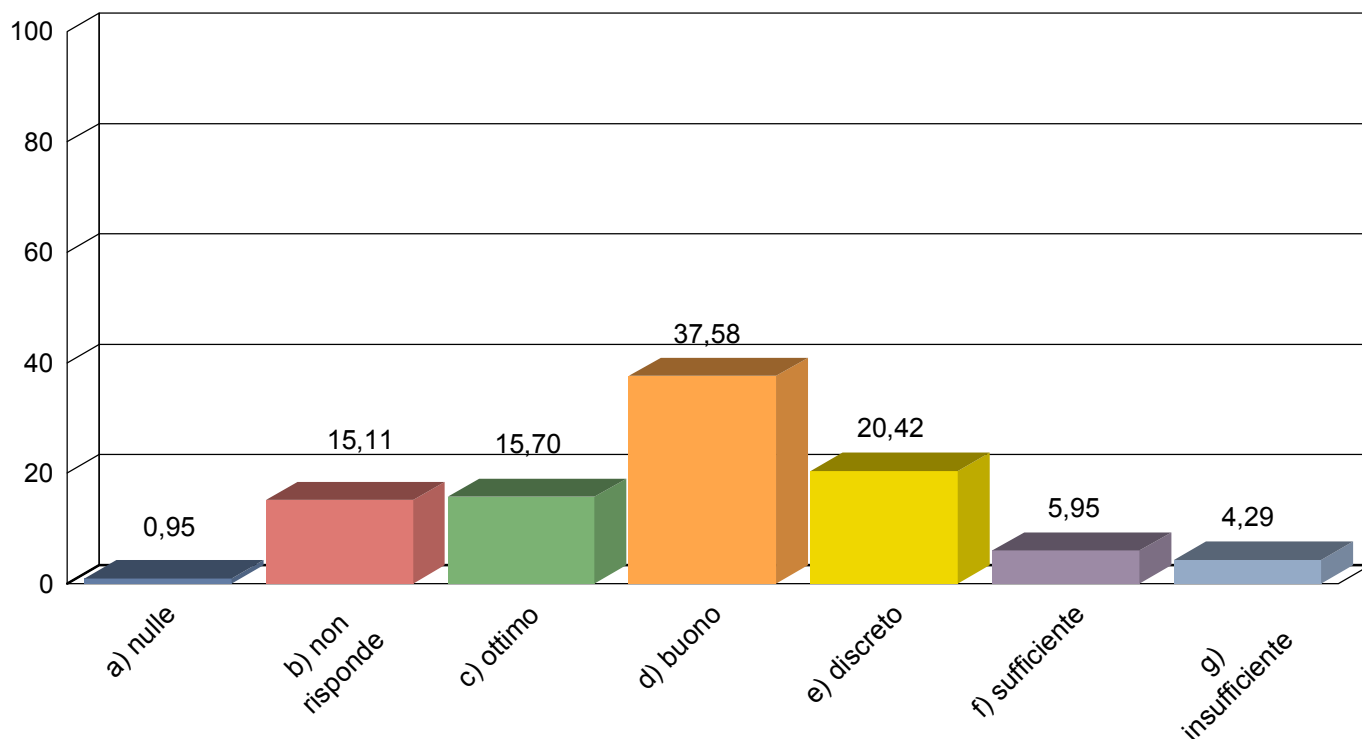




## Informazioni a bordo

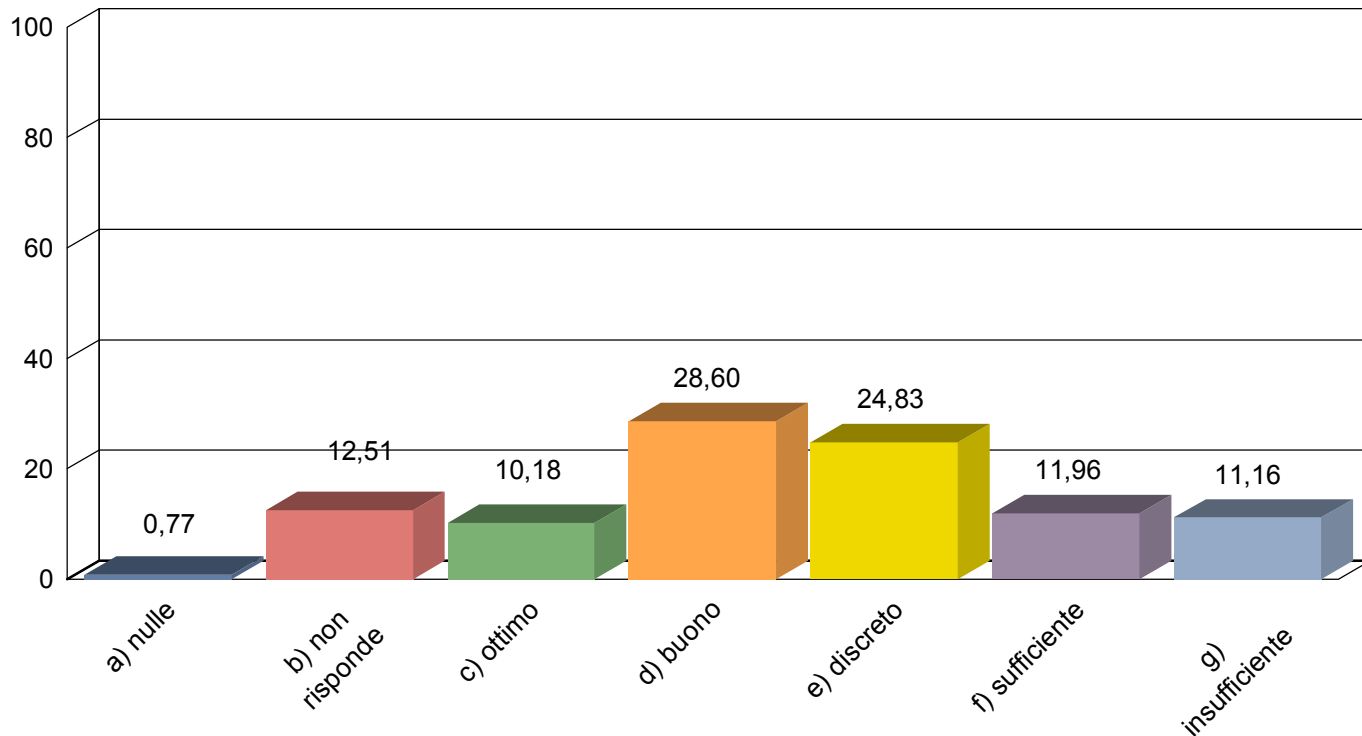


## Informazioni via web (sito, carta ecc)

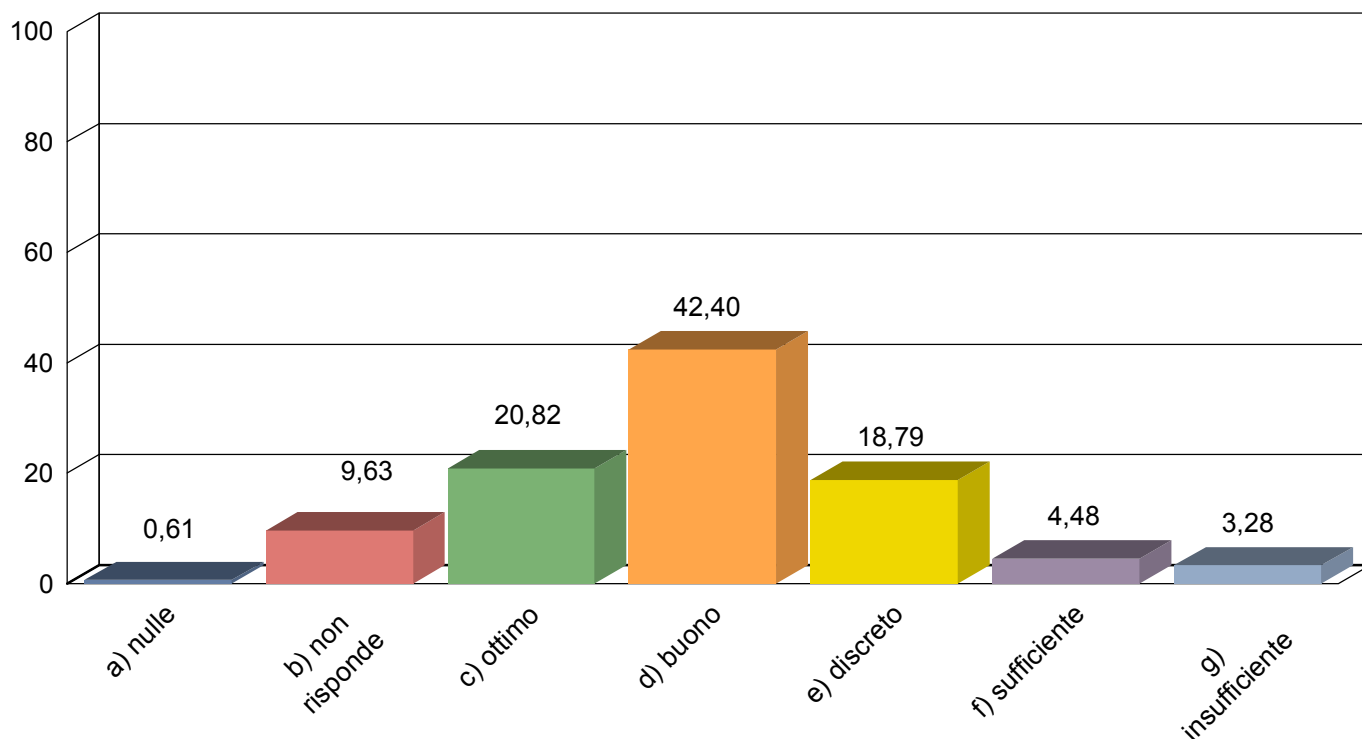




## Rapidità nel fornire informazioni in caso di disservizio

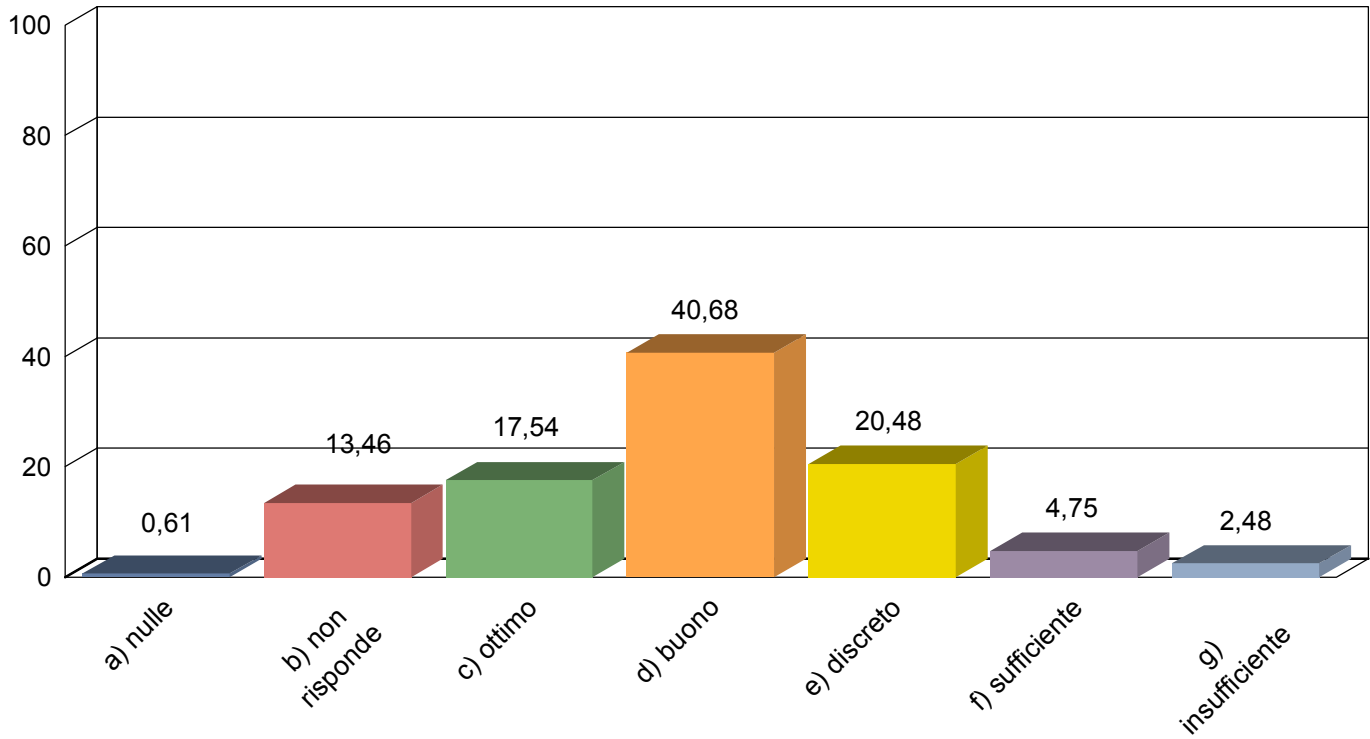


## Reperibilità orari e tariffe

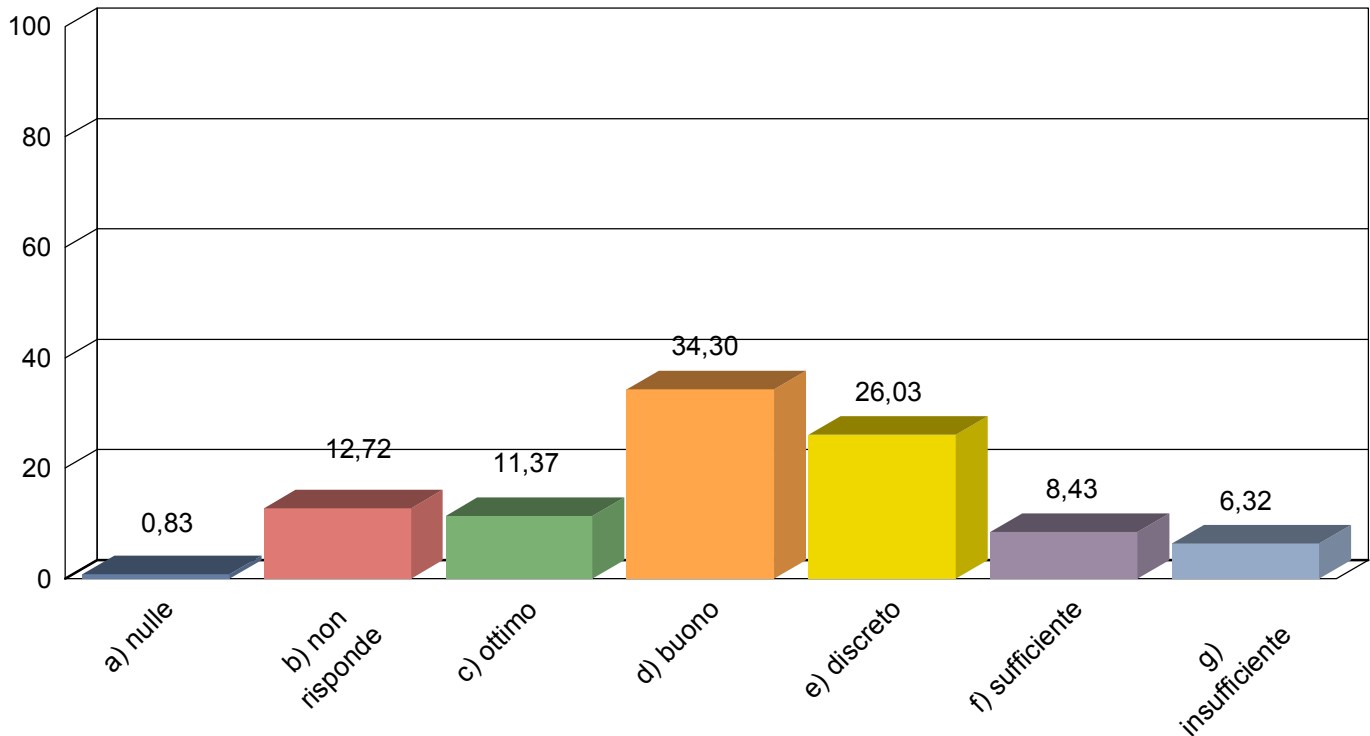




## Reperibilità titoli di viaggio

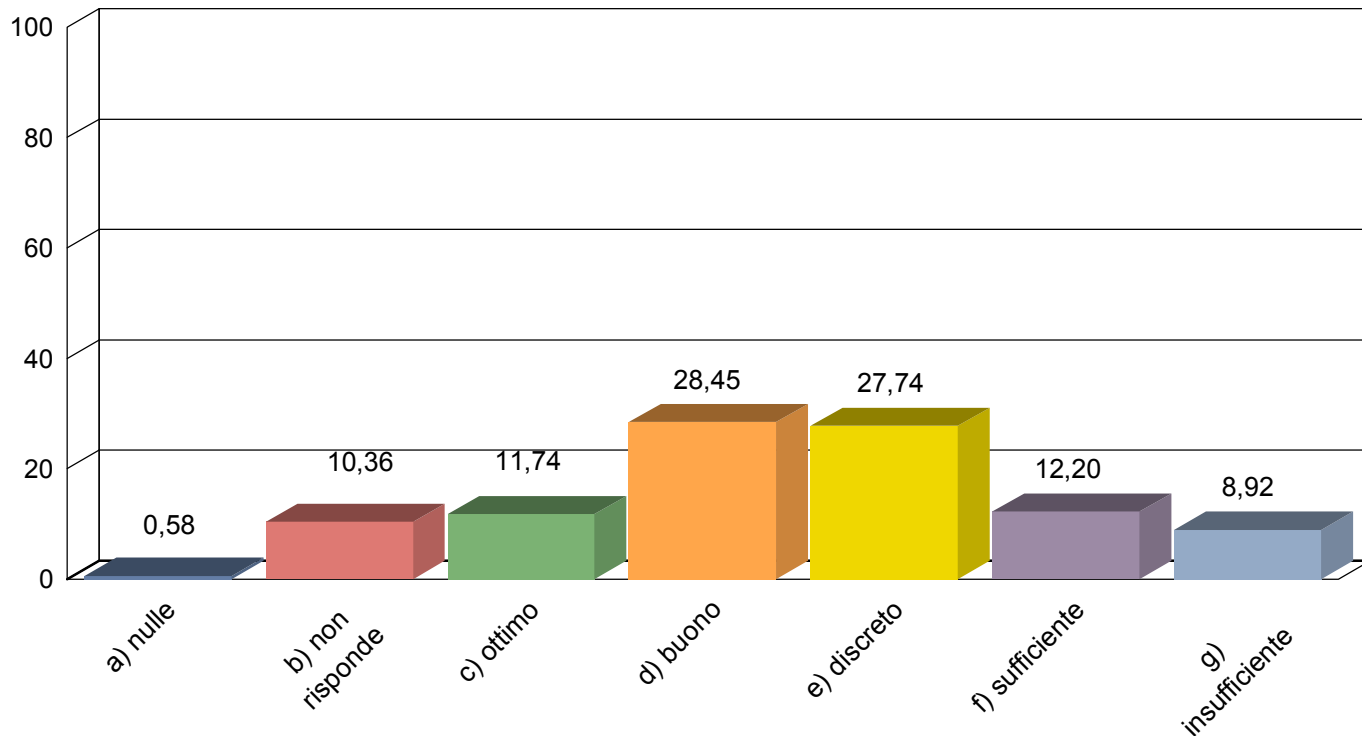


## Copertura del servizio in estate e festivi

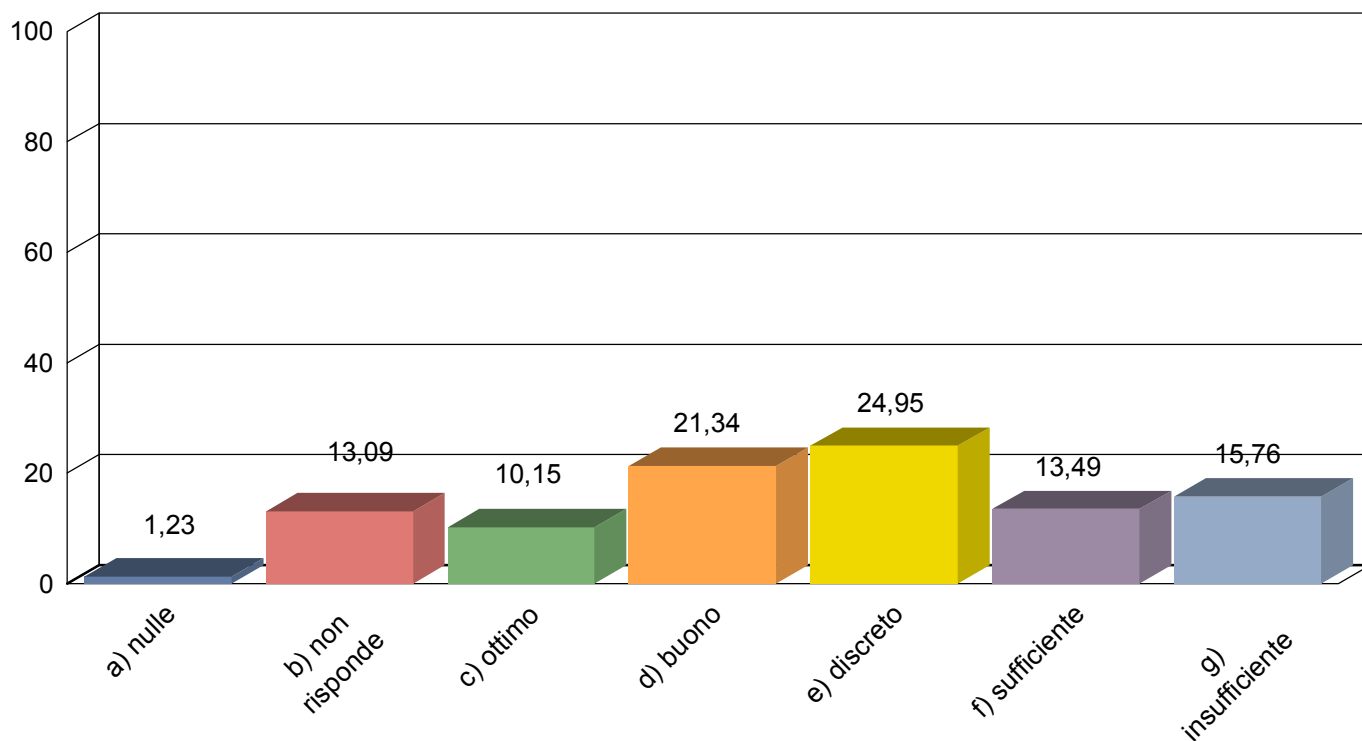




## Funzionamento oblitteratrici

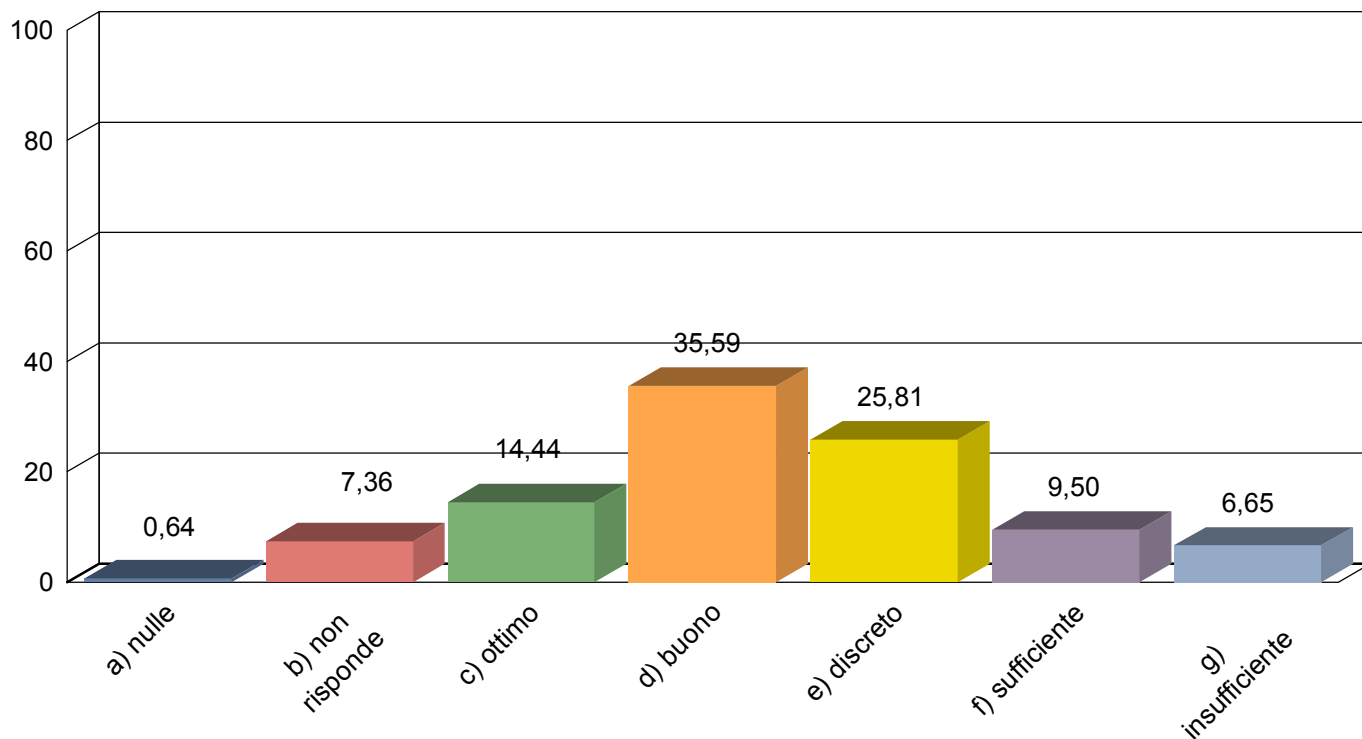


## Funzionamento e pulizia bagni di stazione

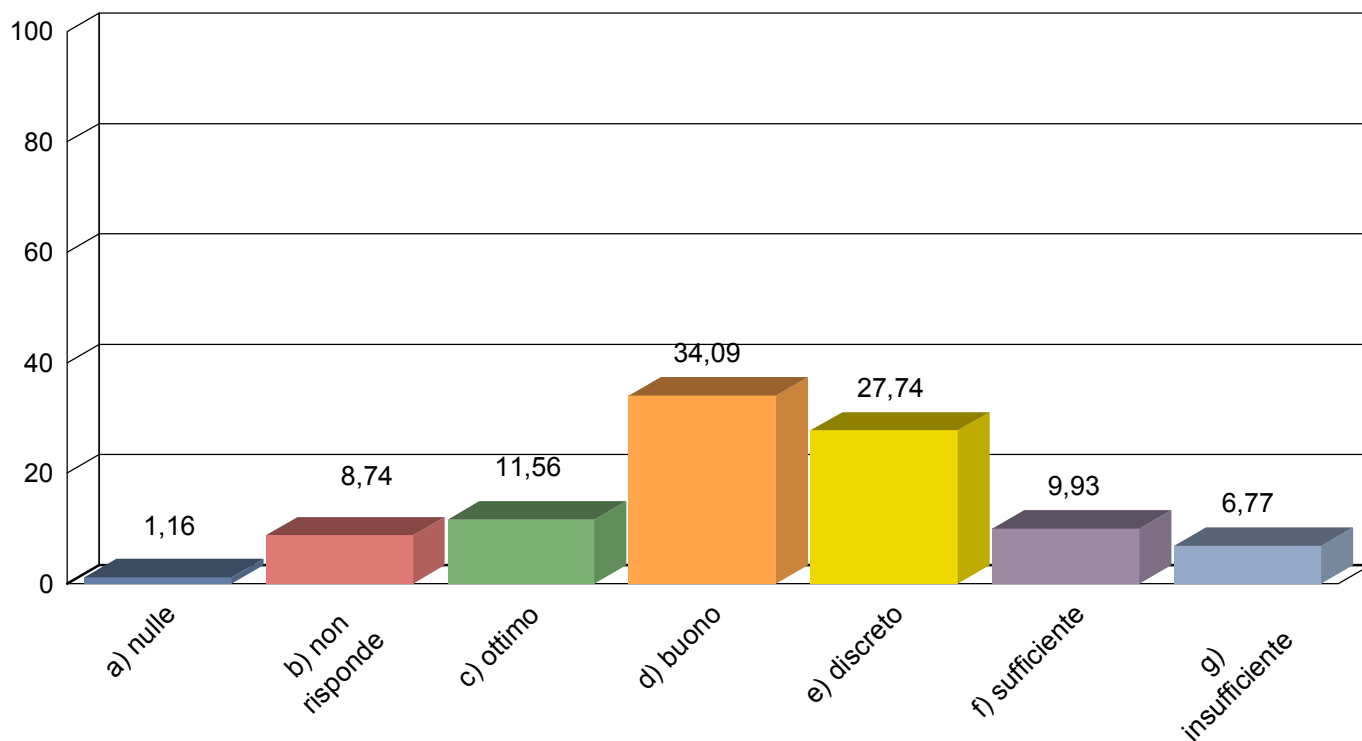




## Pulizia del mezzo di trasporto

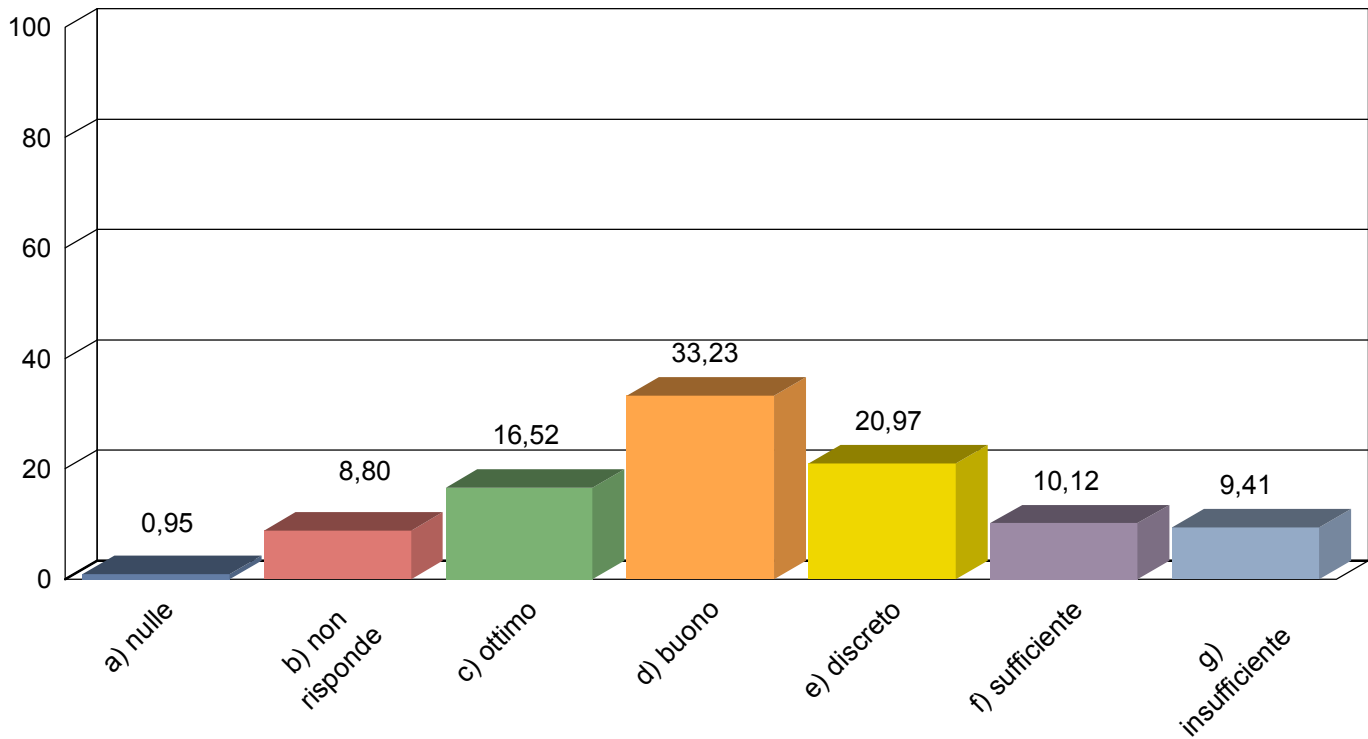


## Pulizia stazioni

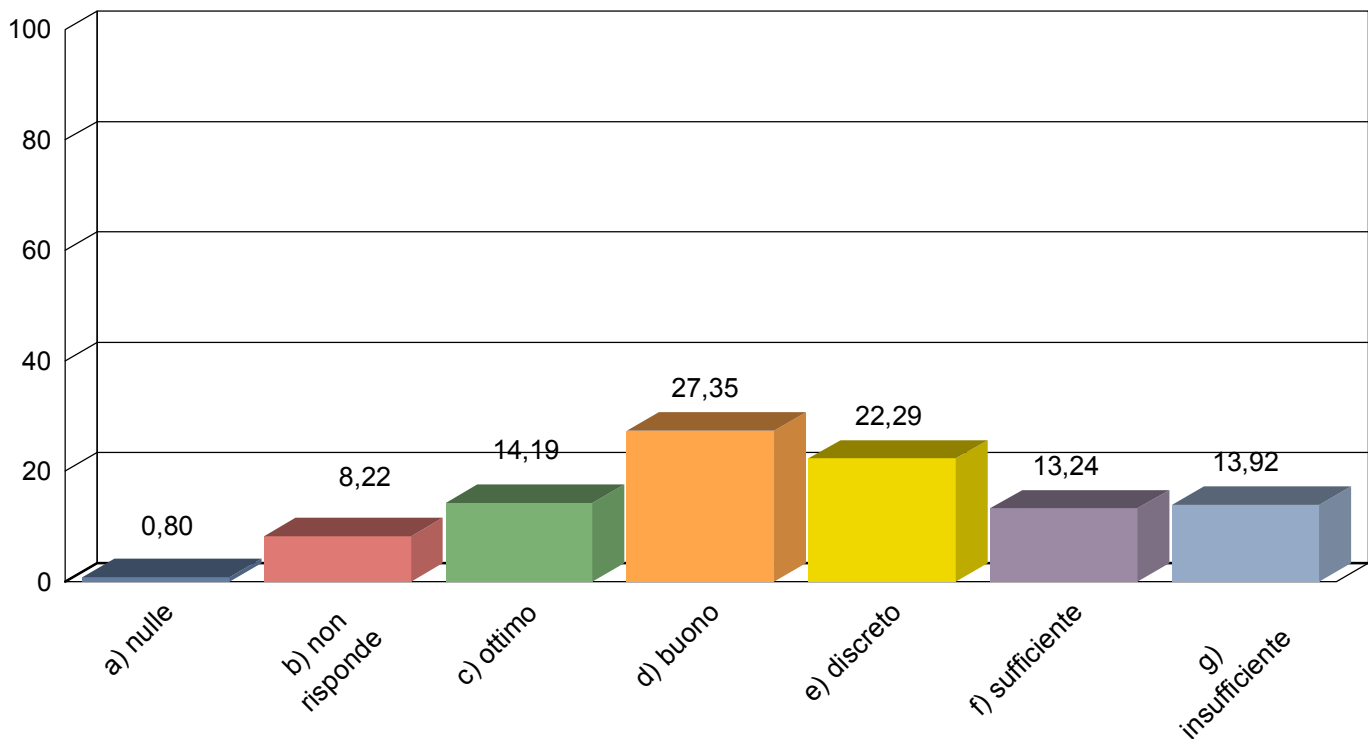




## Efficienza climatizzazione estate / inverno



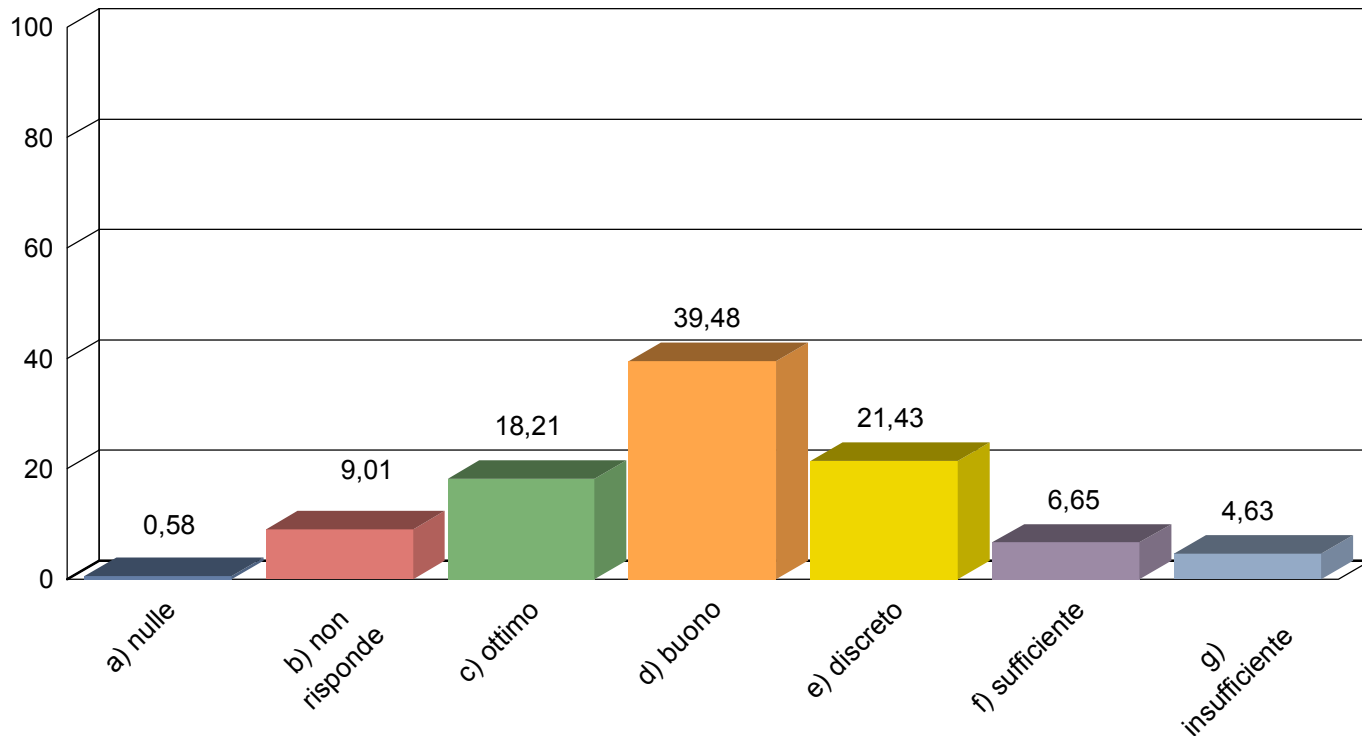
## Disponibilita' dei posti a sedere



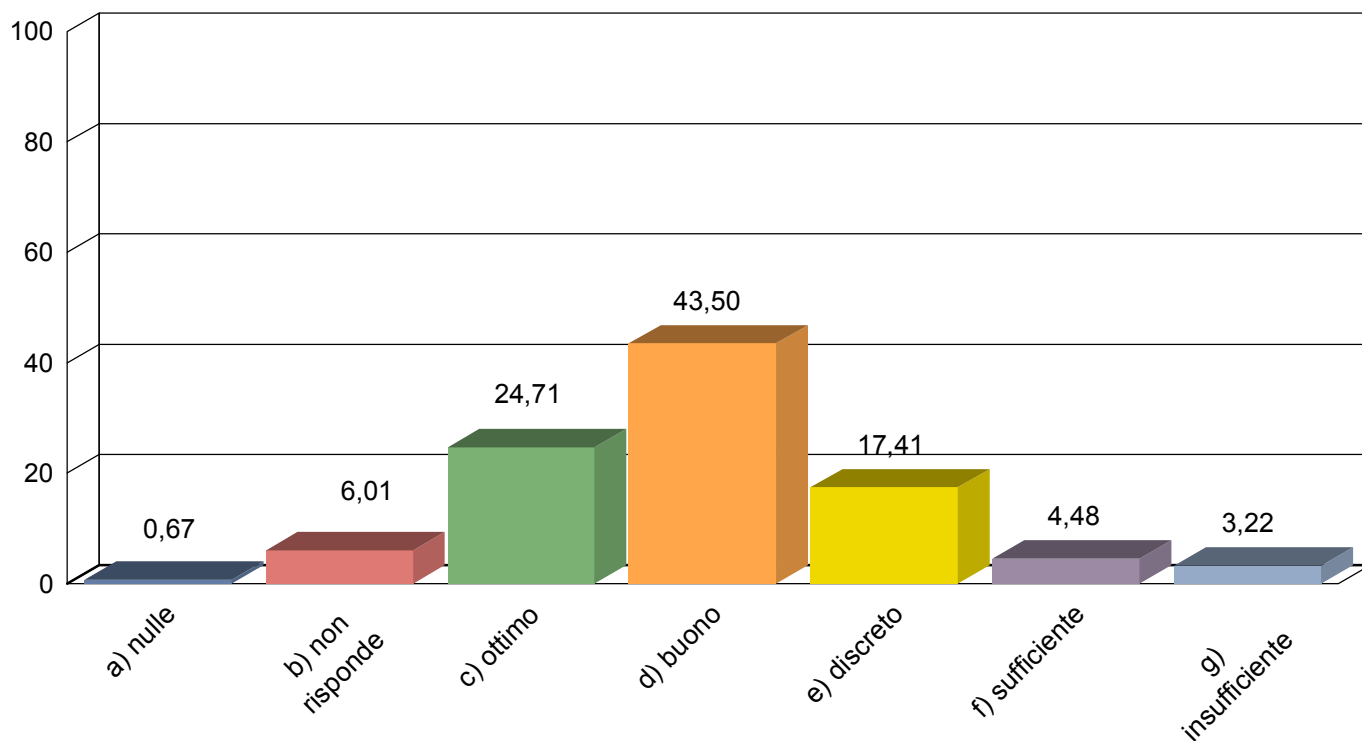




## Sicurezza sul mezzo di persone e cose

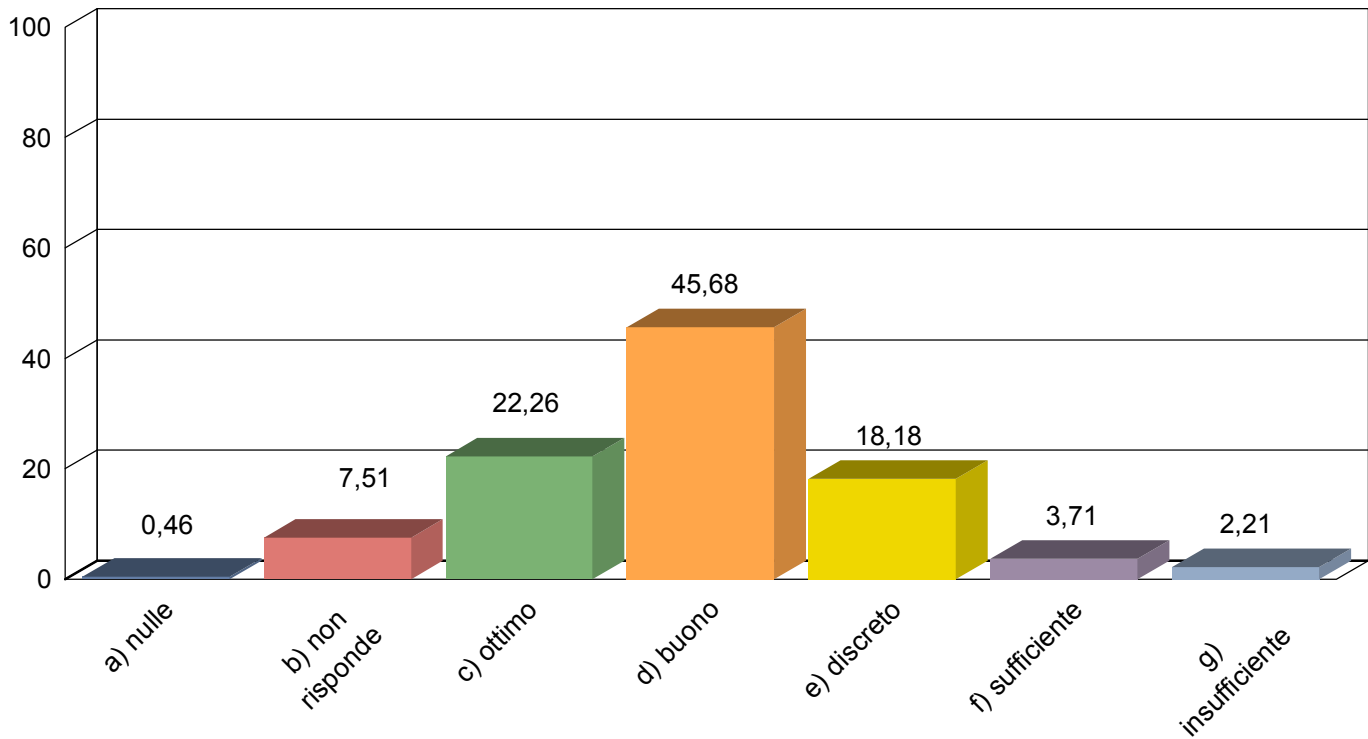


## Cortesia / Disponibilità del personale

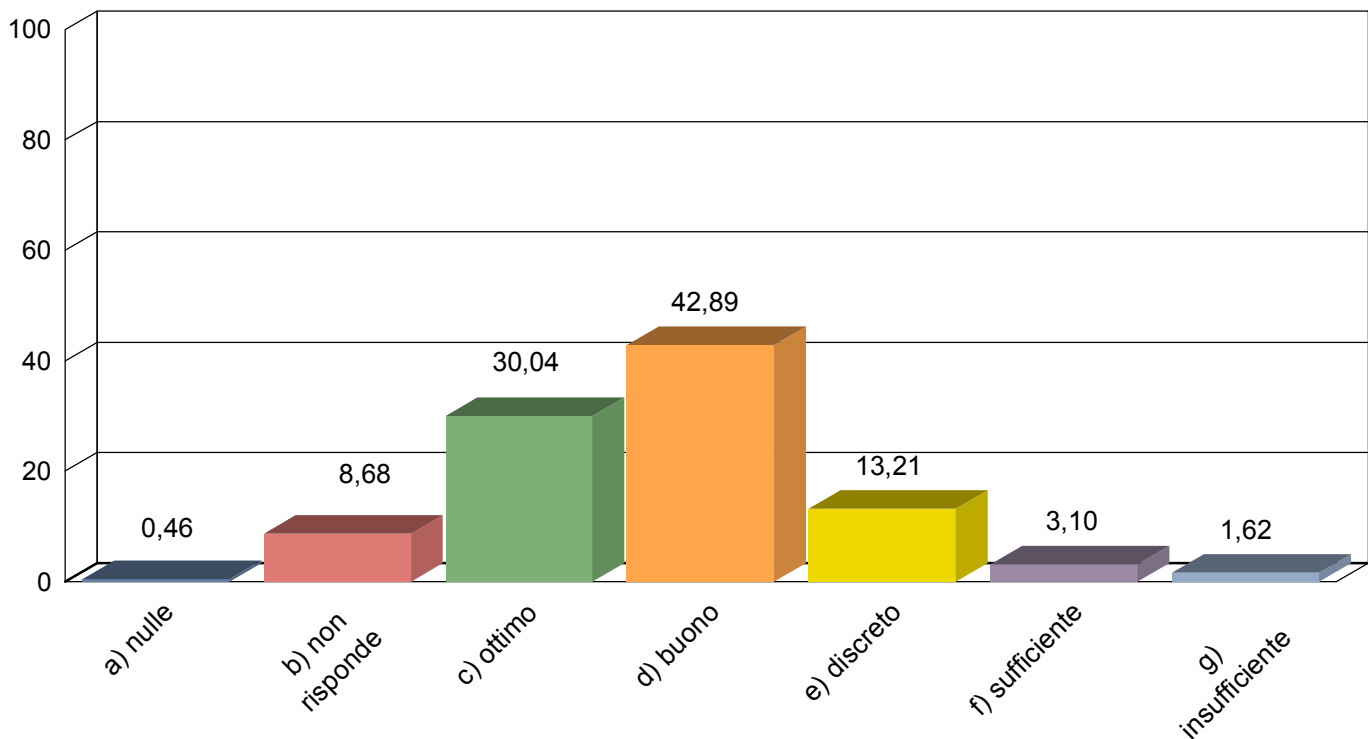




## Competenza del personale

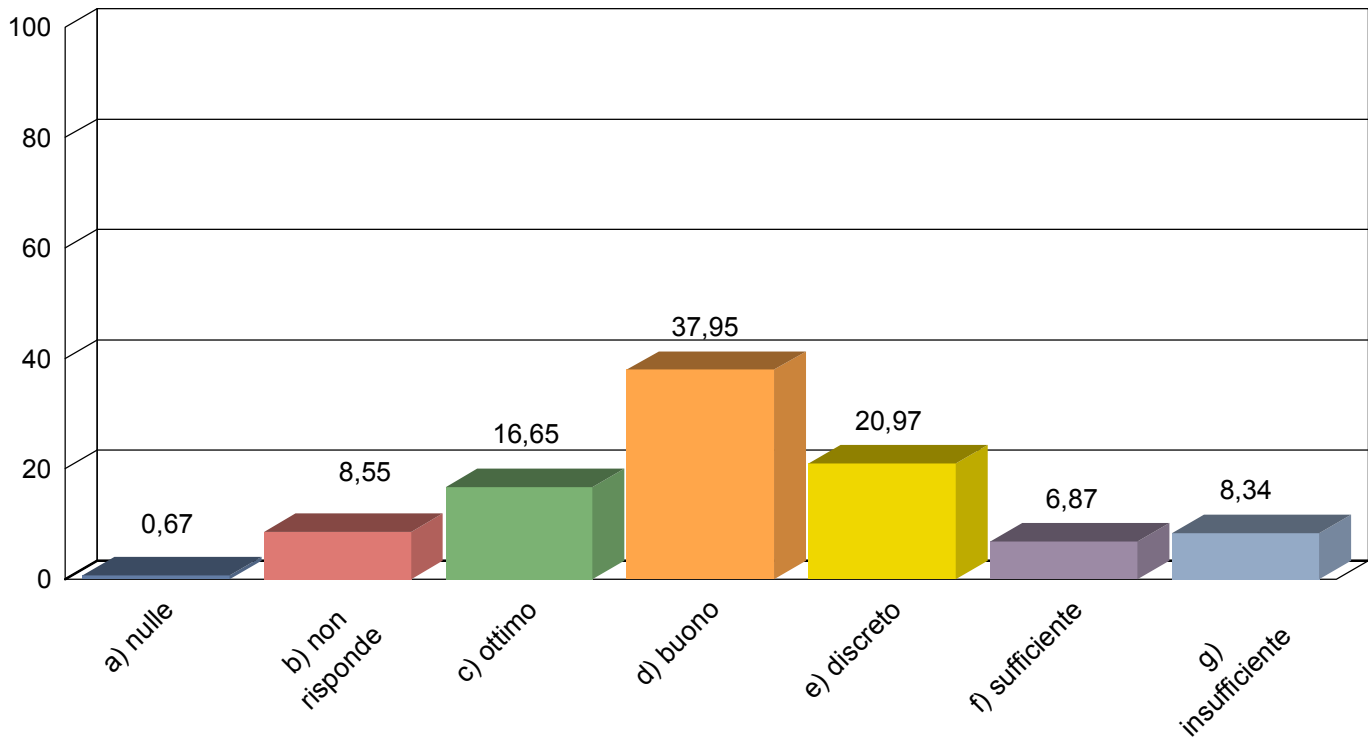


## Riconoscibilità del personale

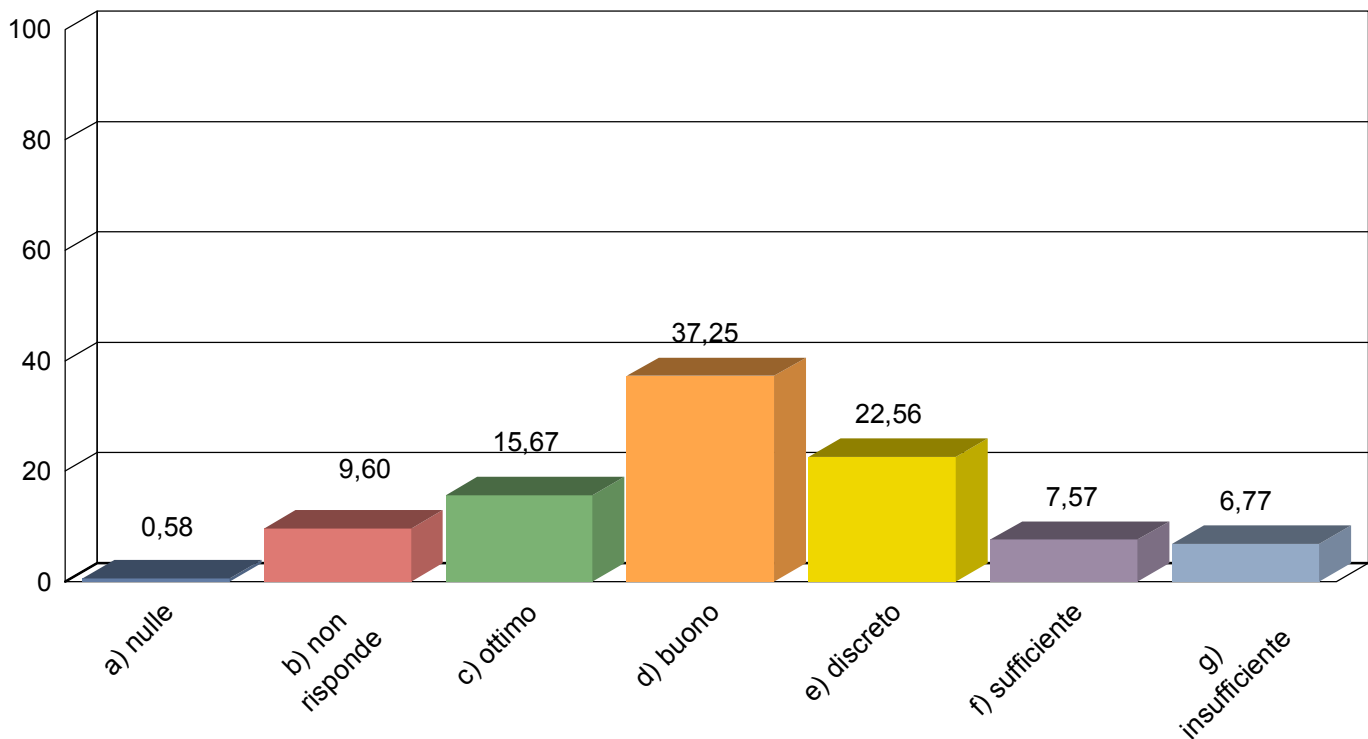




## Gradimento dei contenuti trasmessi

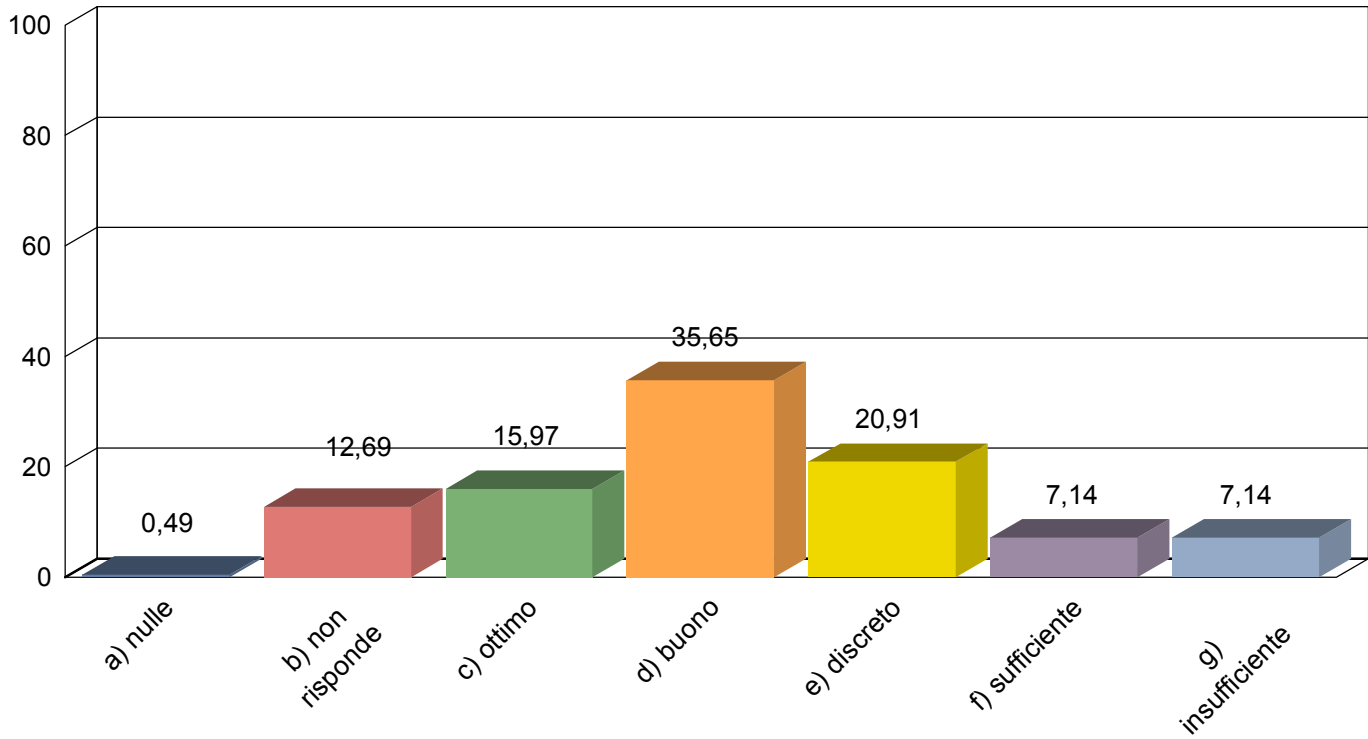


## Qualita' audio delle trasmissioni radio





## Adeguatezza del volume delle trasmissioni



# Indagine conoscitiva sulla soddisfazione dei viaggiatori

Linea: FERROVIA

DICEMBRE 2014

