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**FERROTRAMVIARIA SPA**  
FERROVIE DEL NORD BARESE  
AUTOLINEE

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

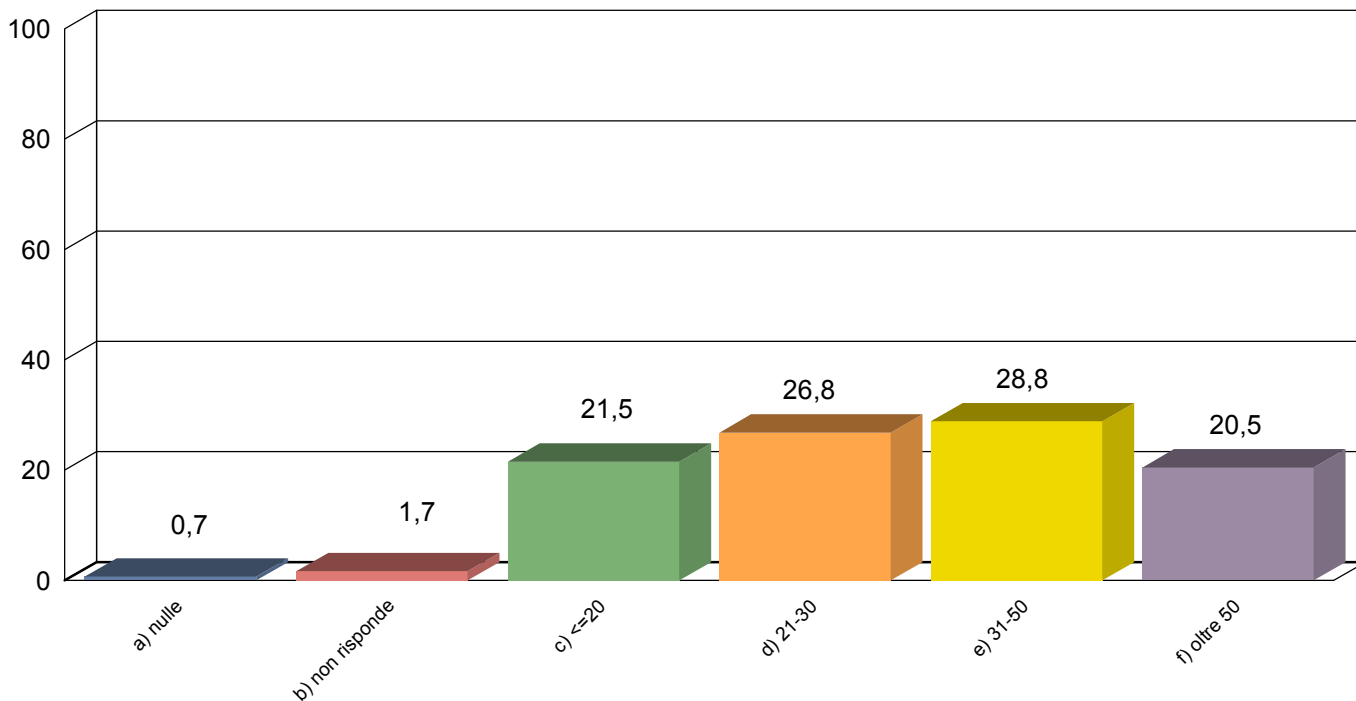
**DICEMBRE 2018**

**(campione esaminato: 2854 viaggiatori)**

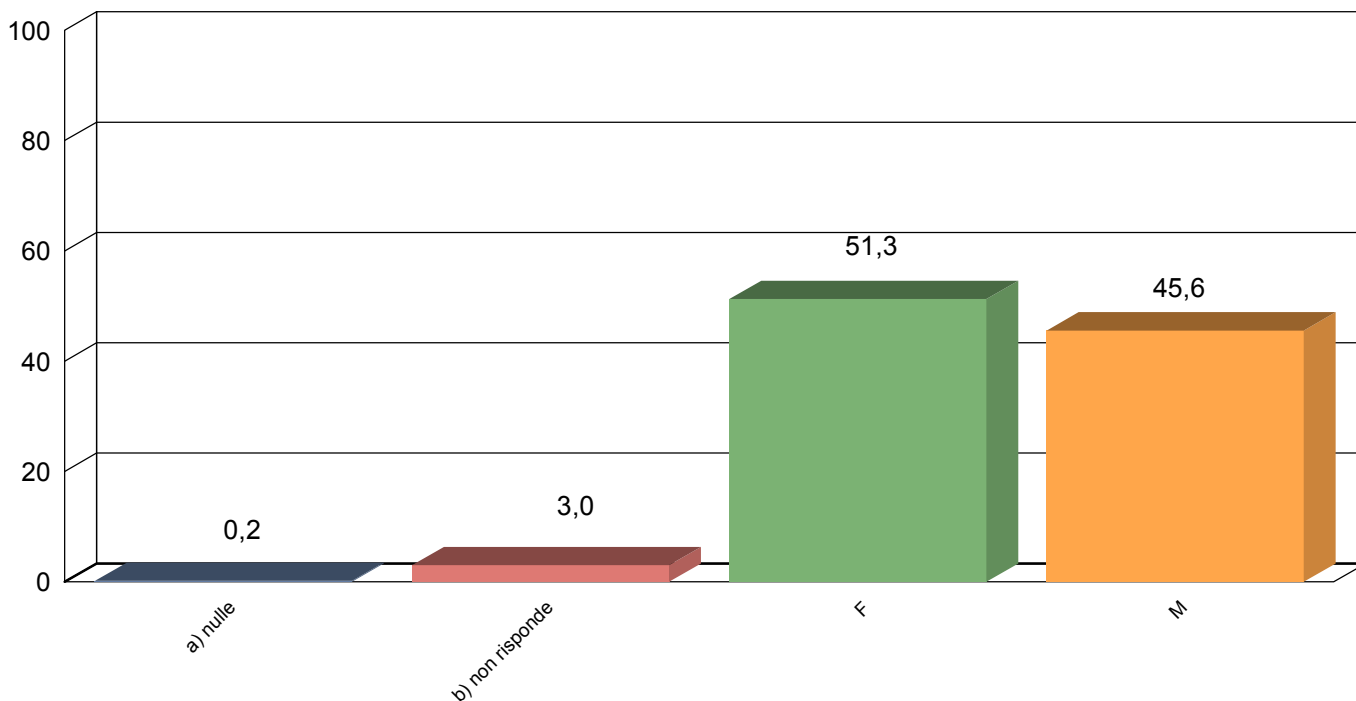




## Età

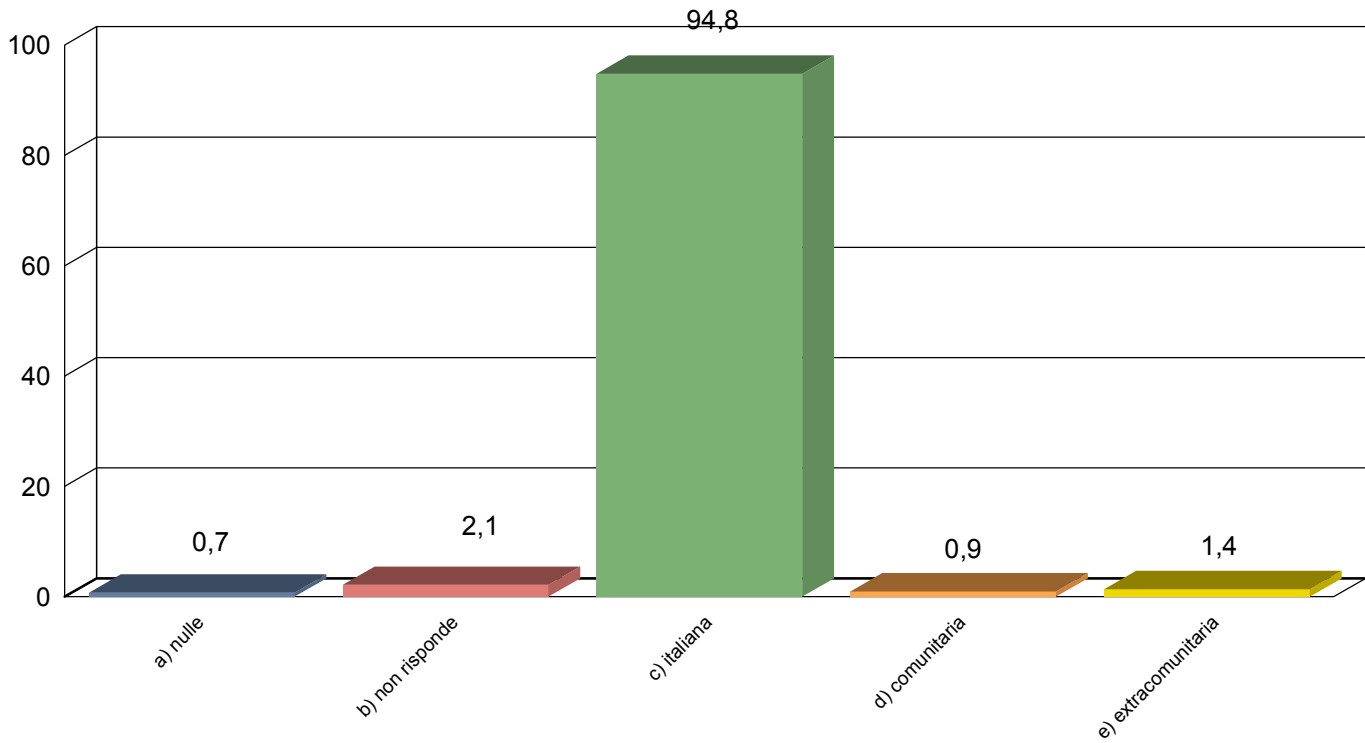


## Sesso

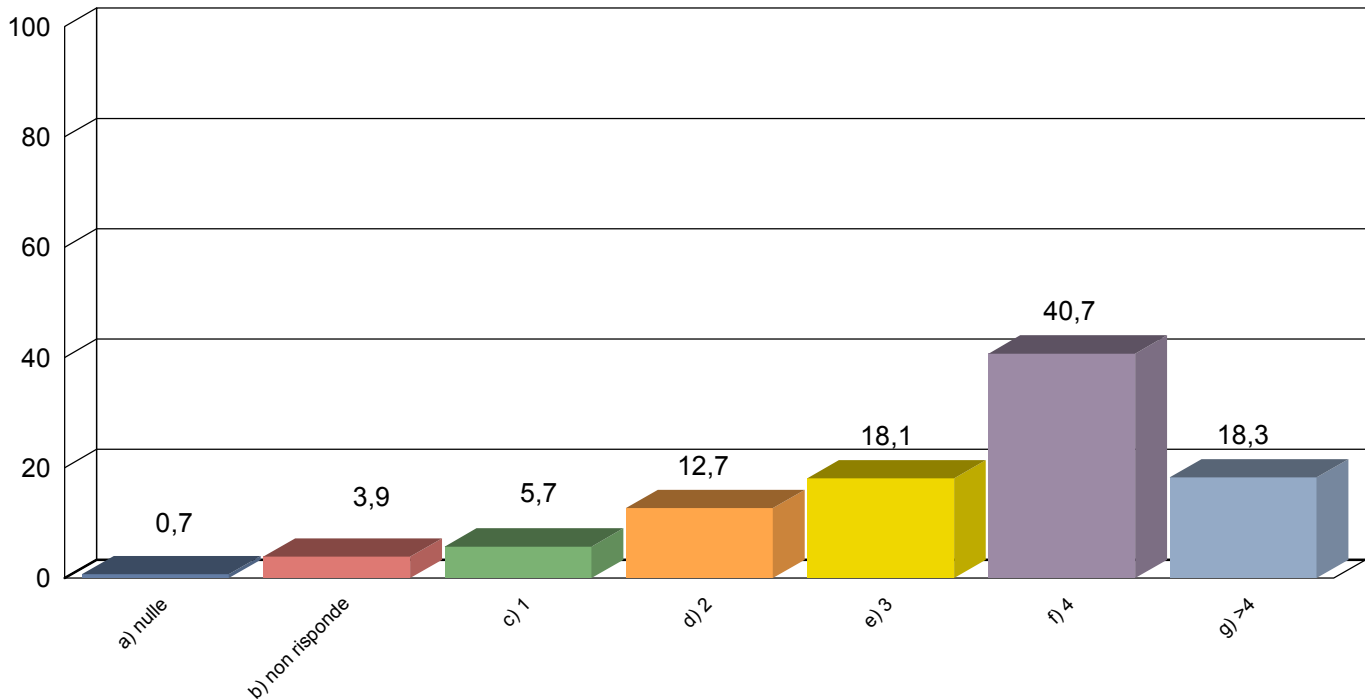




## Nazionalità

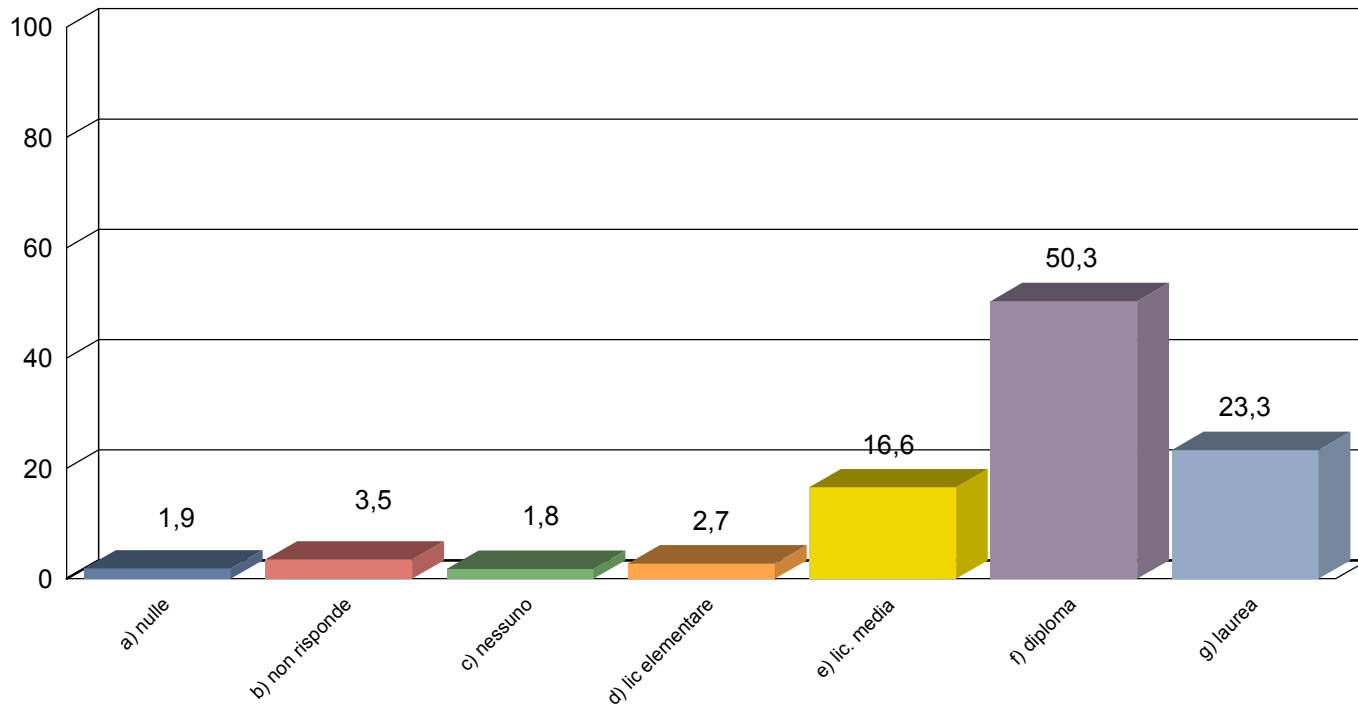


## Nucleo familiare

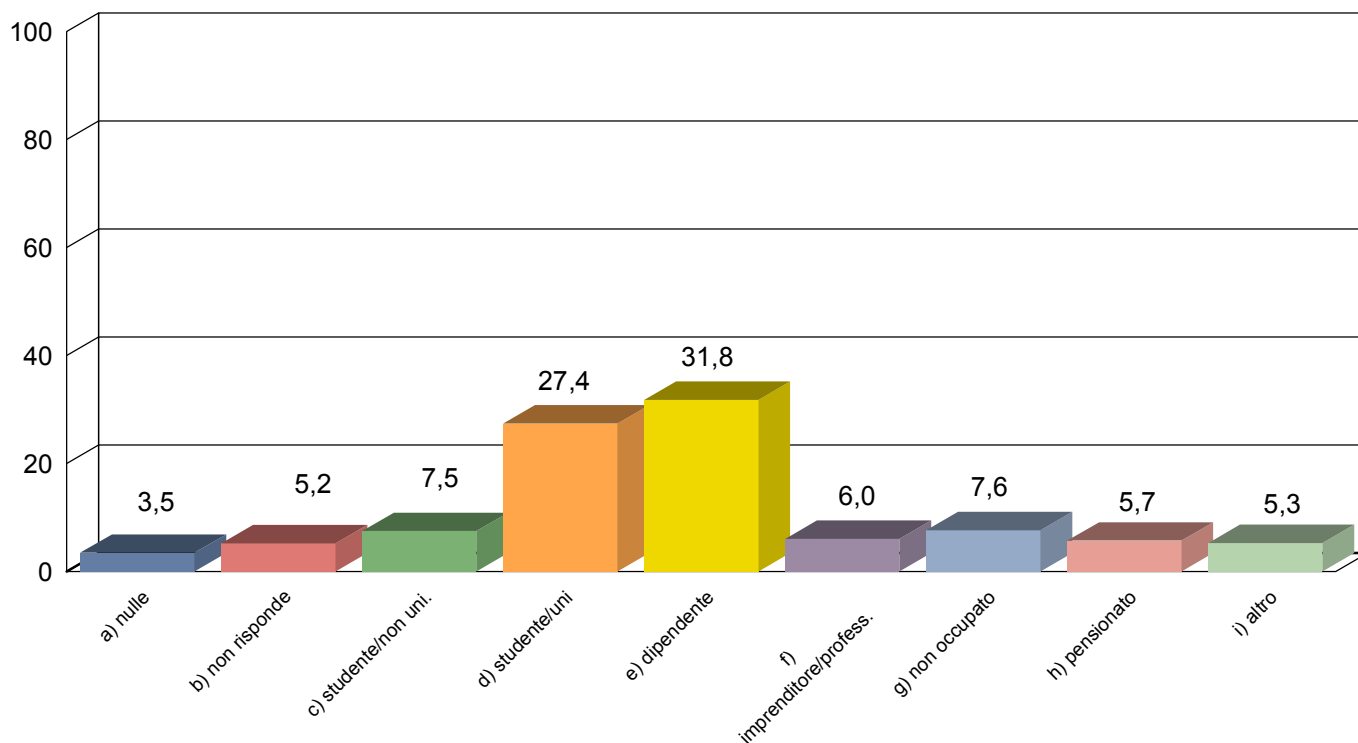




## Titolo di studio

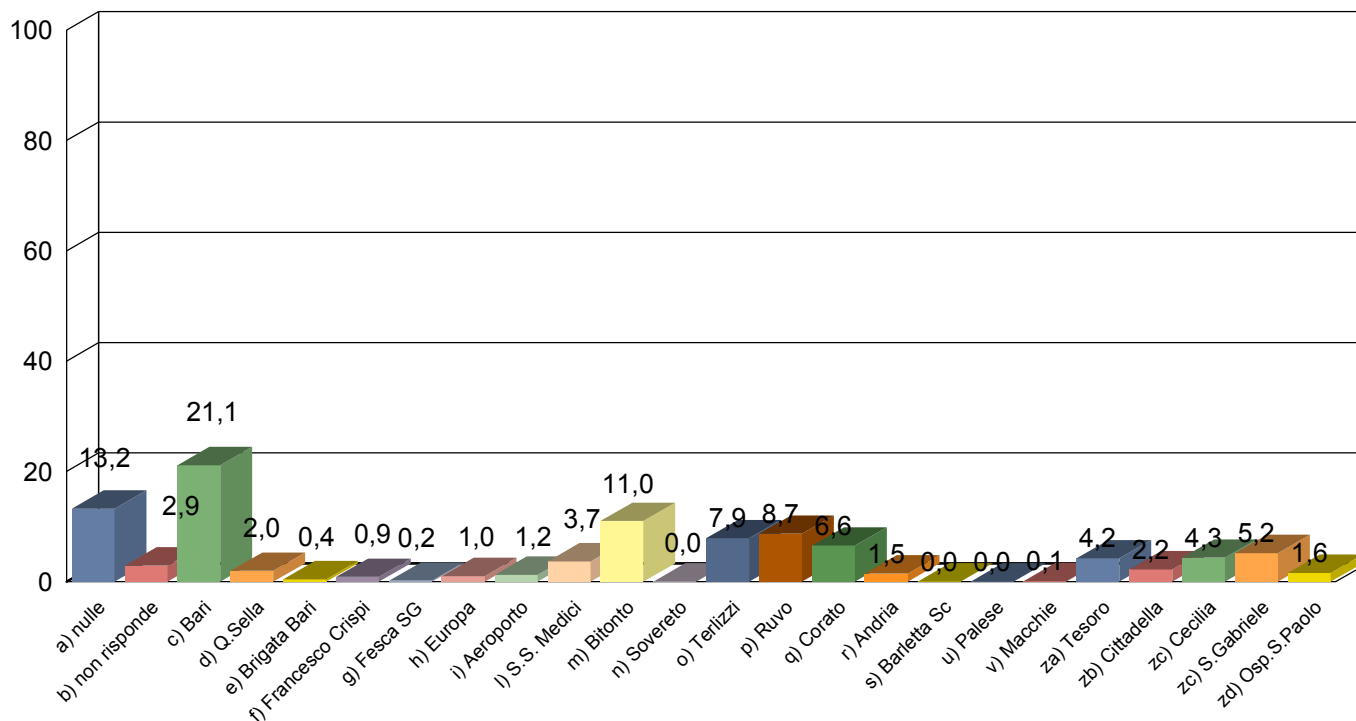


## Occupazione

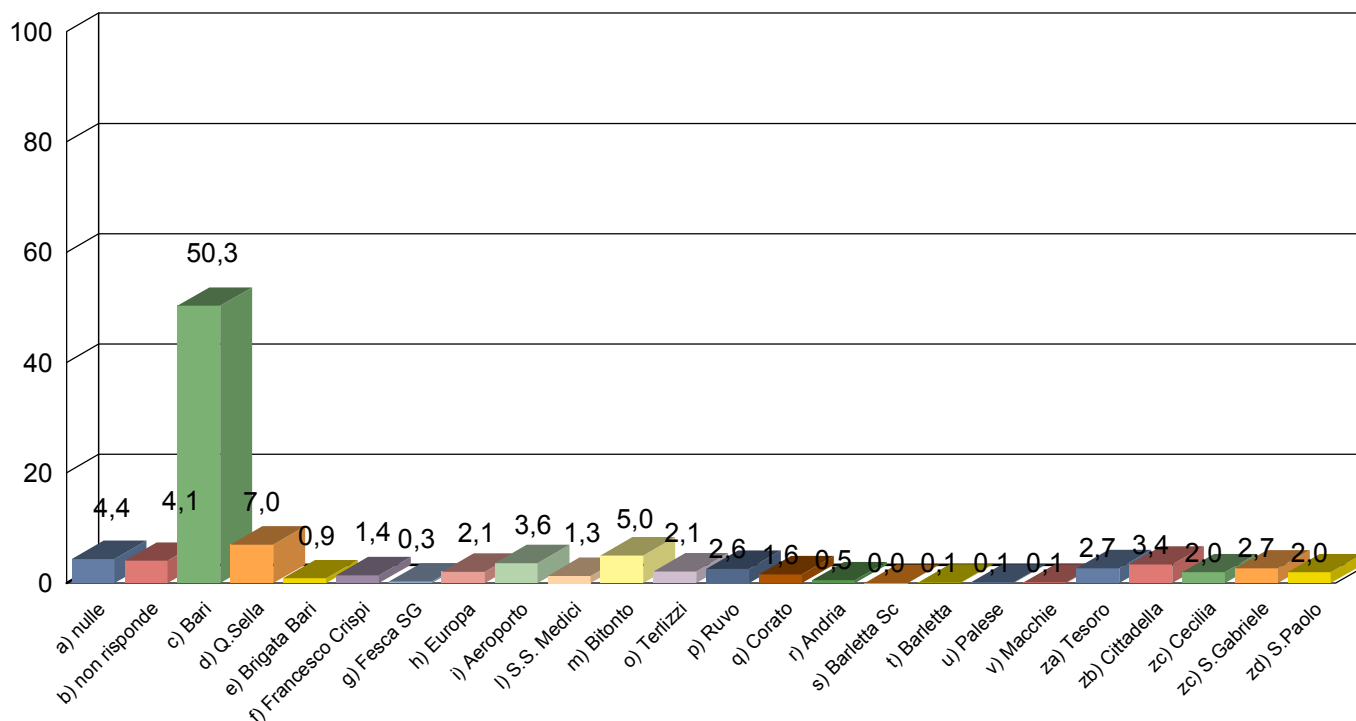




## Città di partenza di questo viaggio

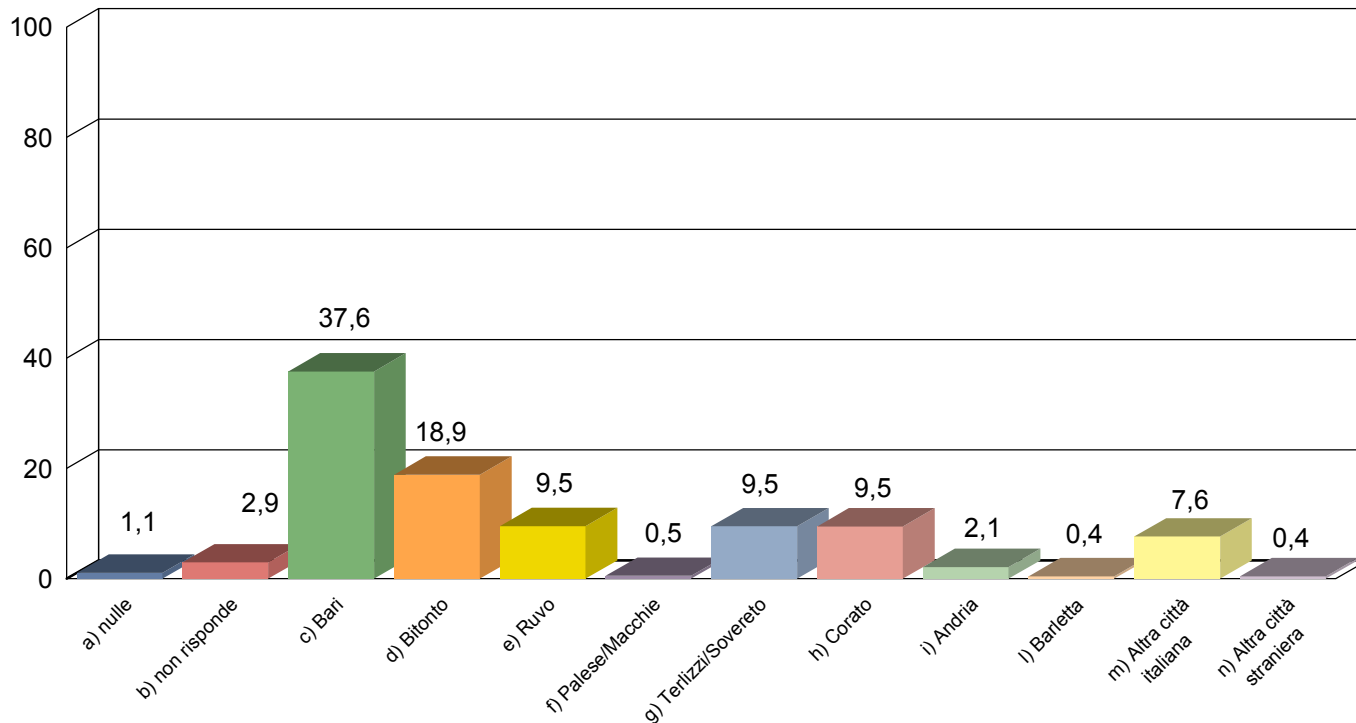


## Città di arrivo di questo viaggio

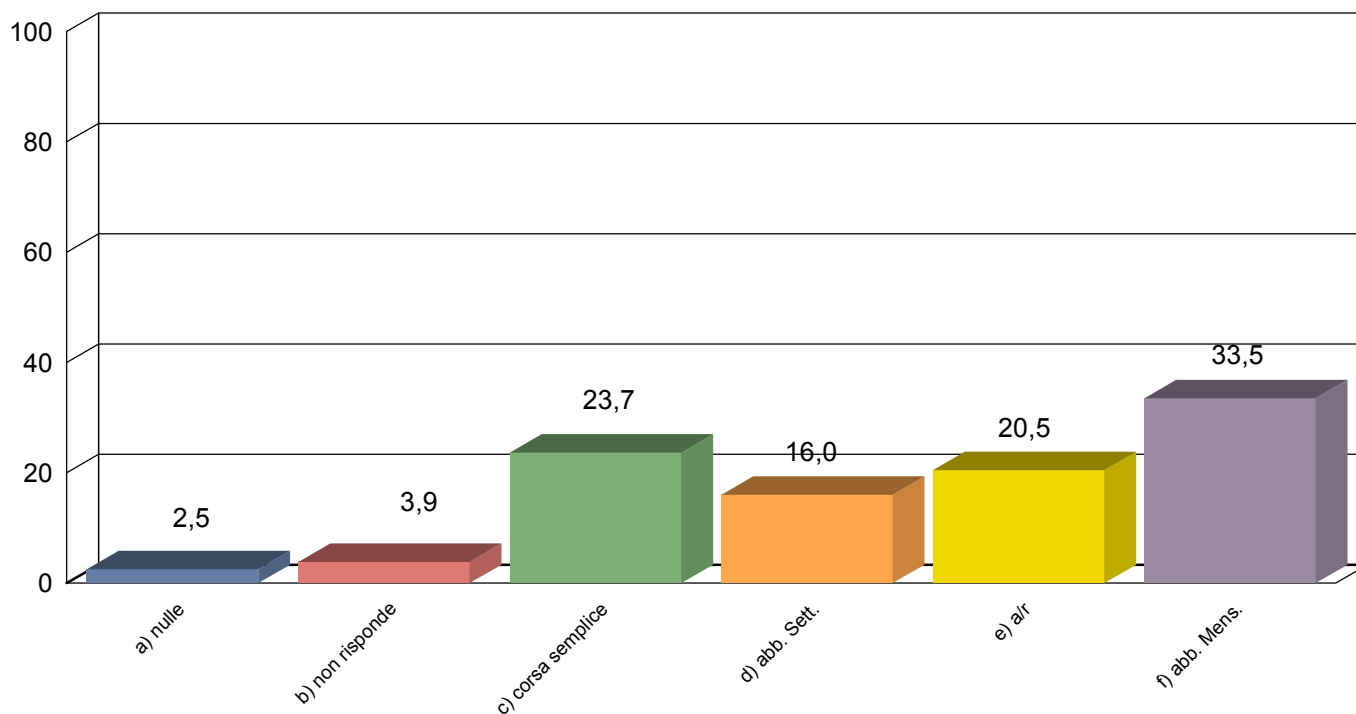




## Citta' di residenza

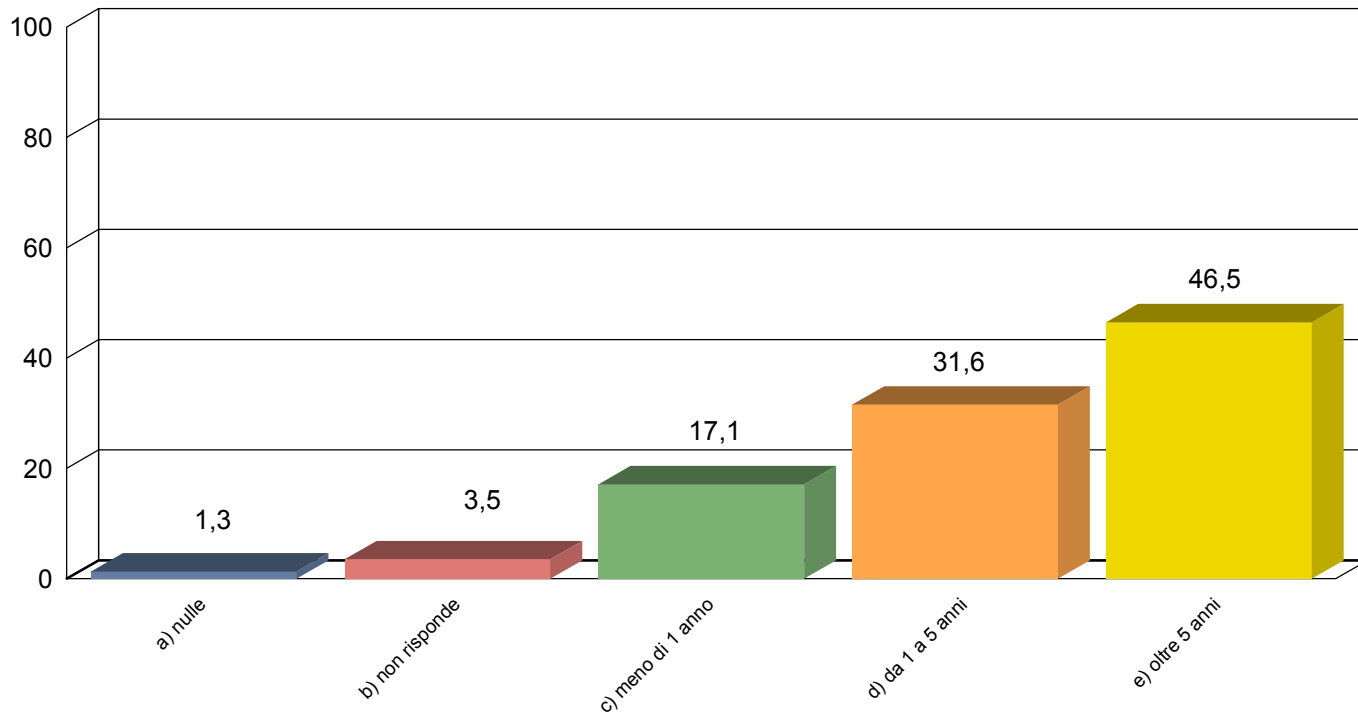


## Tipo di biglietto utilizzato

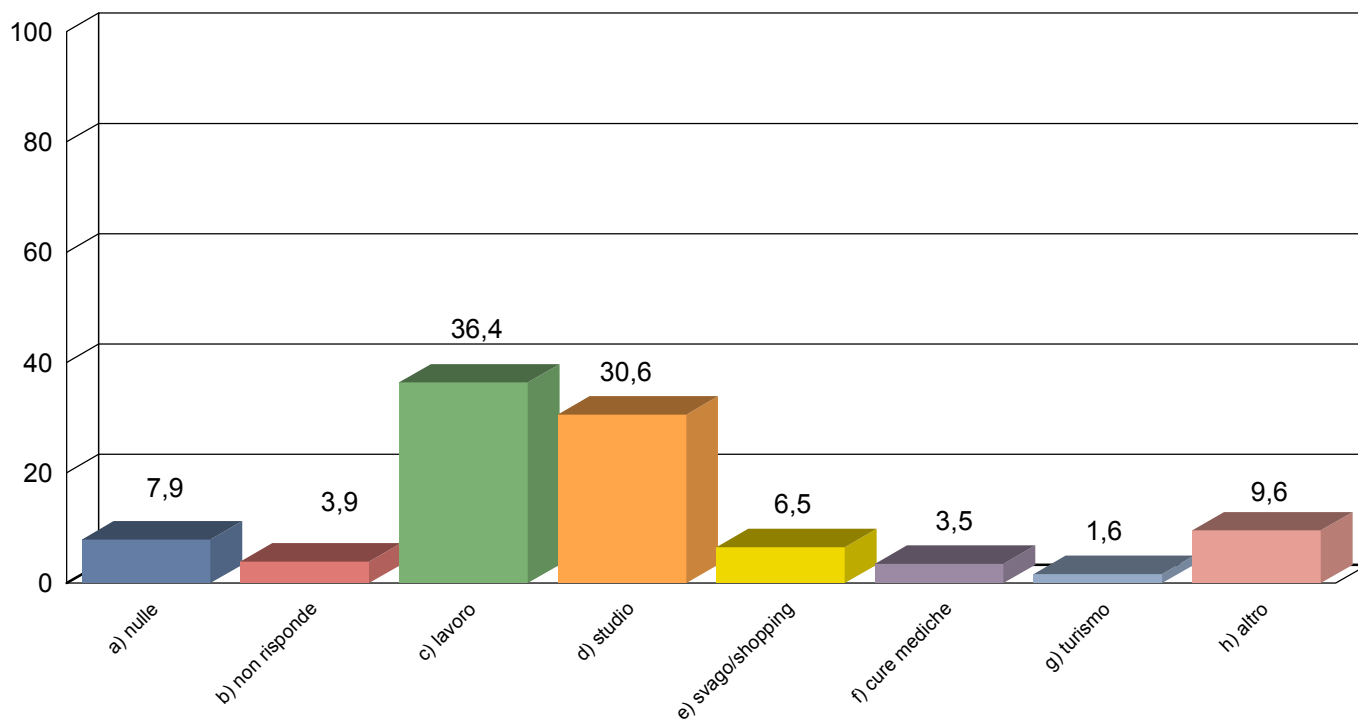




## Da quanto tempo utilizza il treno

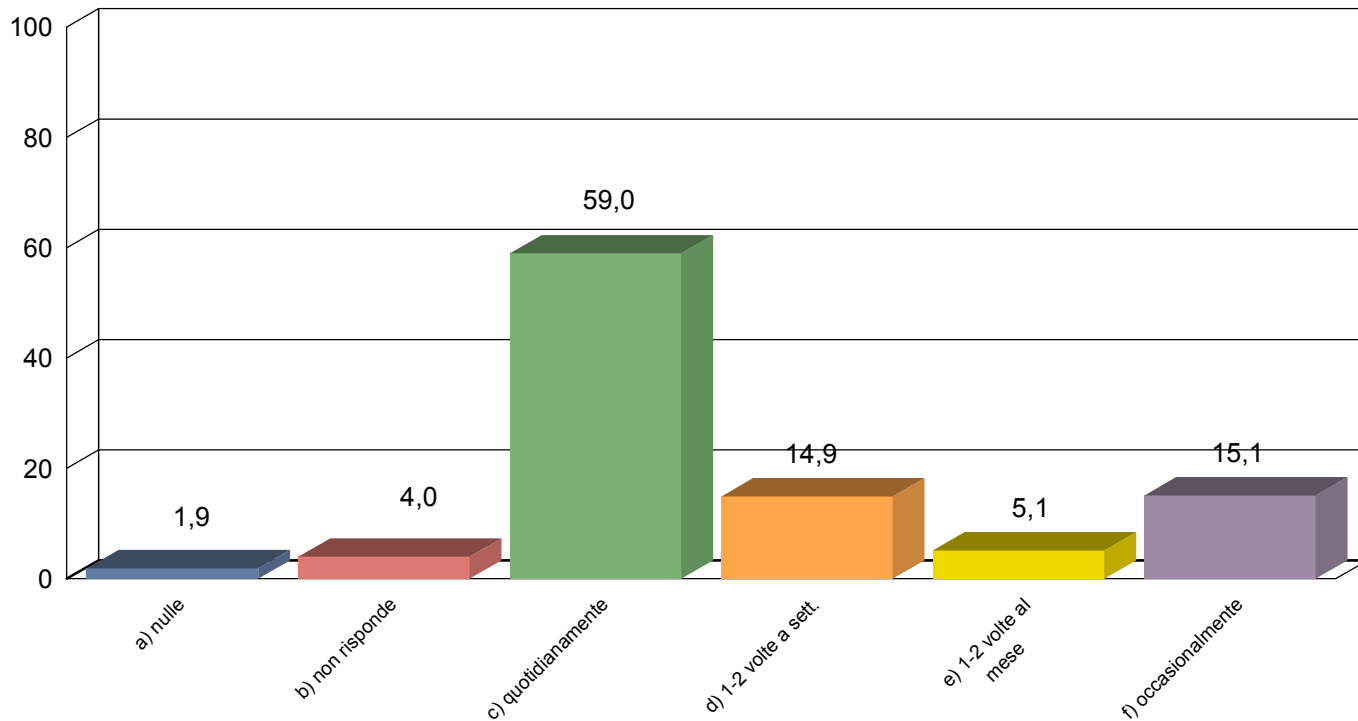


## Scopo del viaggio

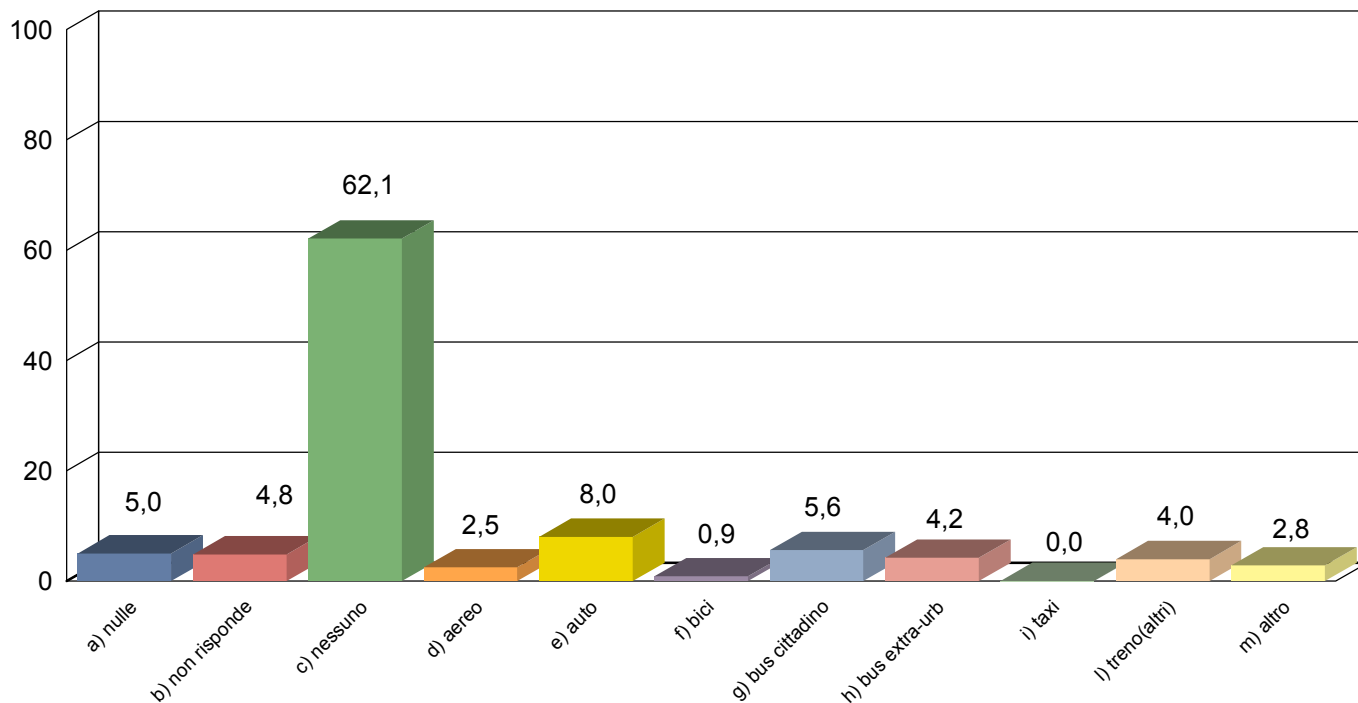




## Frequenza di utilizzo



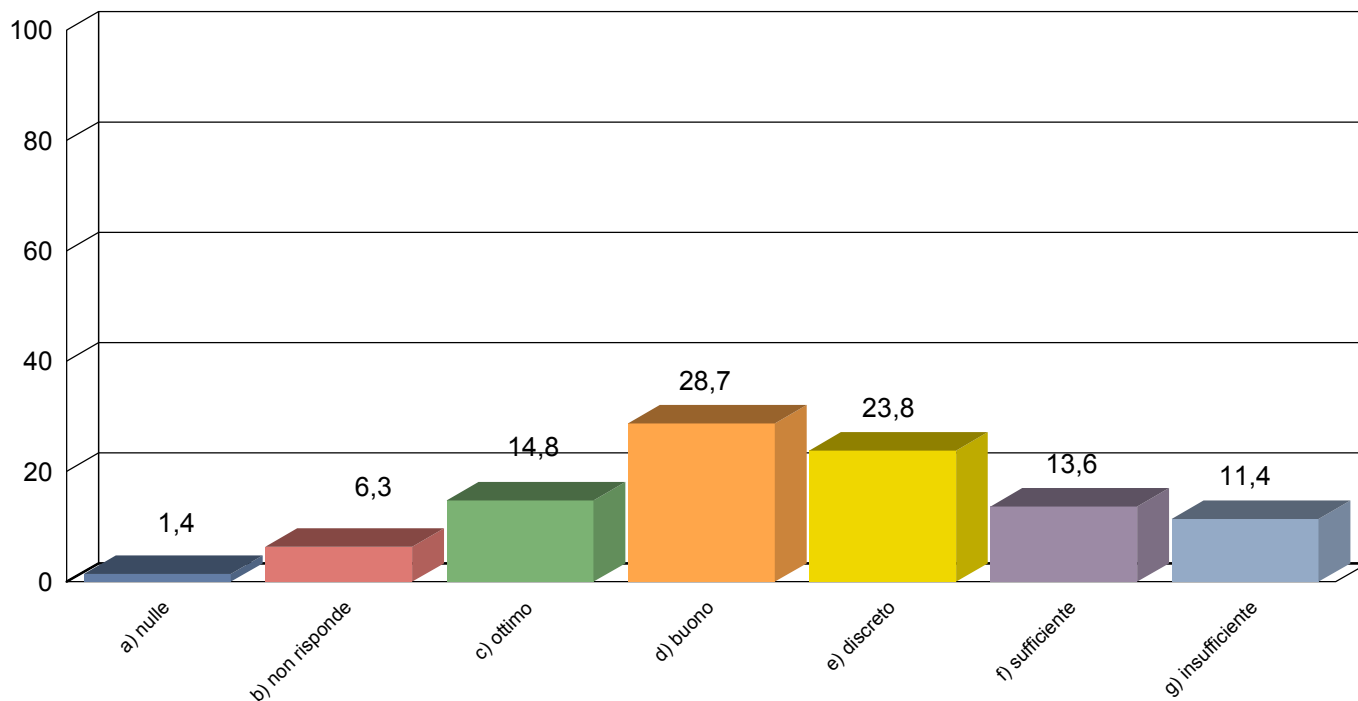
## Con che mezzi prosegue questo viaggio



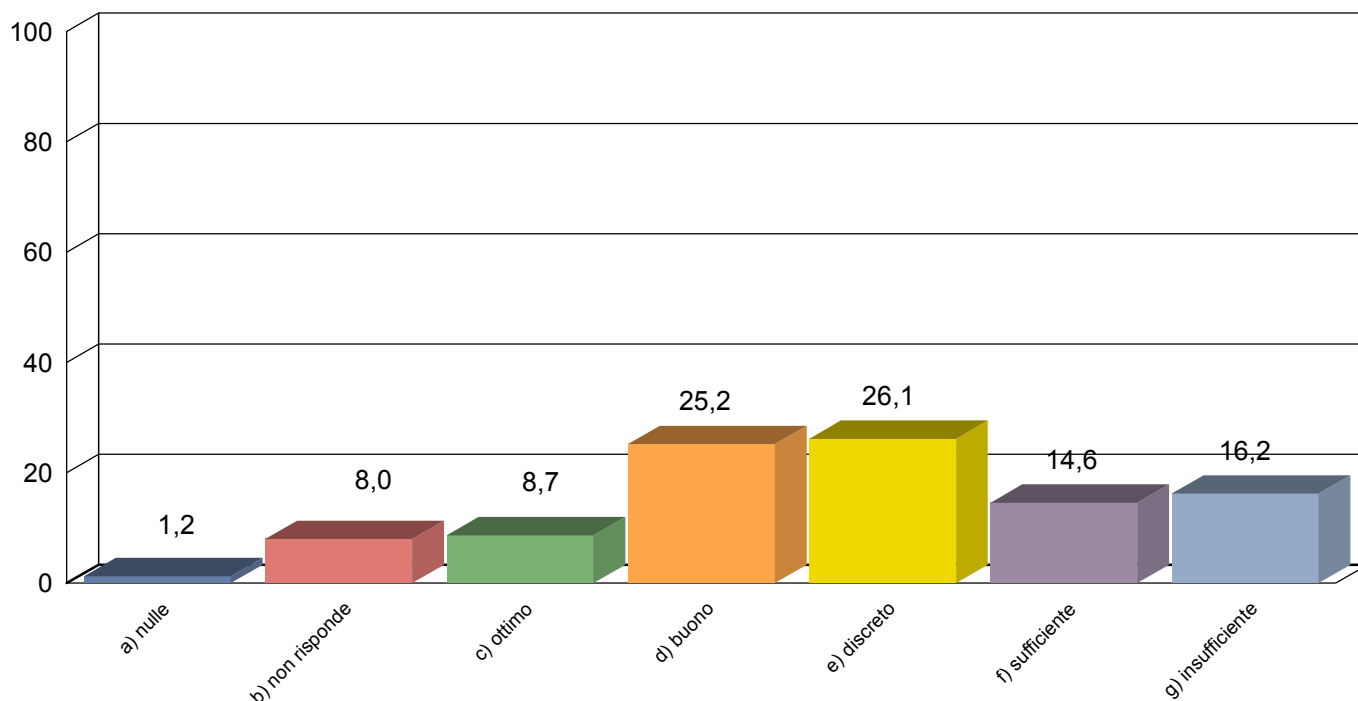




## Puntualità delle corse

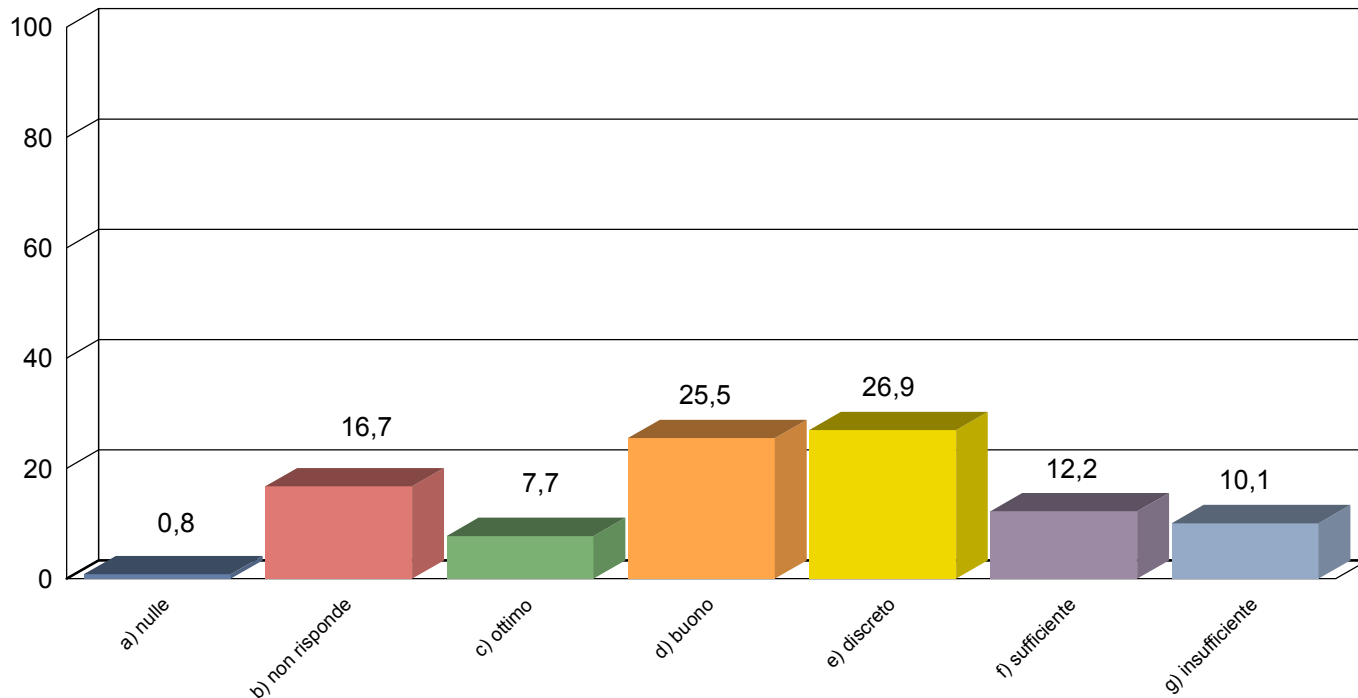


## Frequenza delle corse

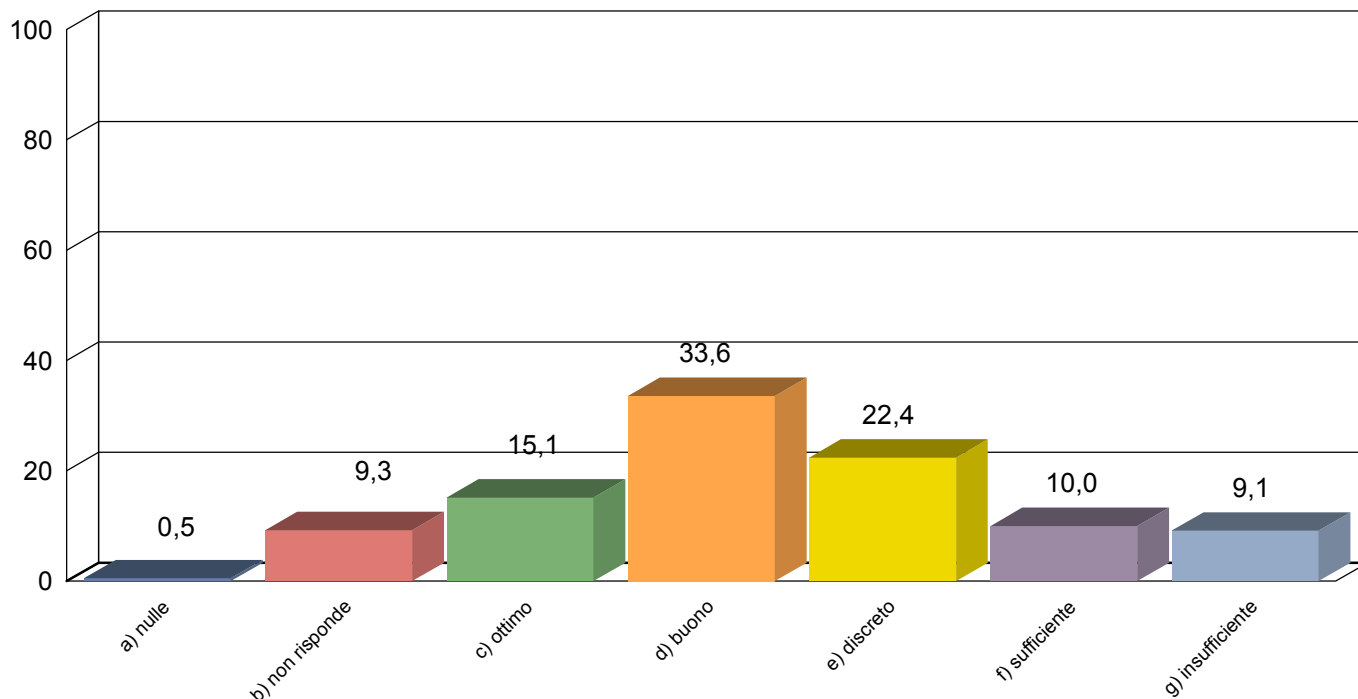




## Adeguatezza coincidenze

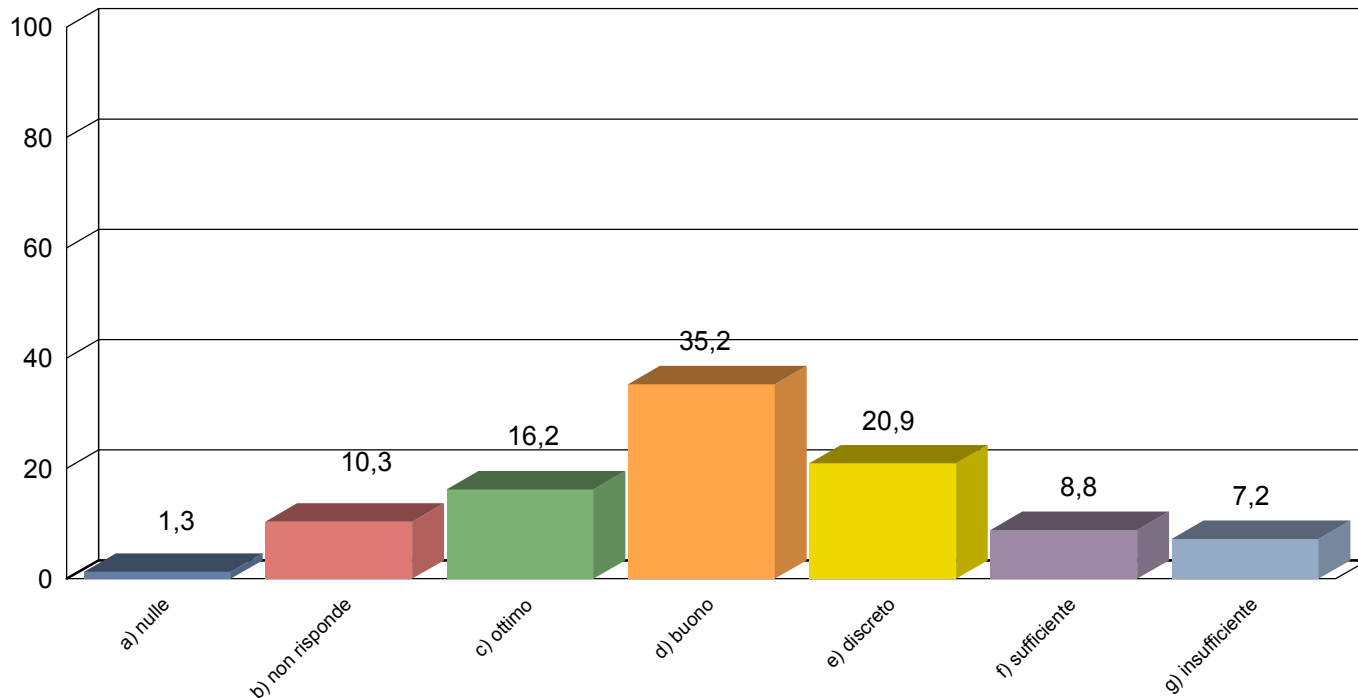


## Informazioni nelle stazioni

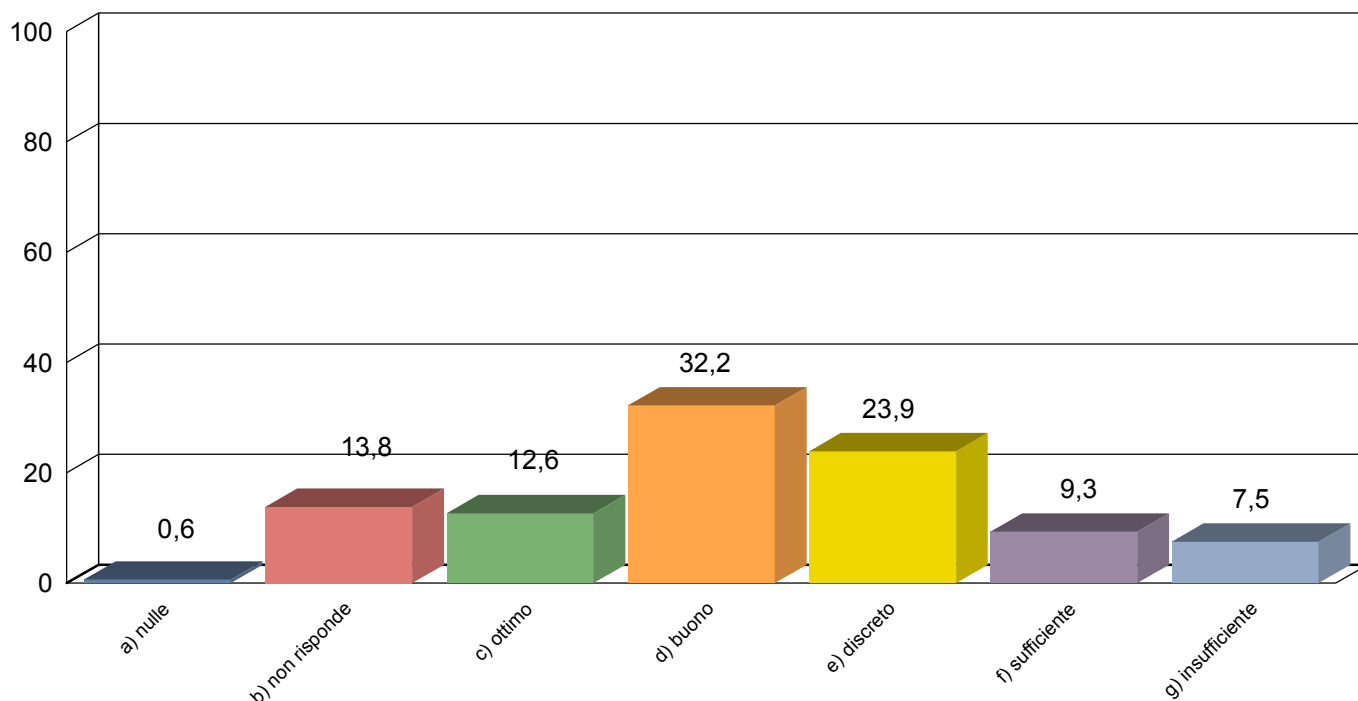




## Informazioni a bordo

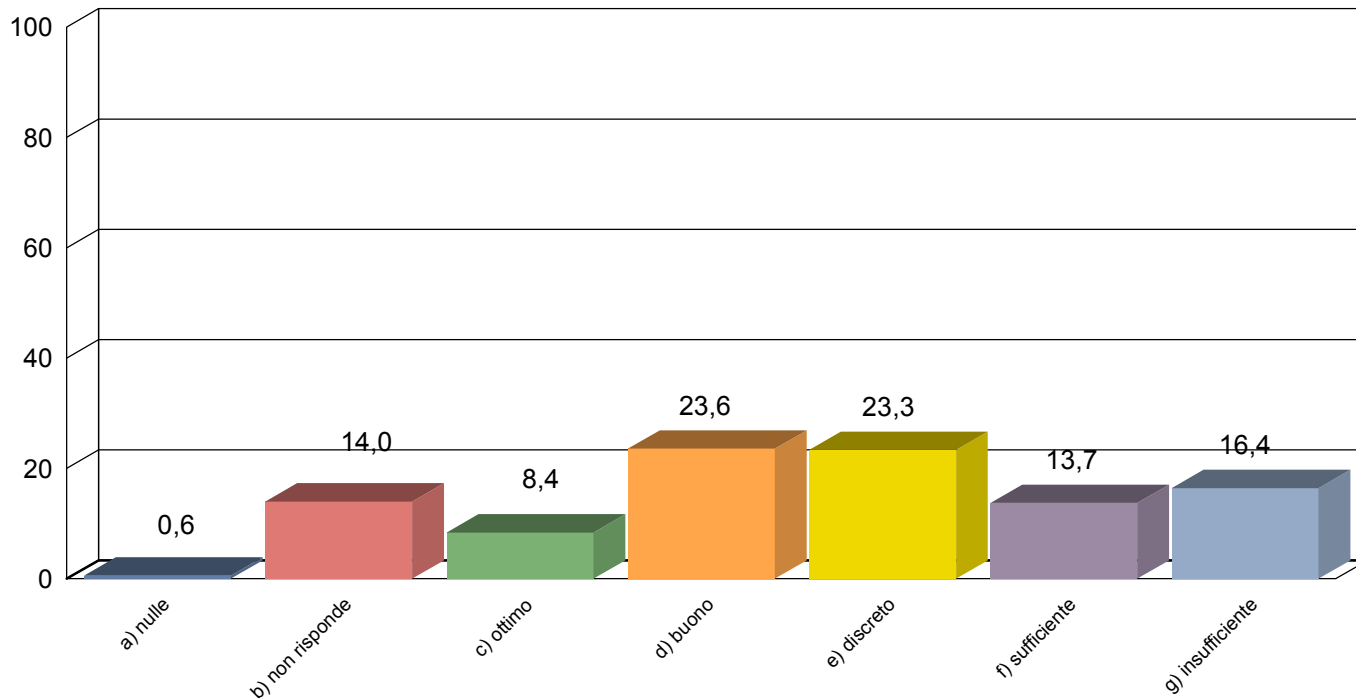


## Informazioni via web (sito, carta ecc)

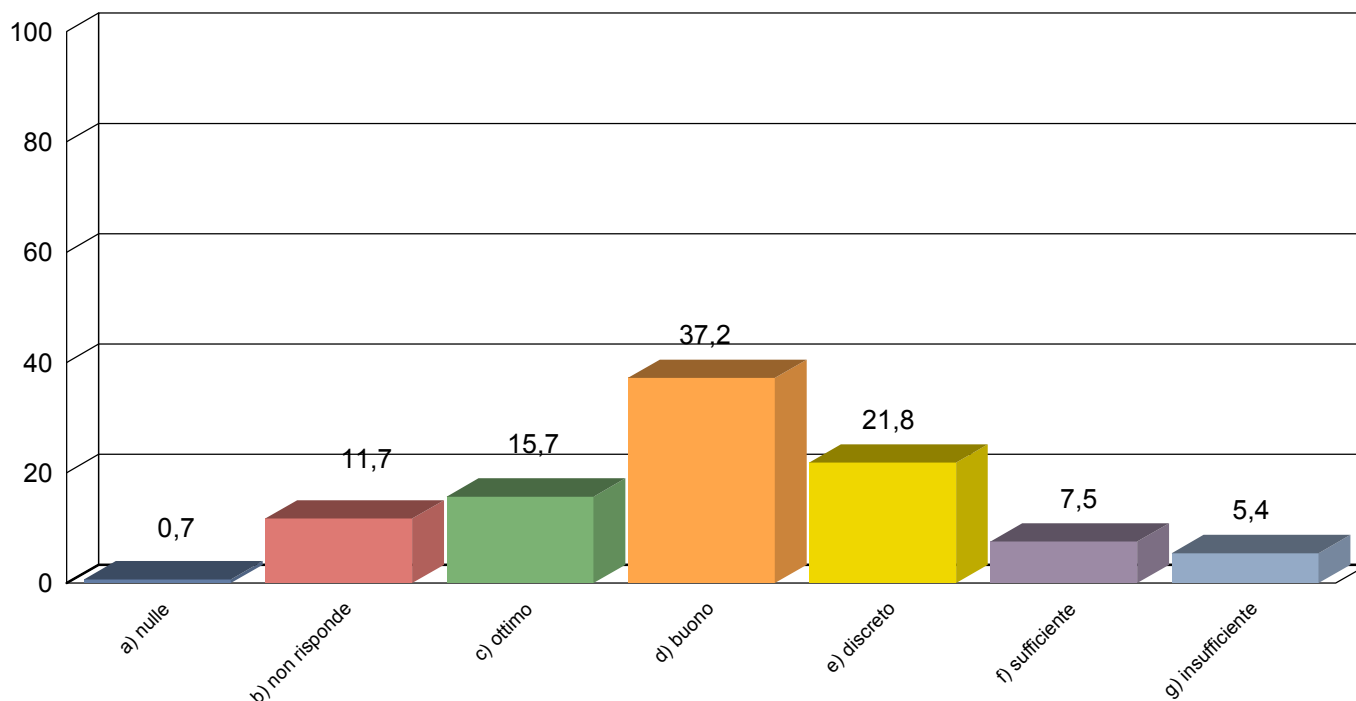




## Rapidità nel fornire informazioni in caso di disservizio

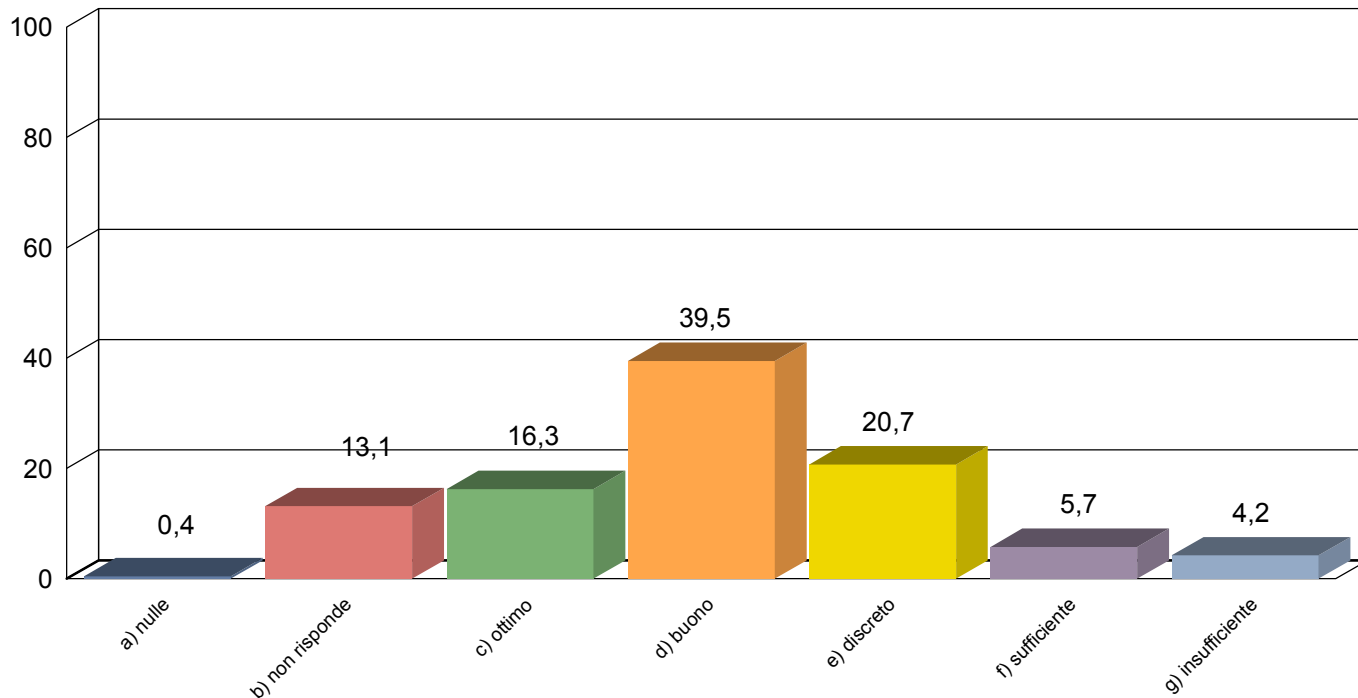


## Reperibilità orari e tariffe

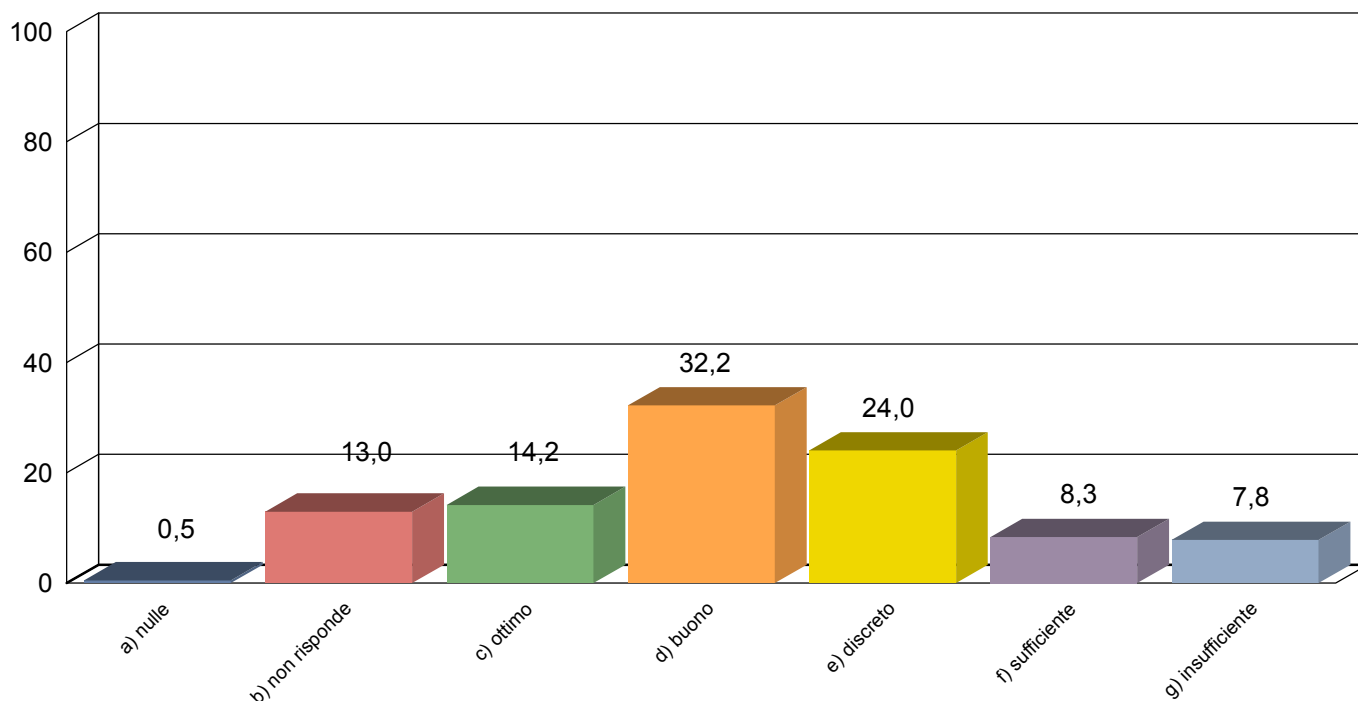




## Reperibilità titoli di viaggio

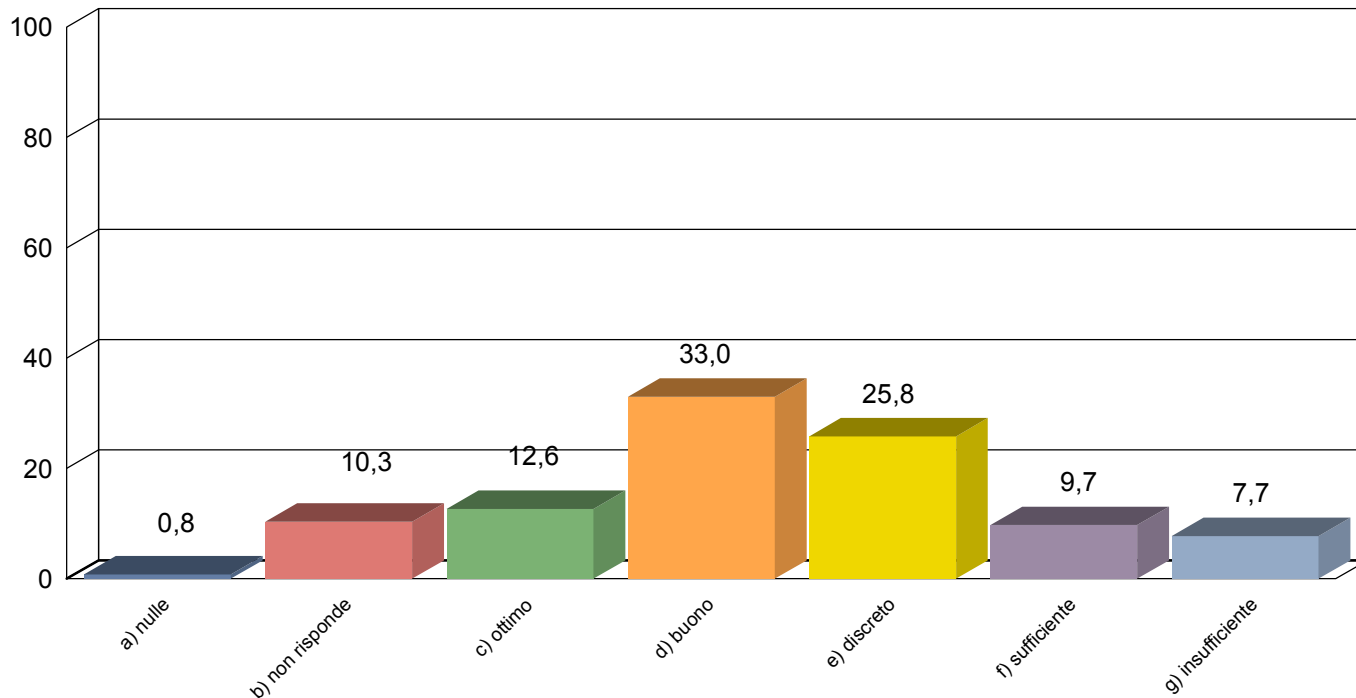


## Funzionamento obliteratrici

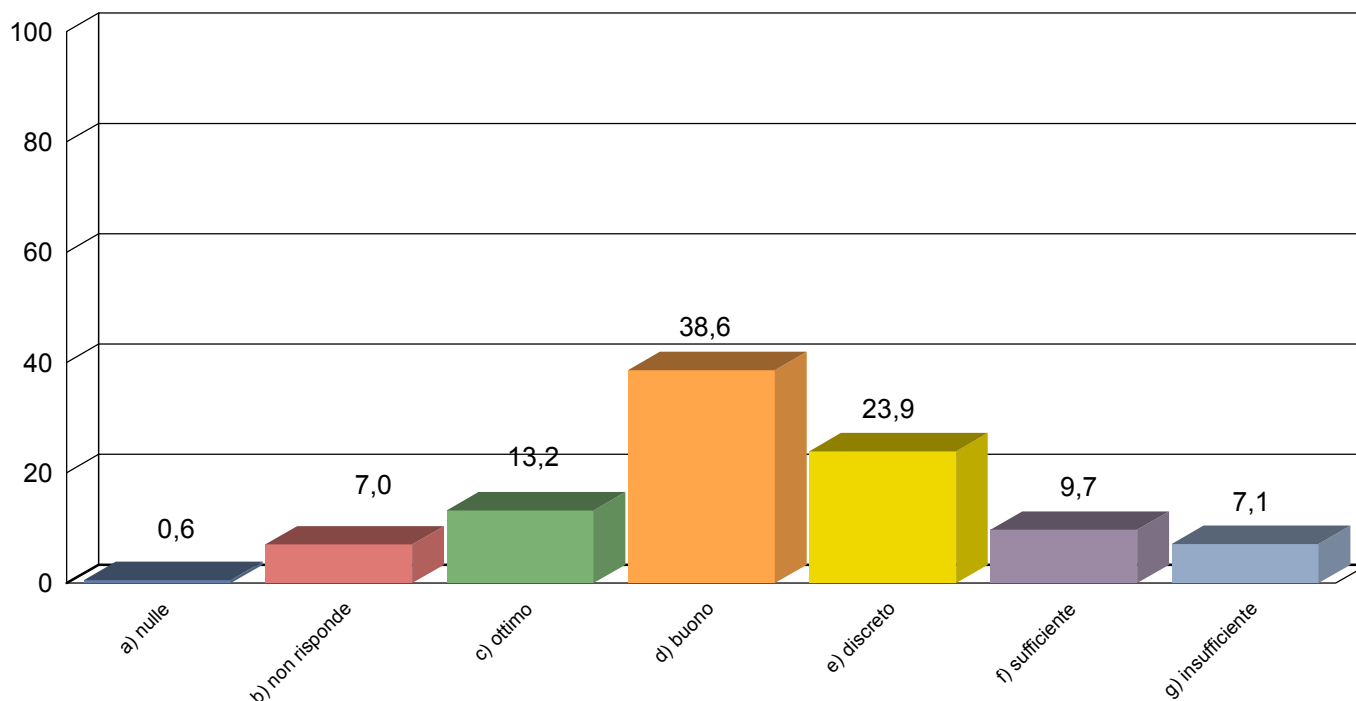




## Funzionamento e pulizia bagni di stazione

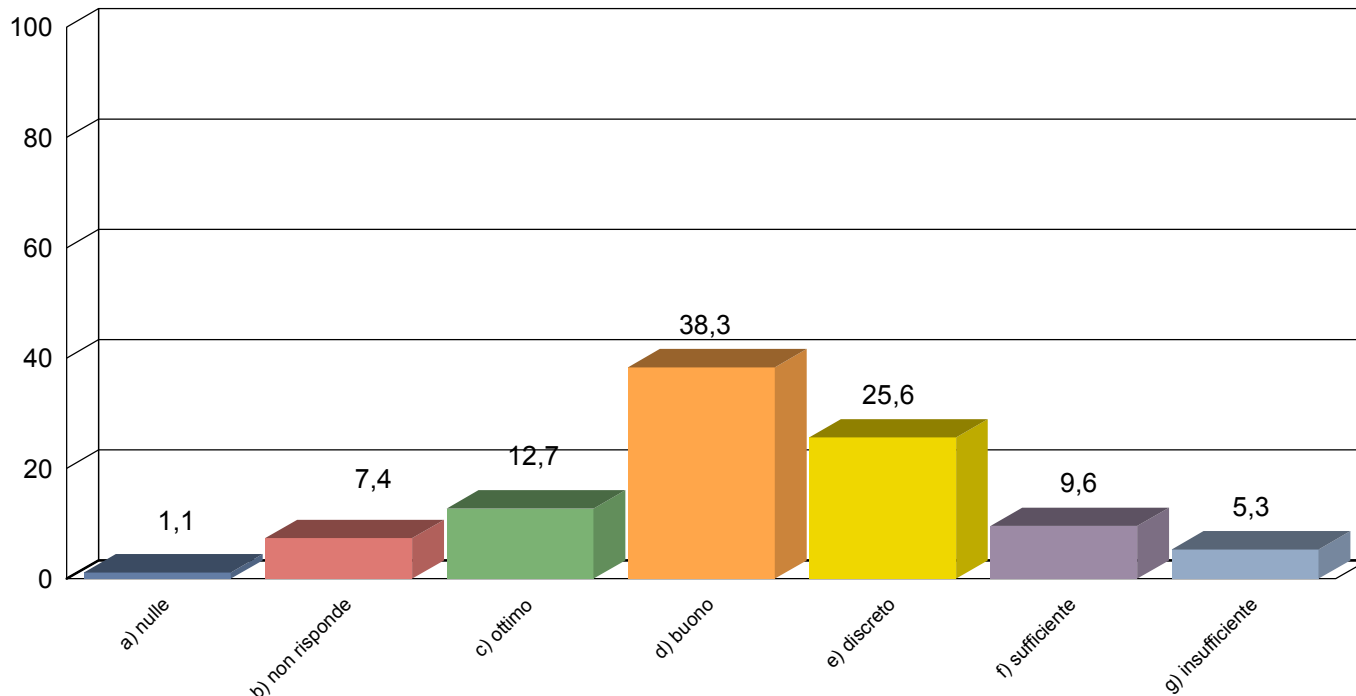


## Pulizia del mezzo di trasporto

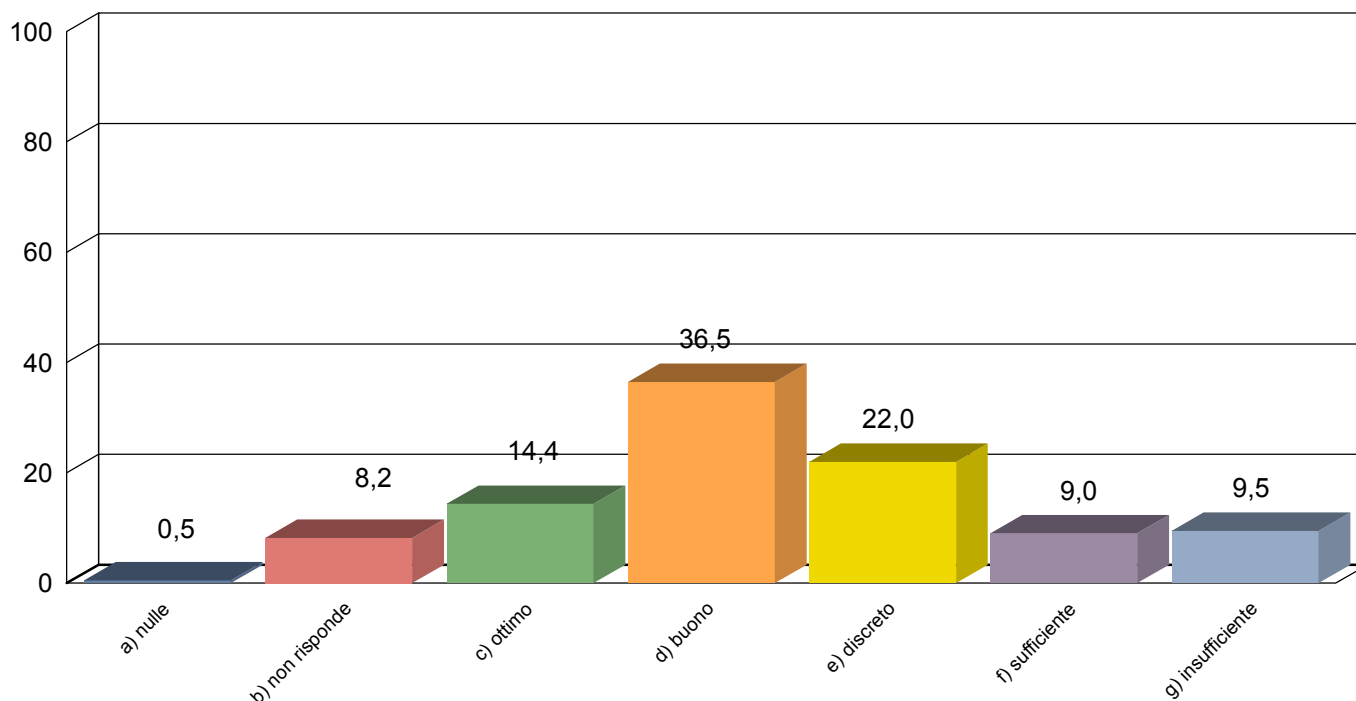




## Pulizia stazioni

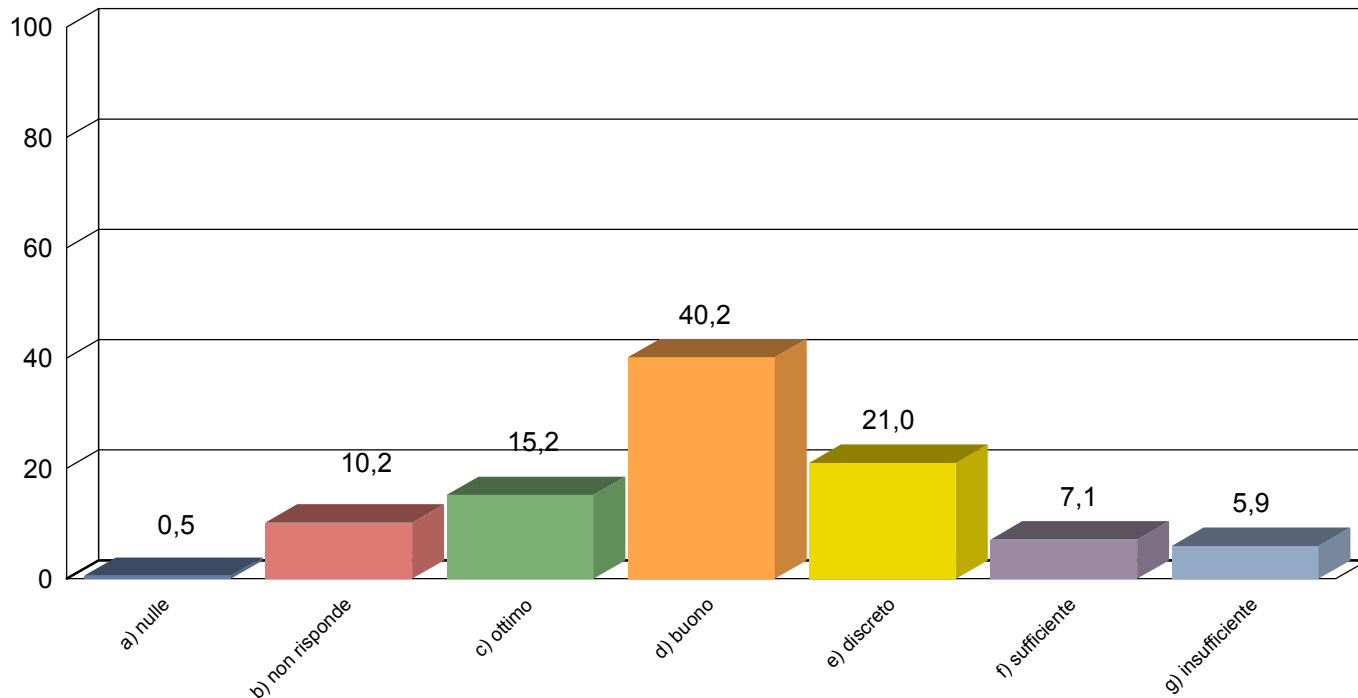


## Efficienza climatizzazione estate / inverno

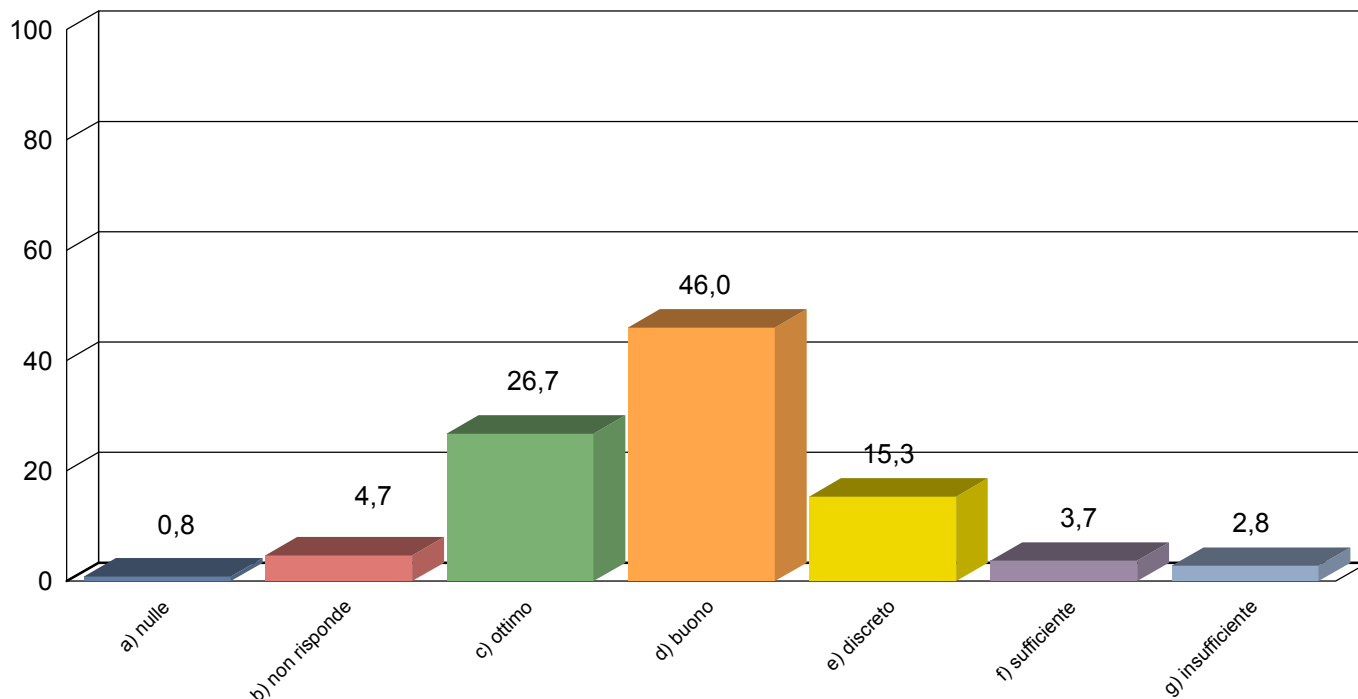




## Sicurezza sul mezzo di persone e cose



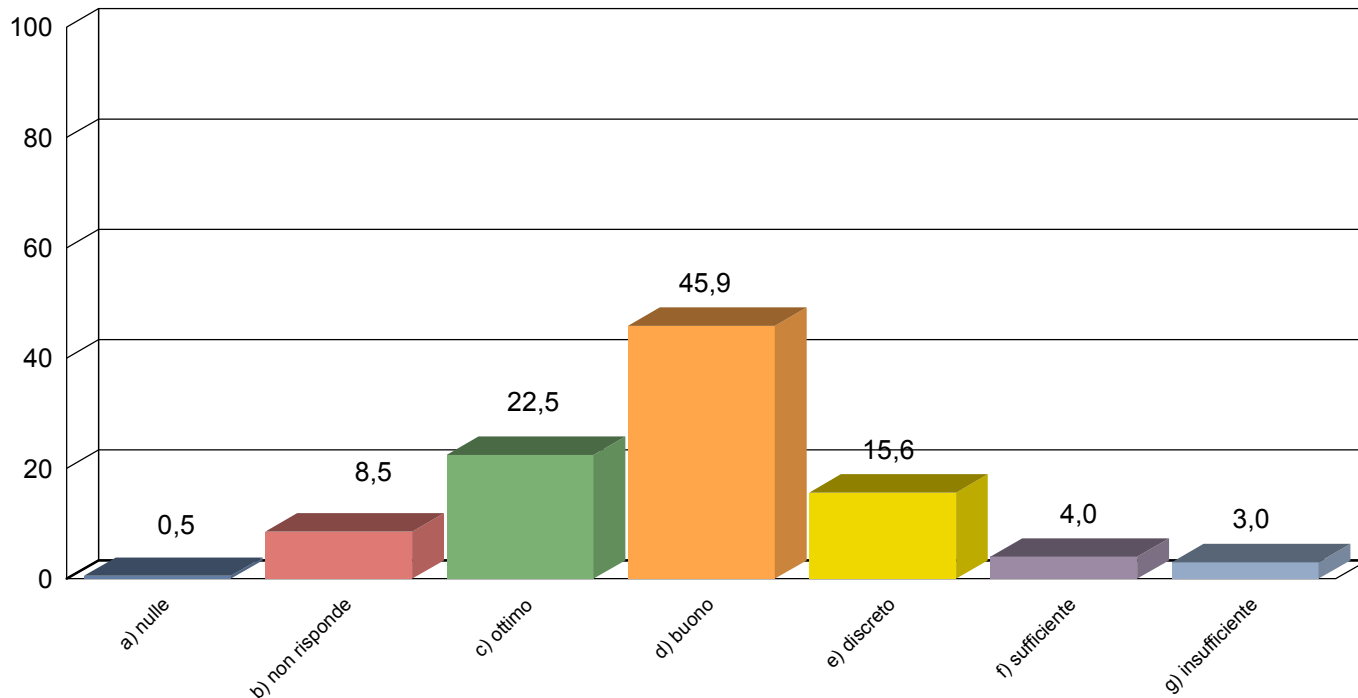
## Cortesia / Disponibilità del personale



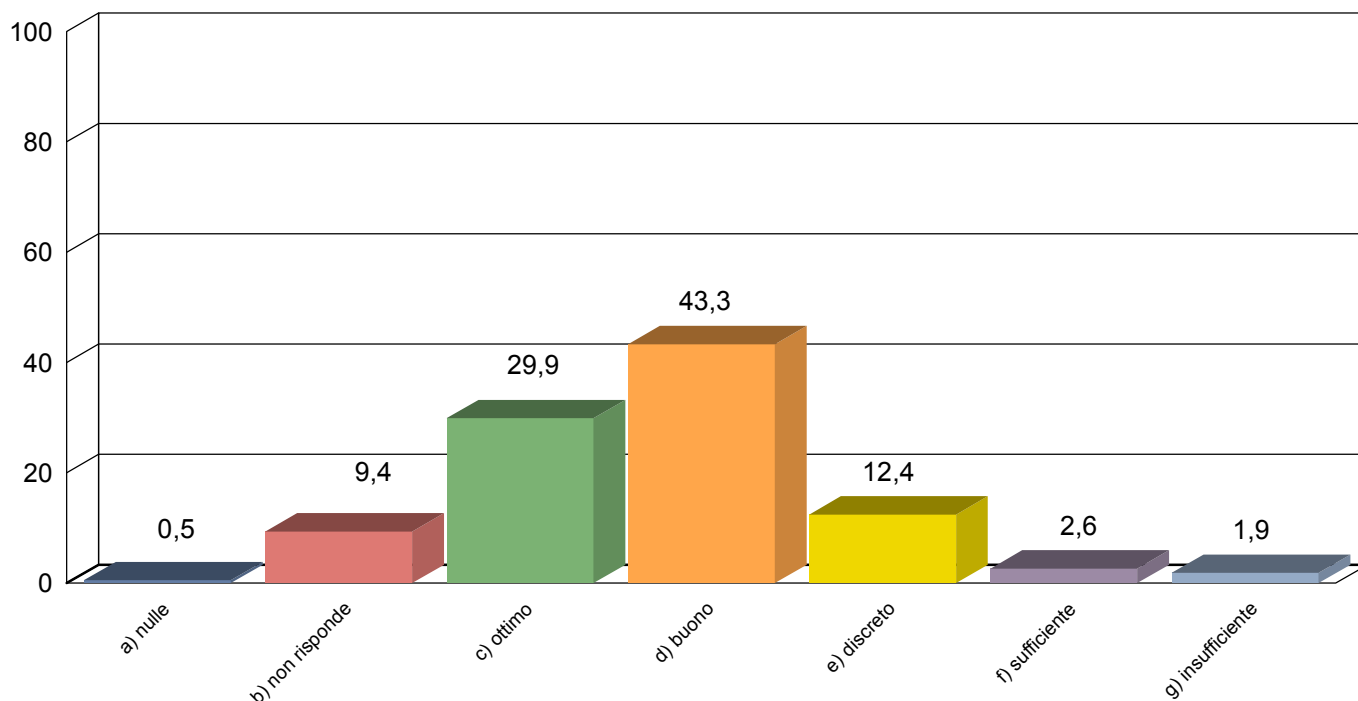




## Competenza del personale

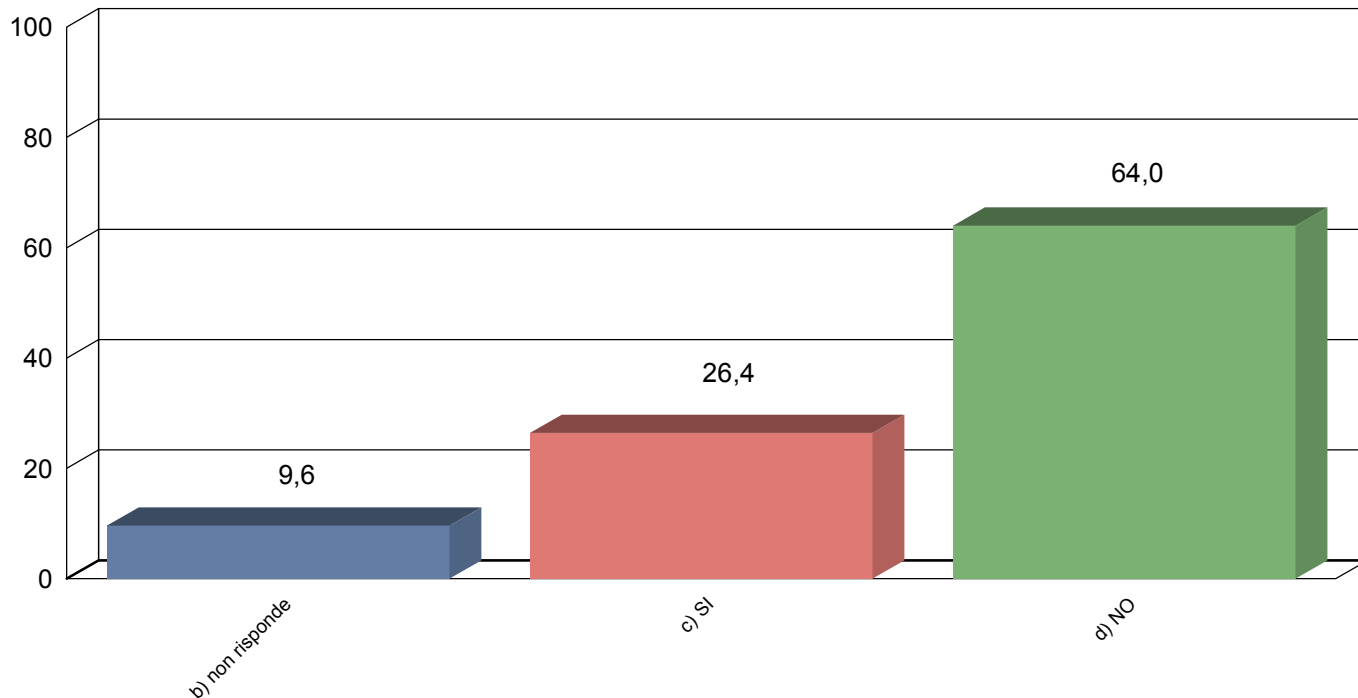


## Riconoscibilità del personale

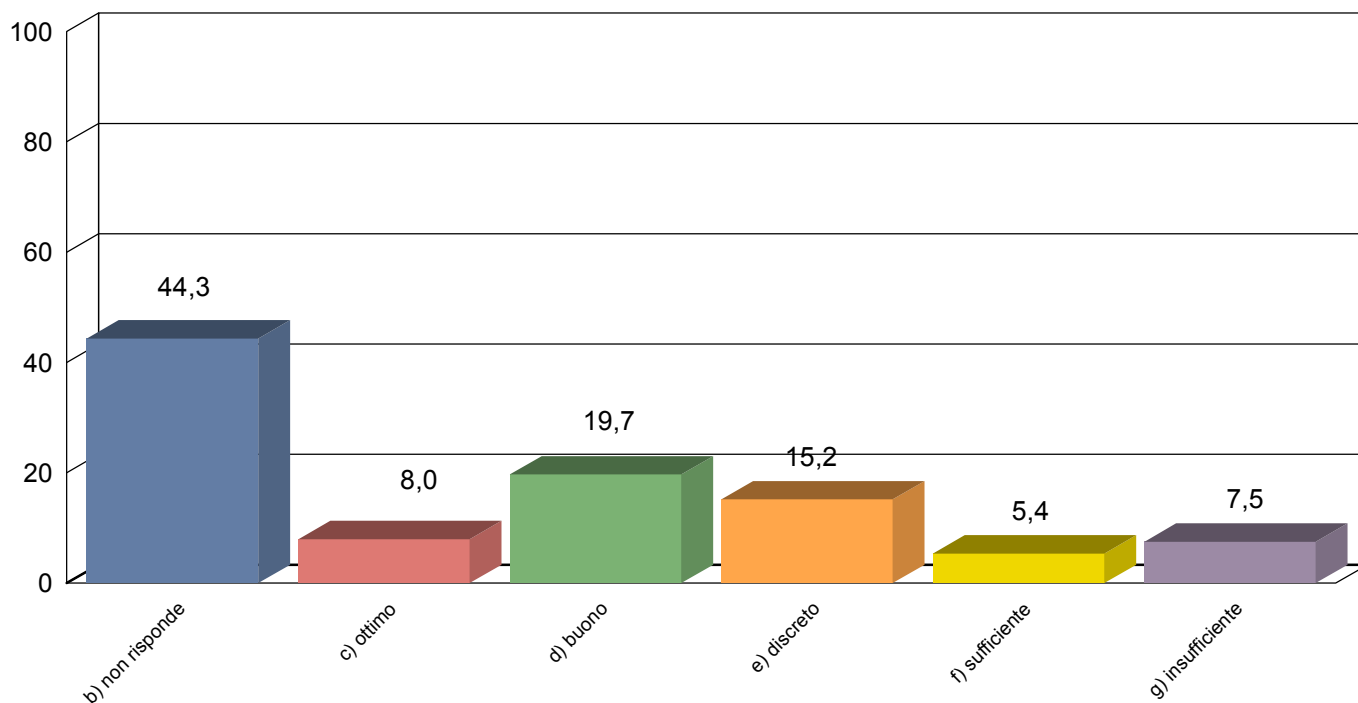




## E' a conoscenza del servizio WIFI



## Come valuta il servizio WIFI



# Indagine conoscitiva sulla soddisfazione dei viaggiatori

Linea: FERROVIA DICEMBRE 2018

