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**FERROTRAMVIARIA SPA**  
FERROVIE DEL NORD BARESE  
BUS SERVICE

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**Bus Passenger Satisfaction Survey**

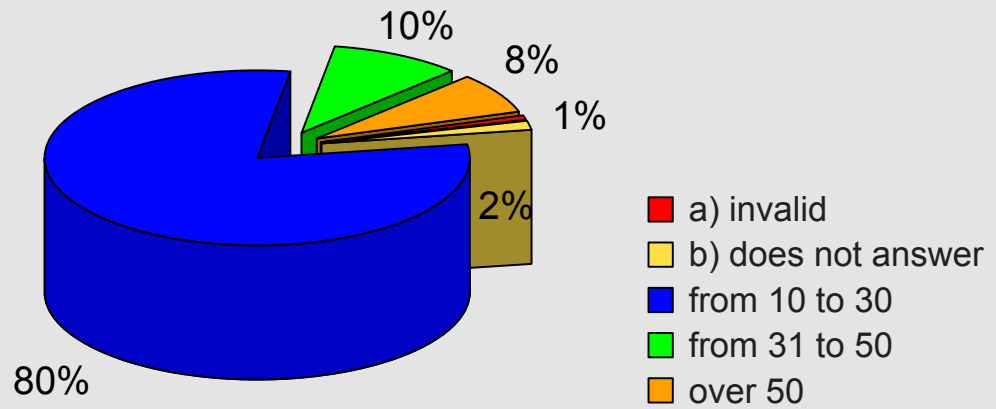
**DECEMBER 2011**

(survey sample: 751 passengers)

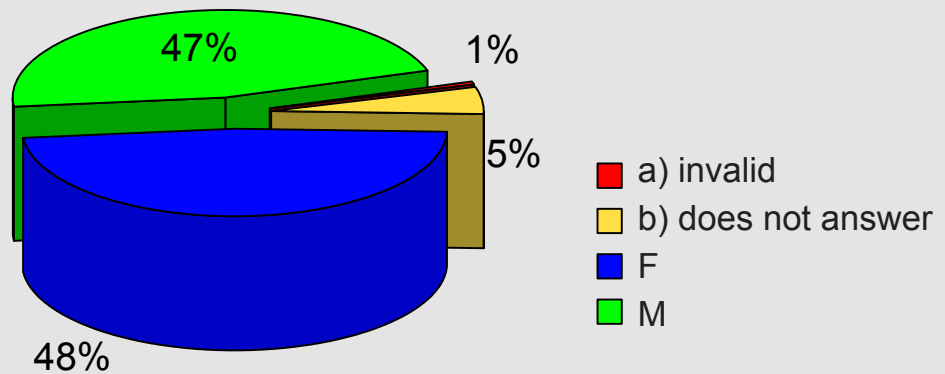




### 3 Age



### 4 Sex

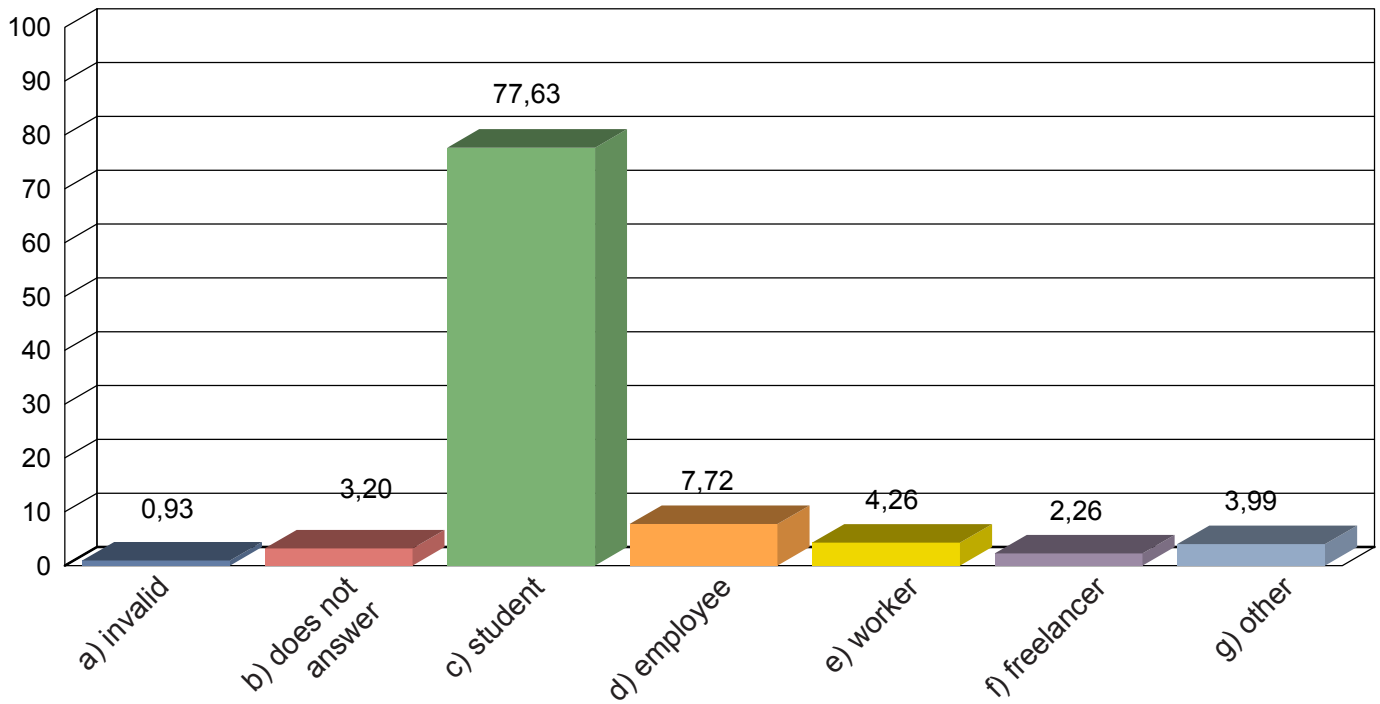


# Bus Passenger Satisfaction Survey

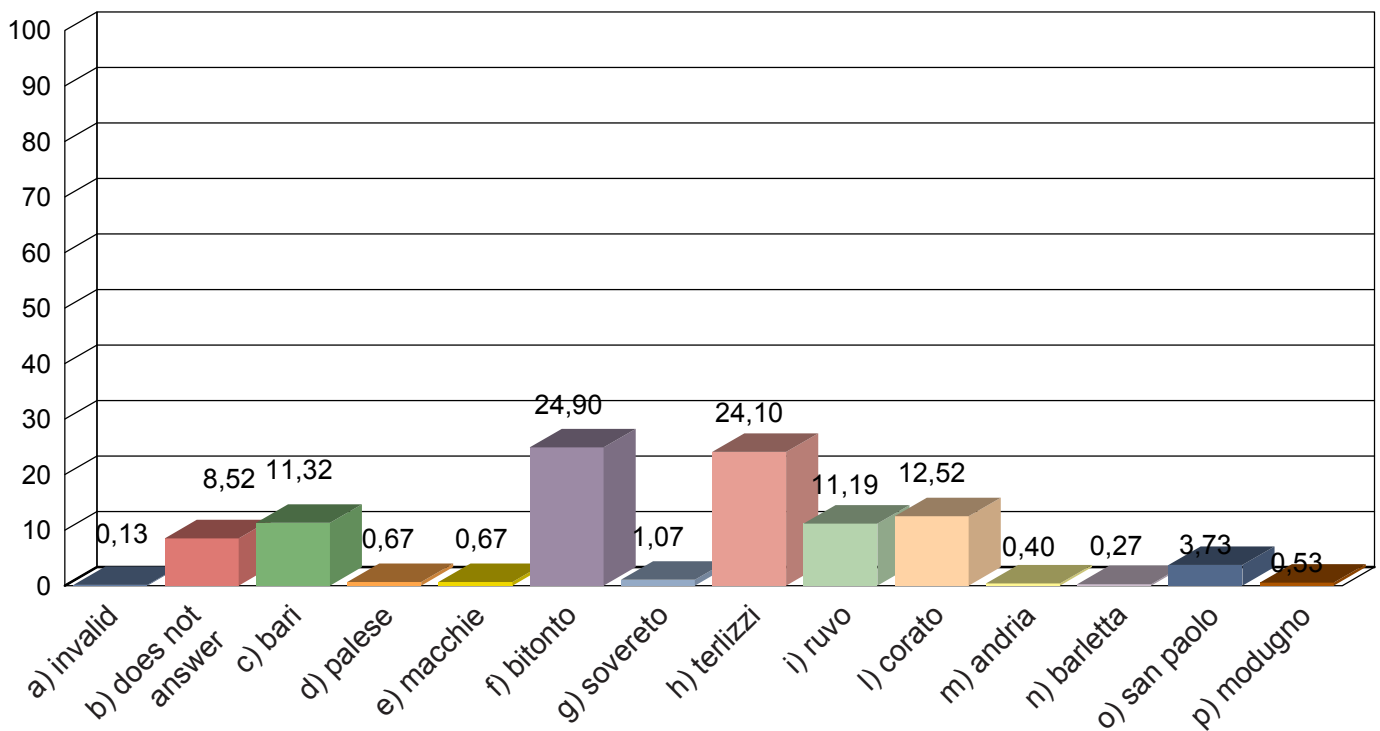


Routes: **BUS SERVICE**    **December 2011**

## 5 Job



## 6 Departure

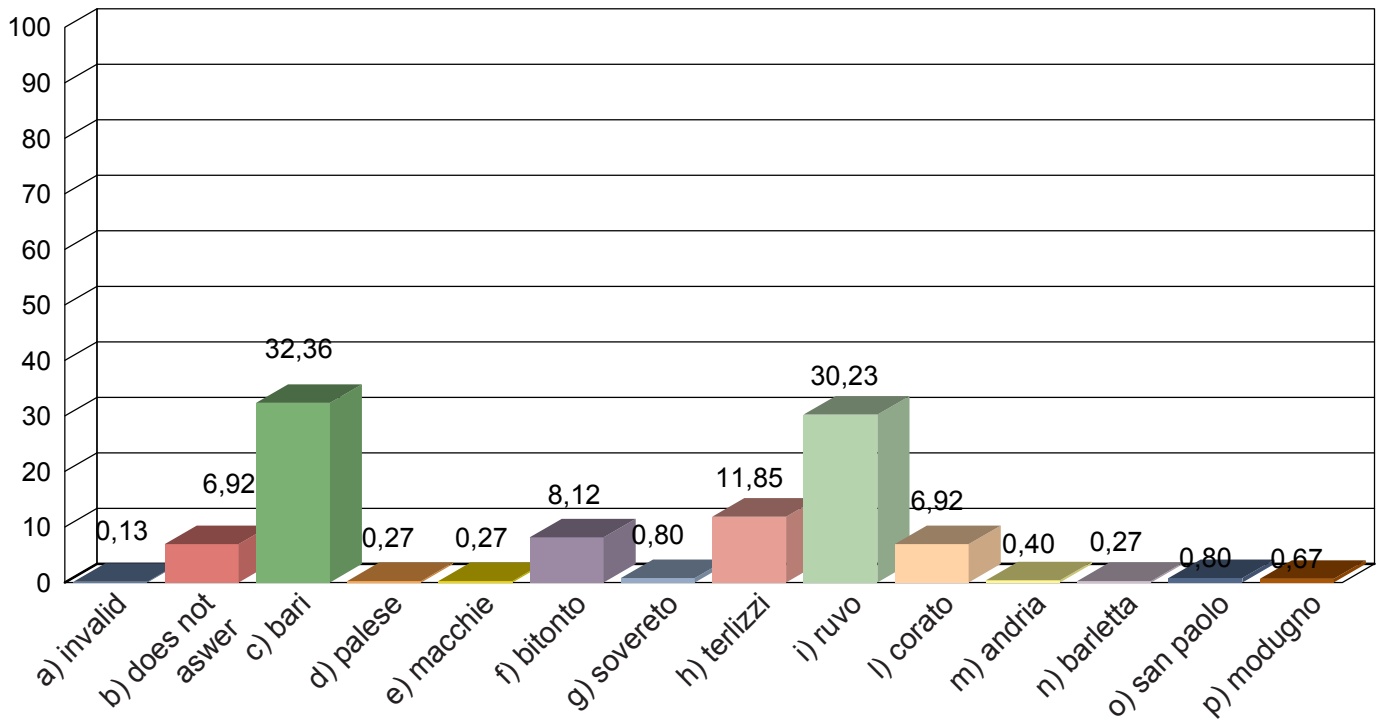


# Bus Passenger Satisfaction Survey

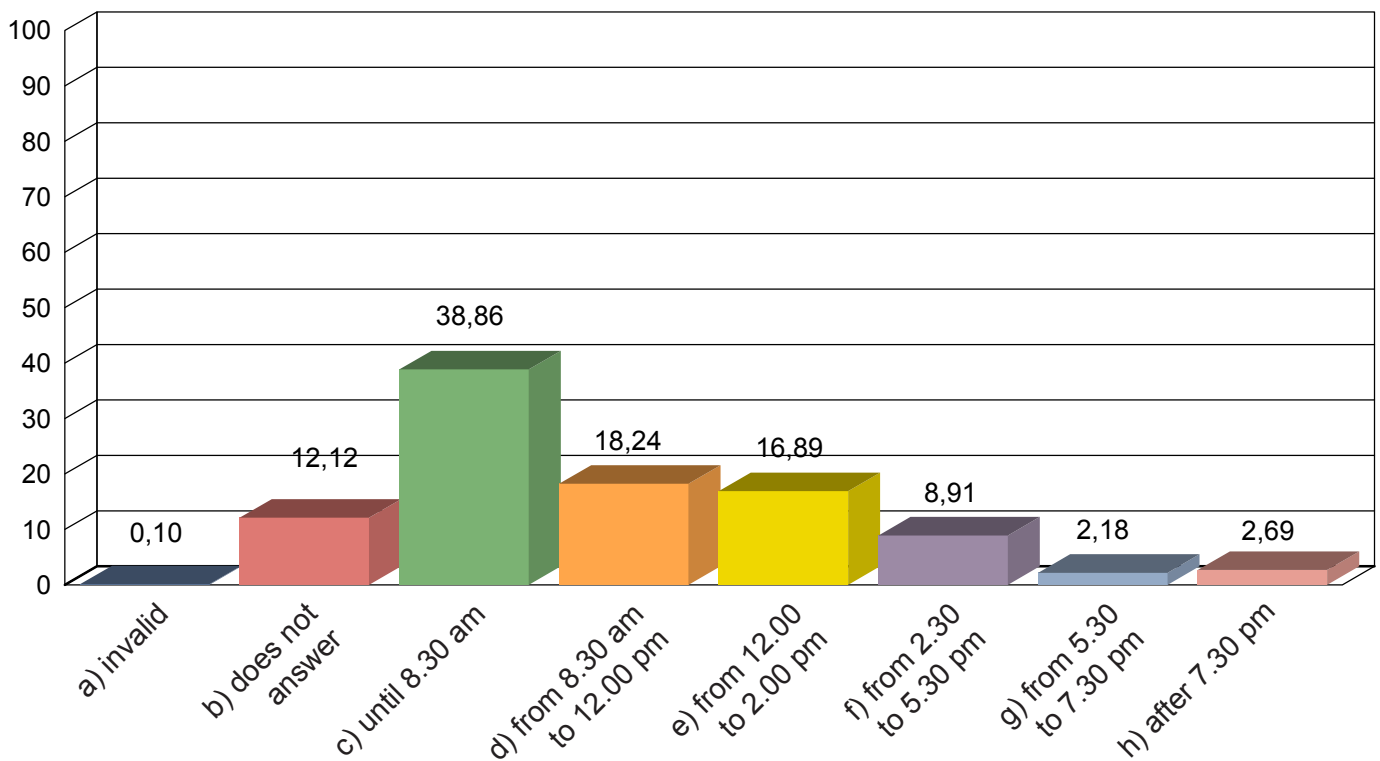


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## 7 Arrival

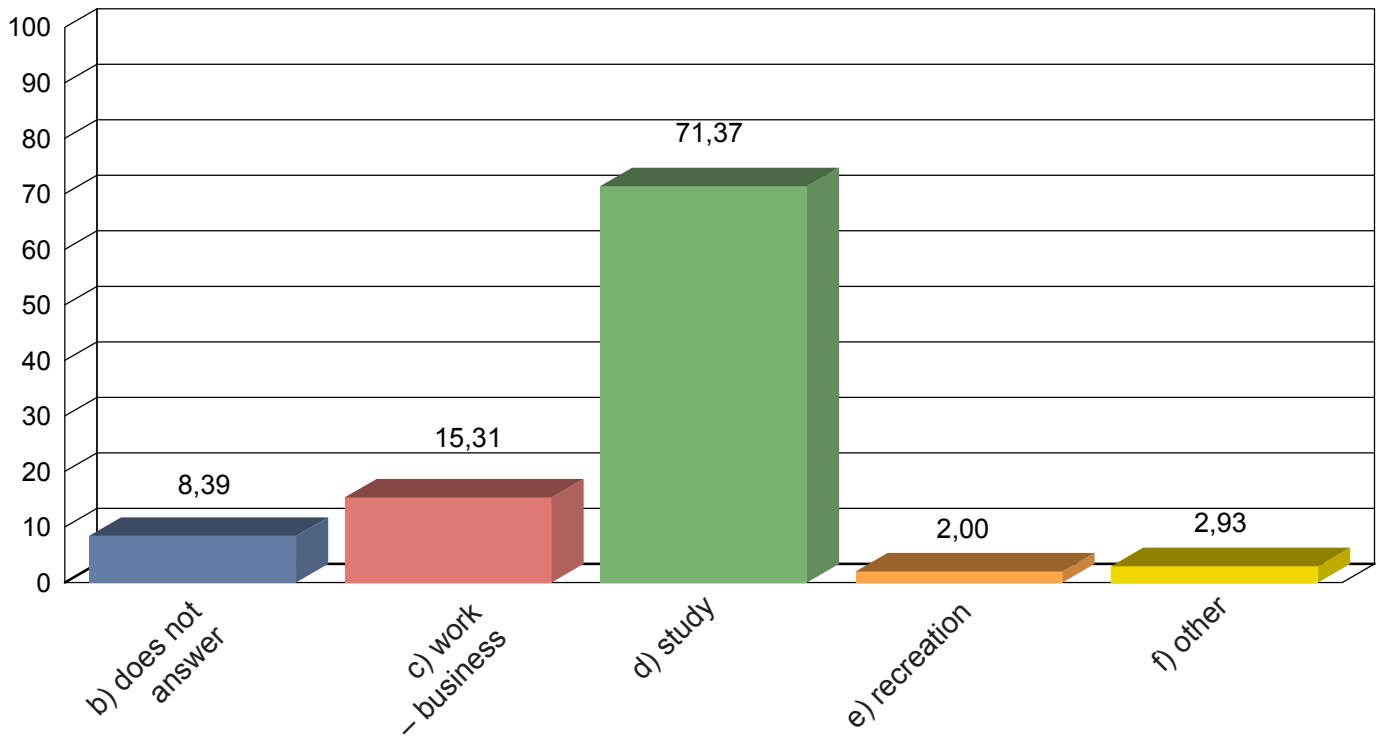


## 8 When do you usually use our means of transport?

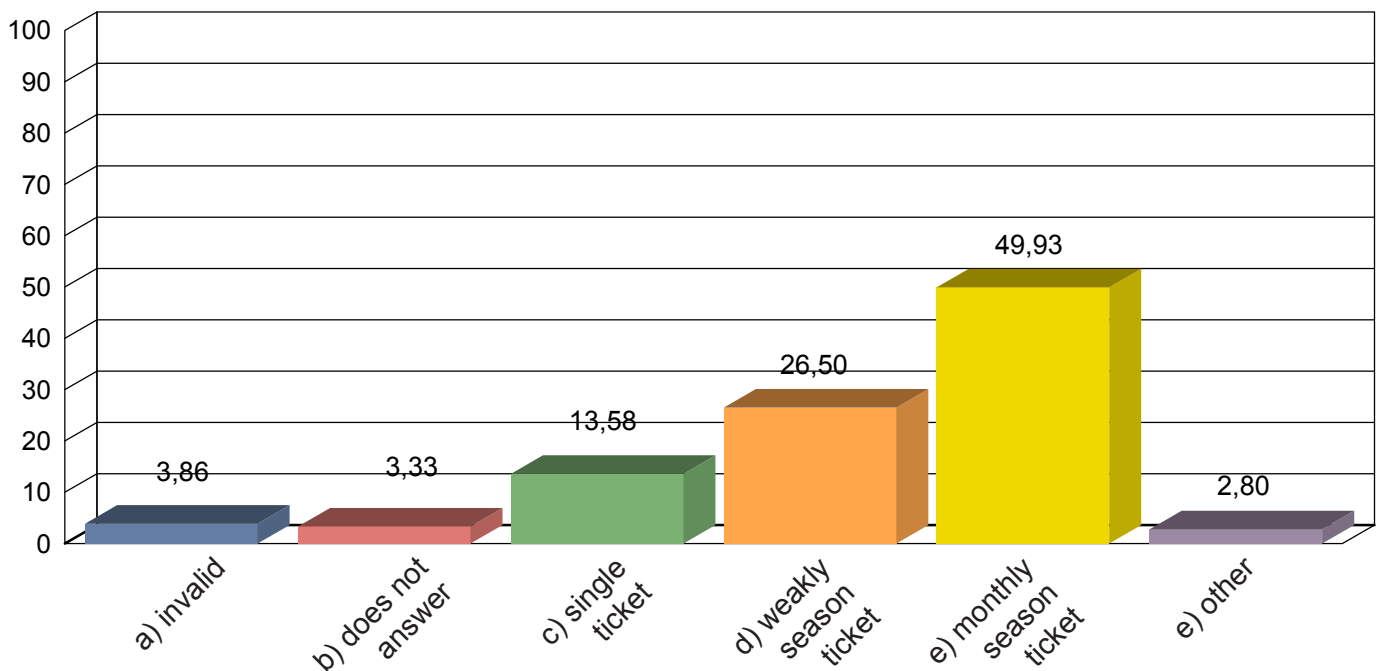




## 9 Trip purpose

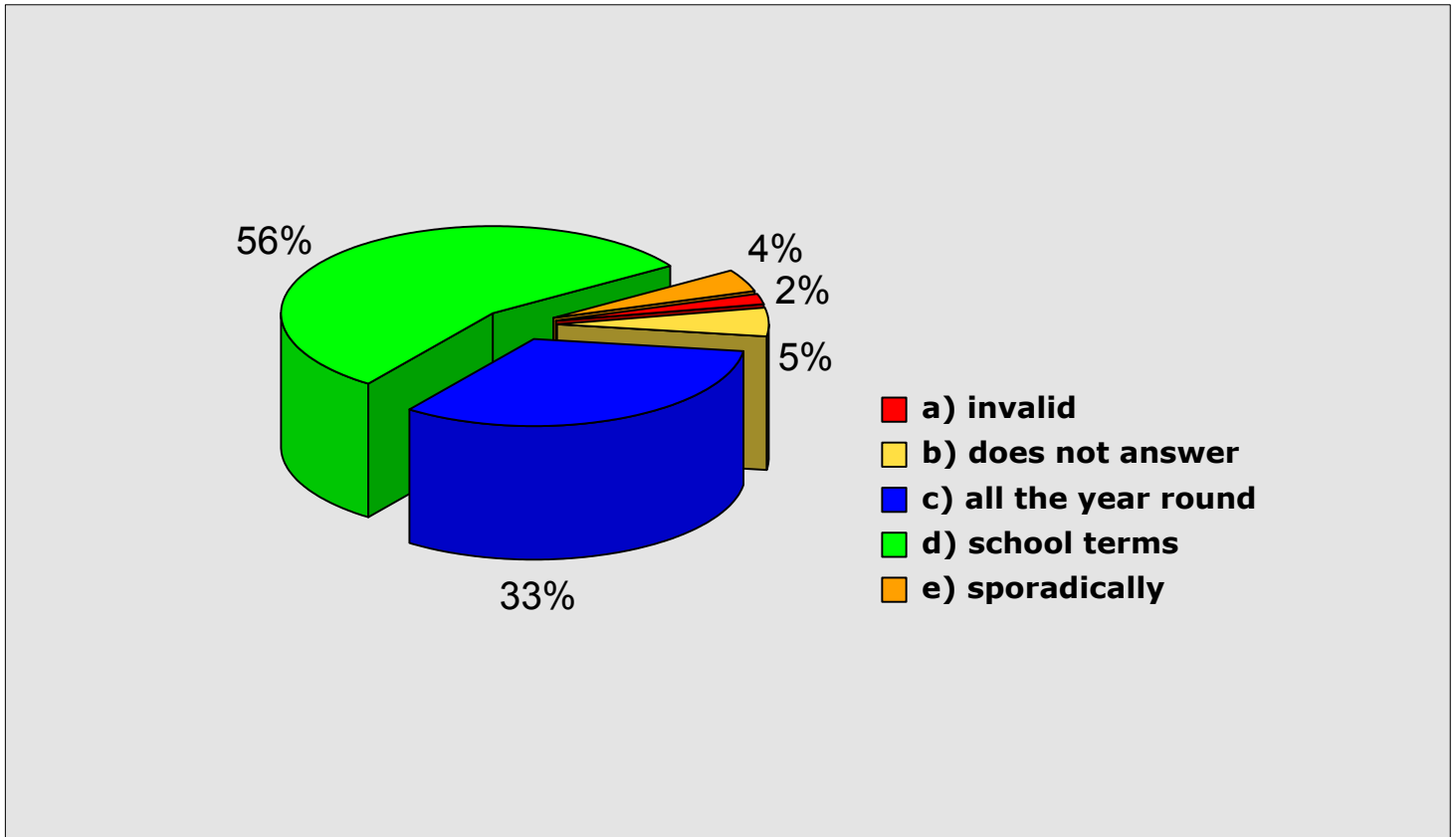


## 10 Tipe of ticket used

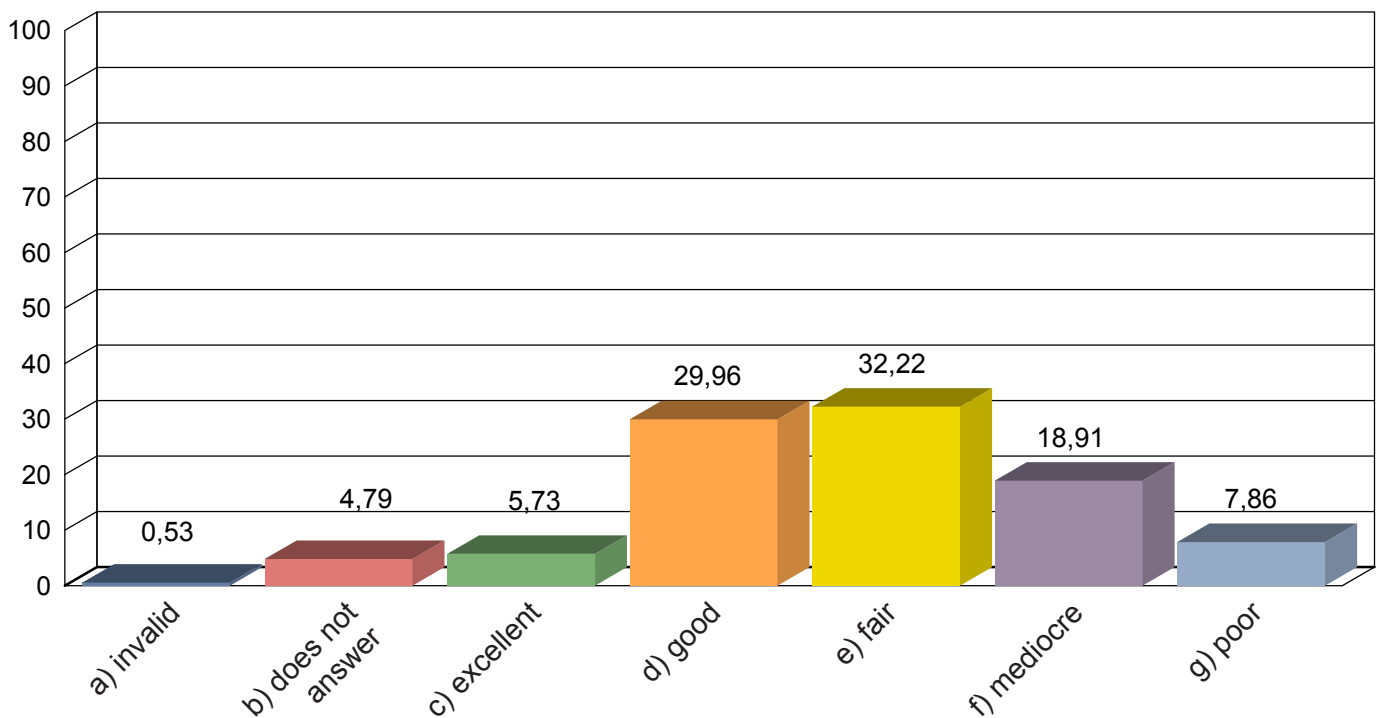




## 11 In which period do you use our means of transport?

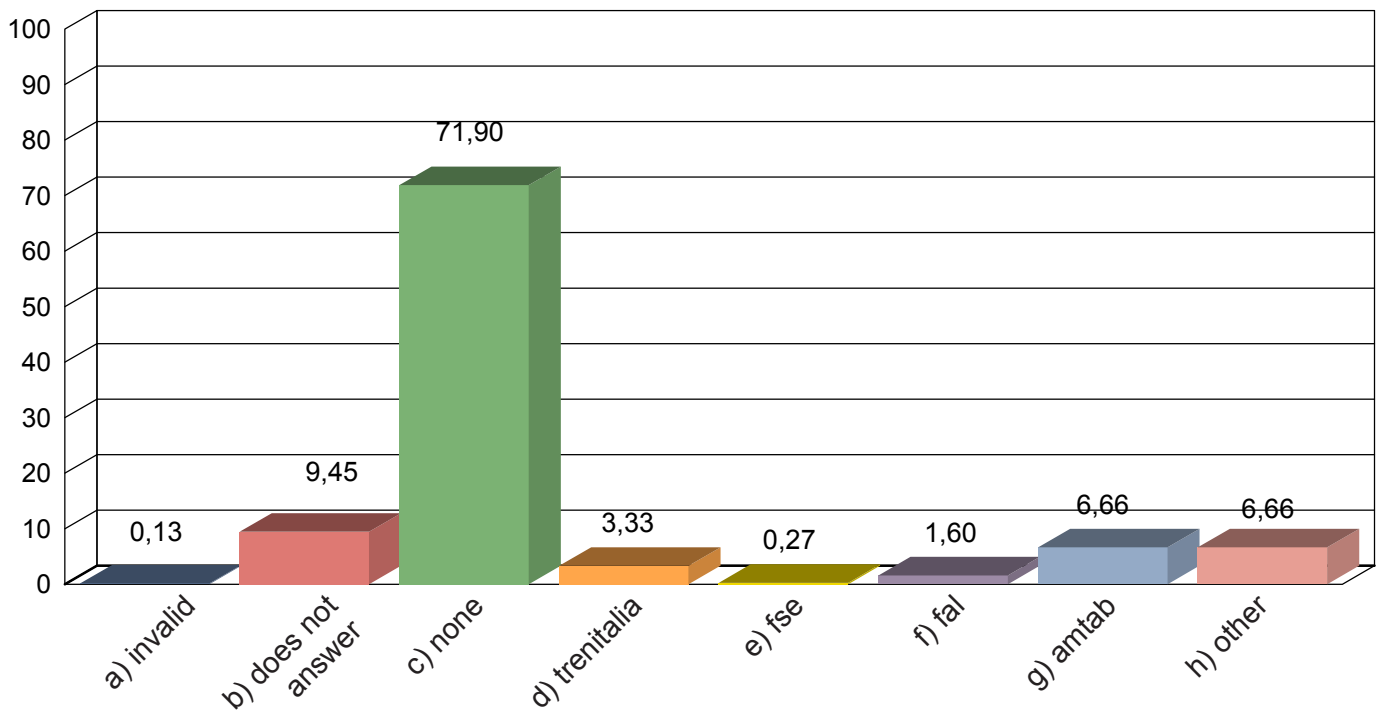


## 12 Ticket availability

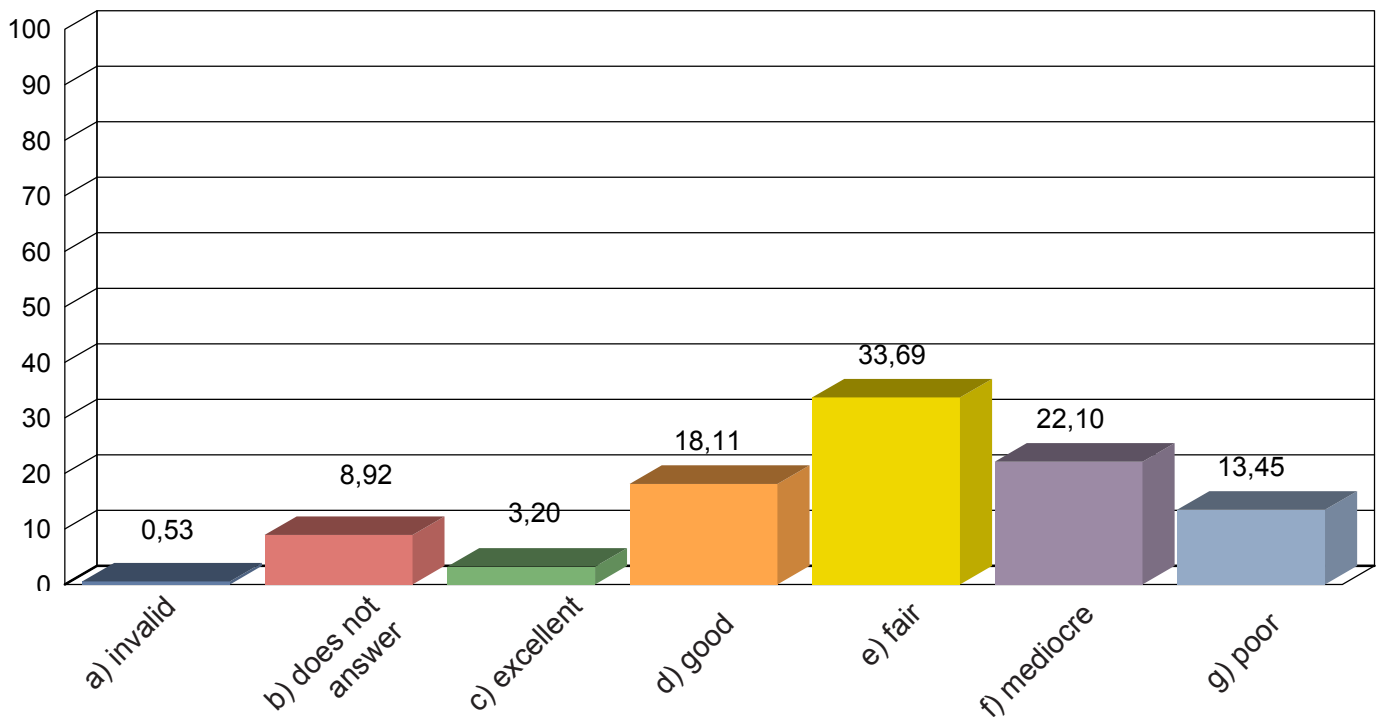




## 13 Which means do you use to continue your trip?

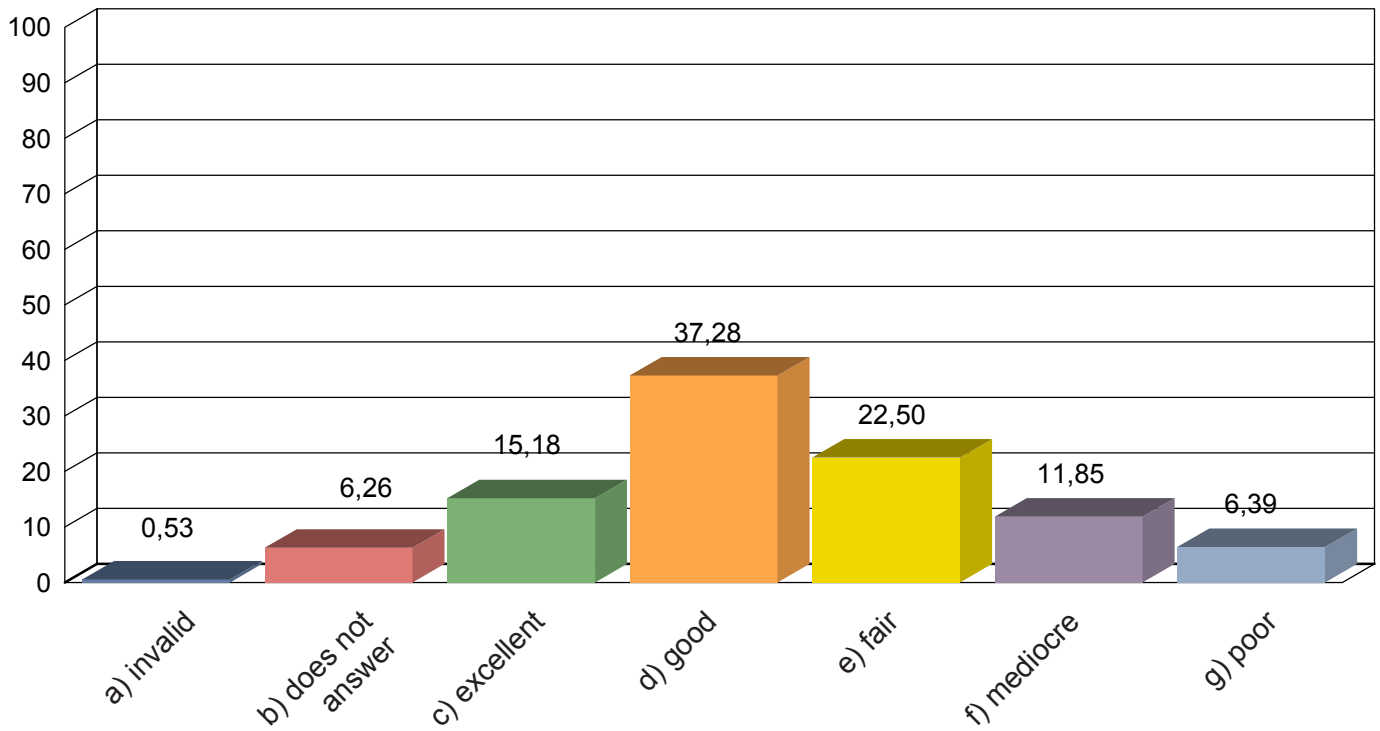


## 14 How would you judge our response time to complaints?

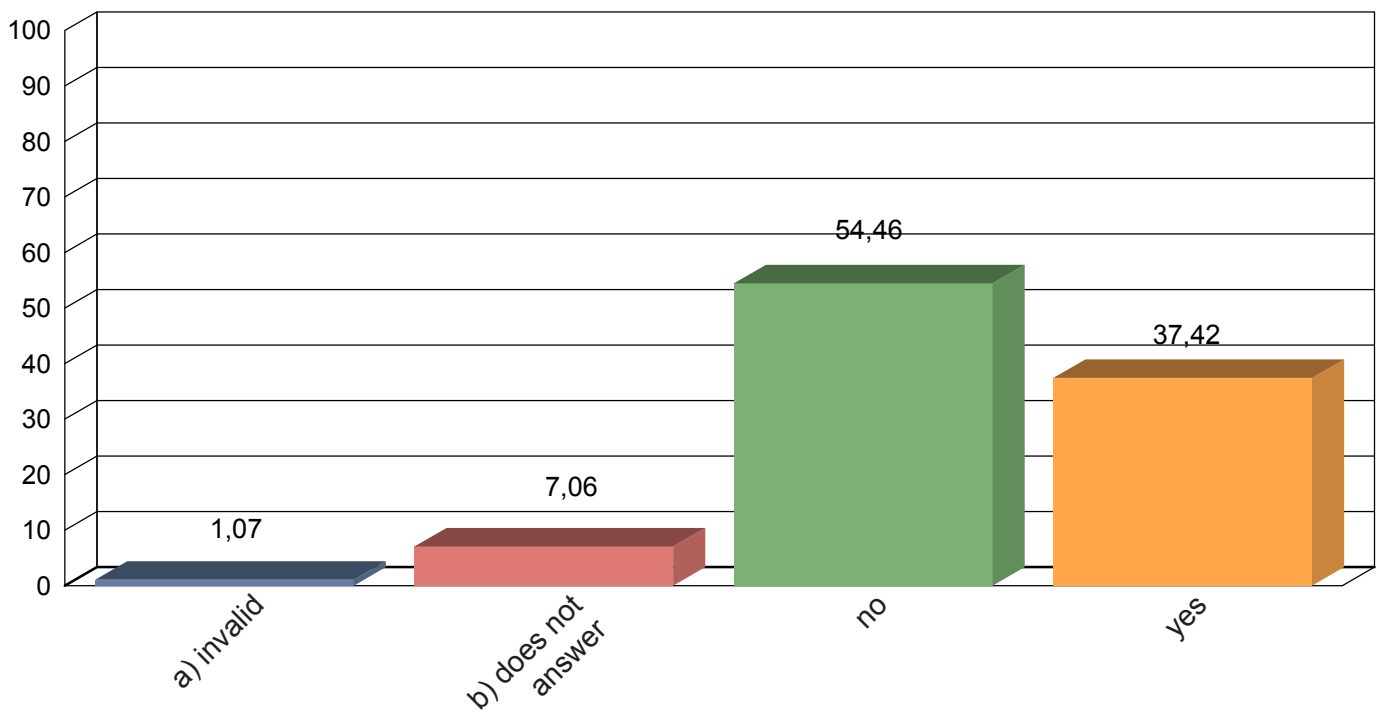




## 15 Time information availability



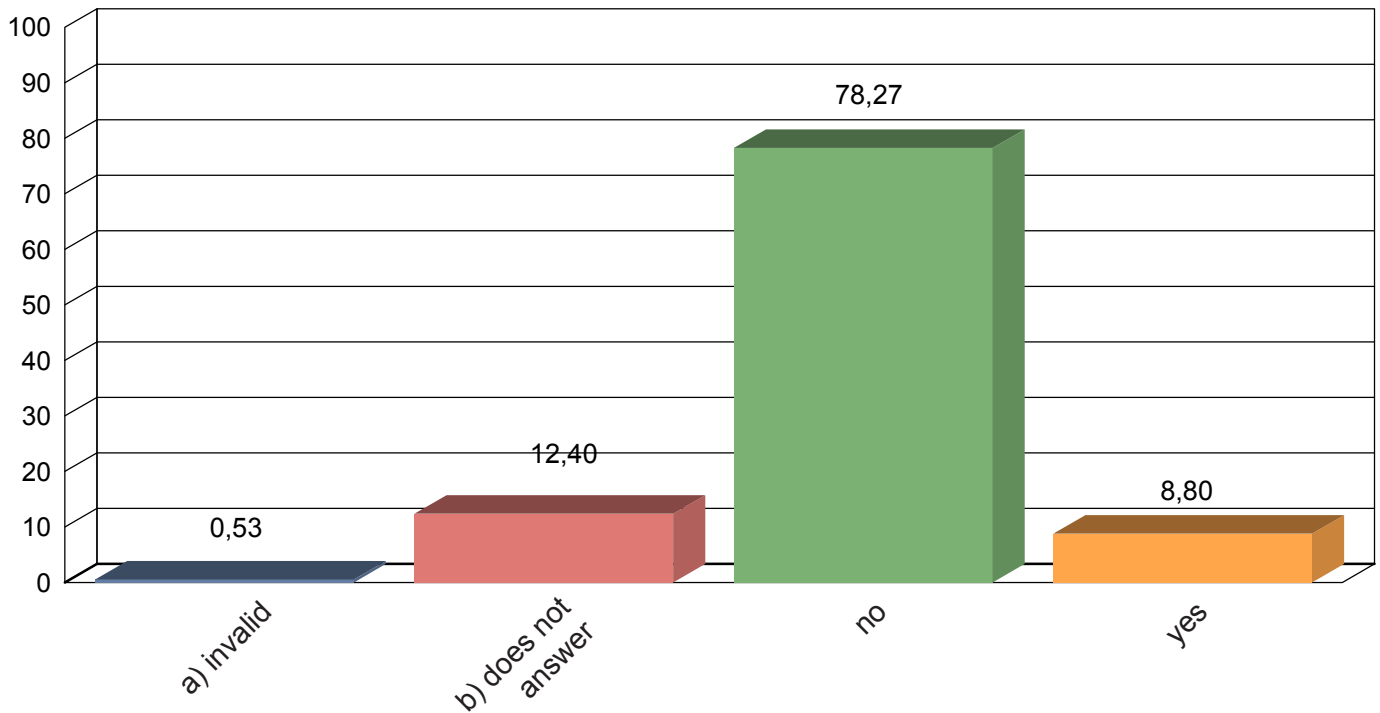
## 16 Do you know the website of our company?



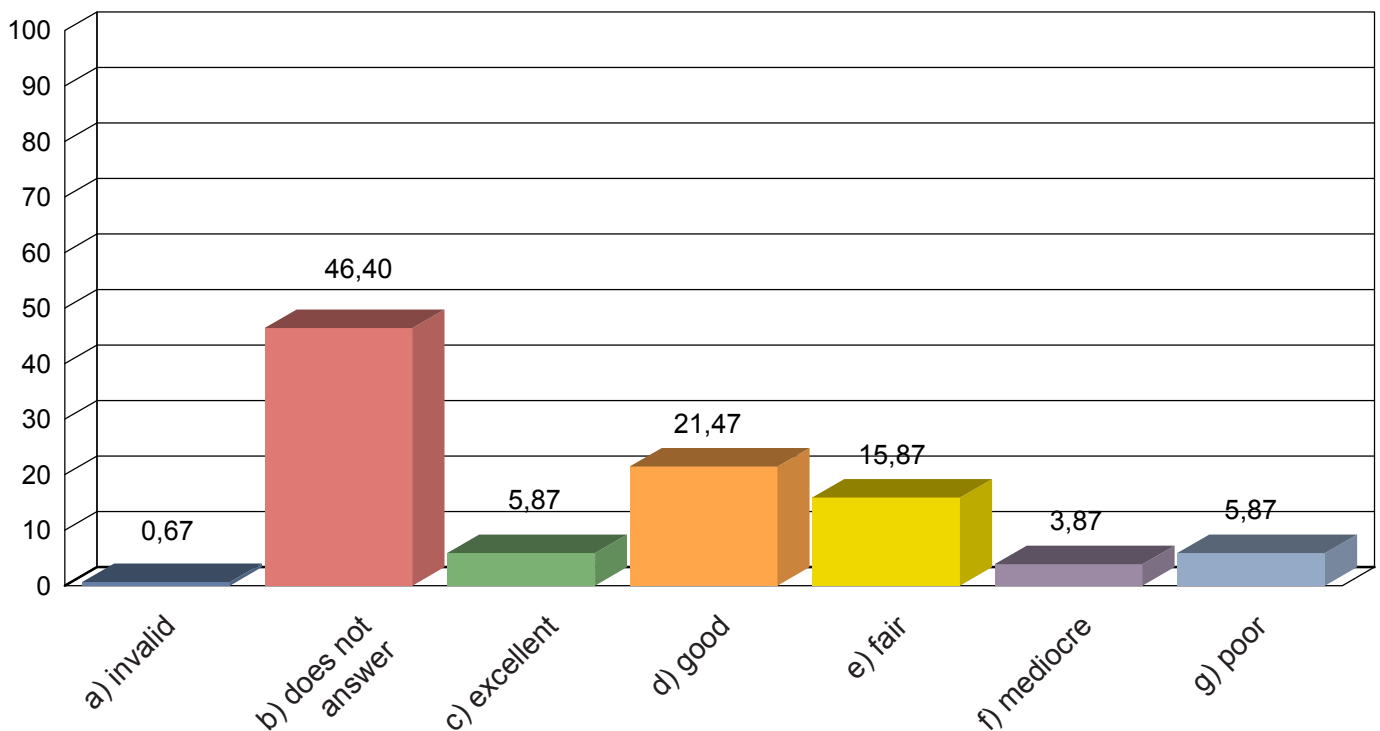




## 17 Do you know the service card of our company?



## 18 How do you judge our website?

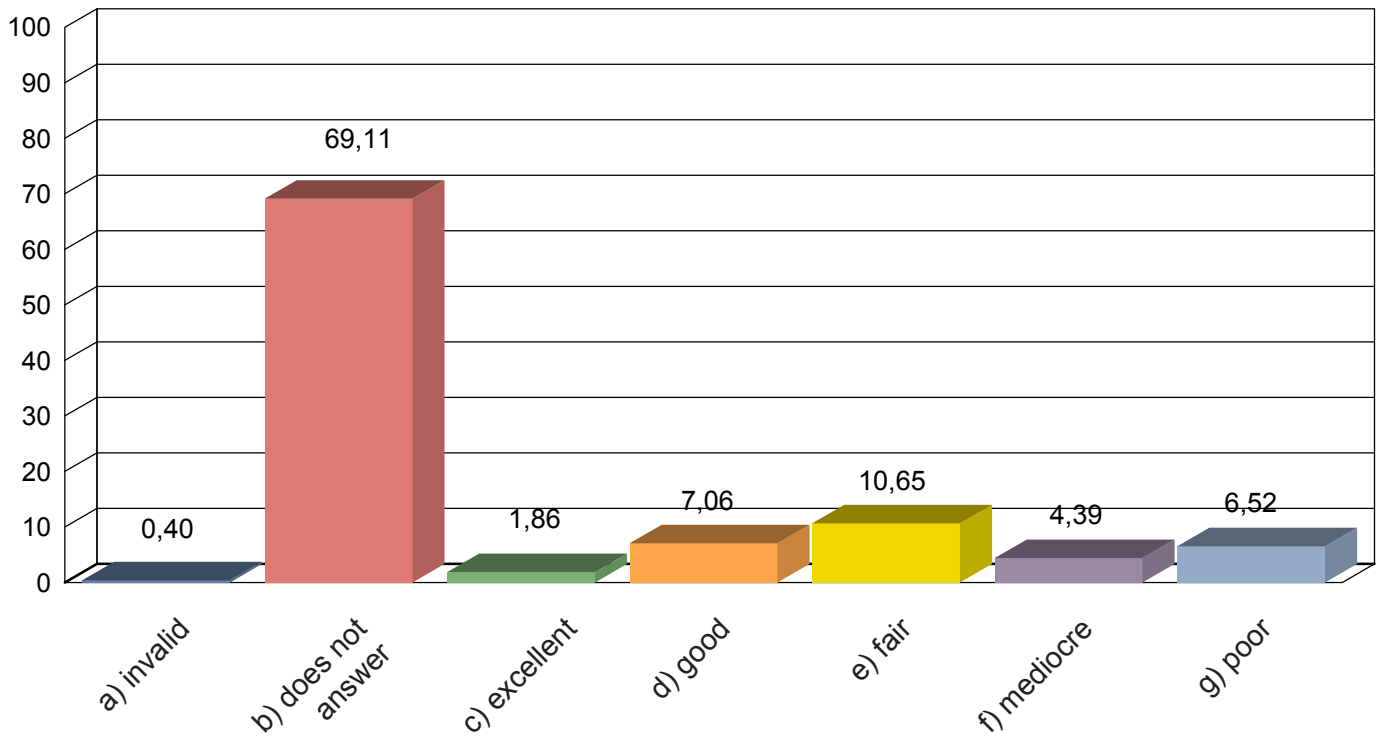


# Bus Passenger Satisfaction Survey

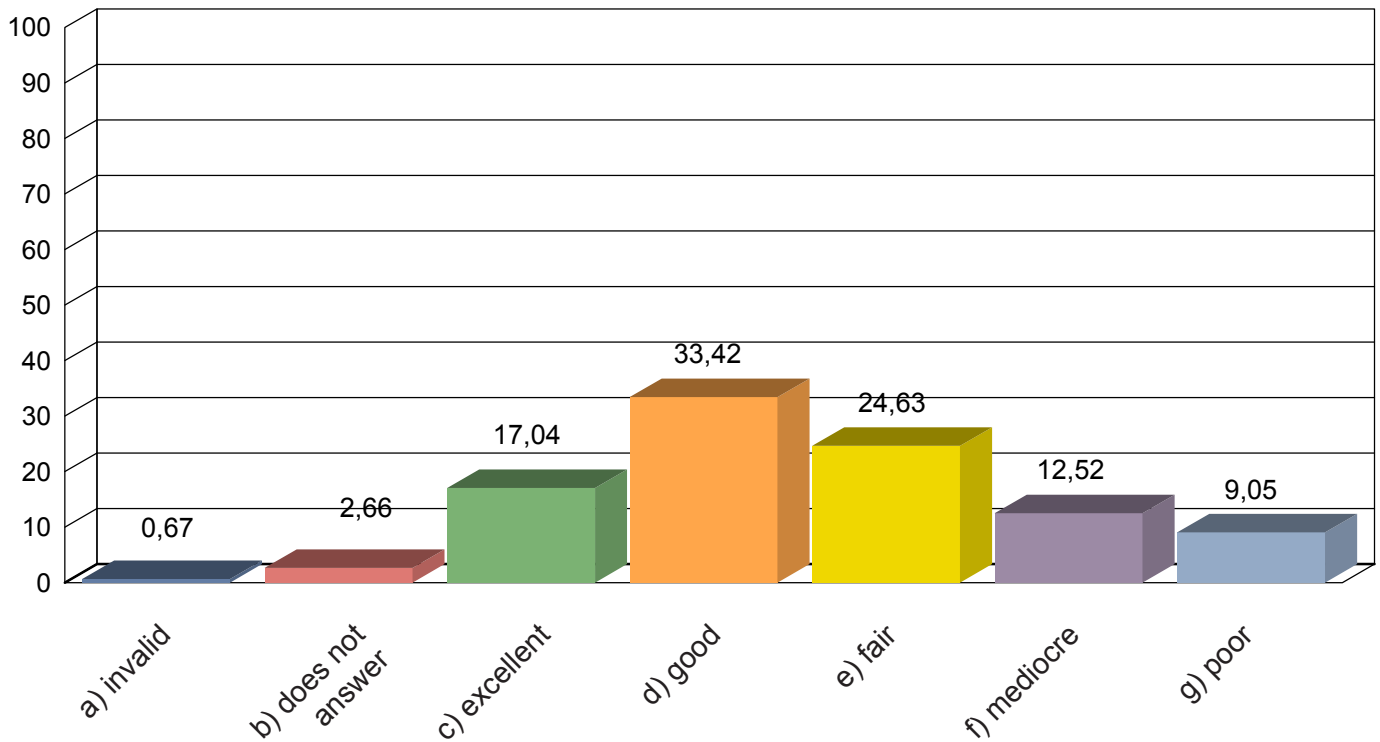


Routes: **BUS SERVICE**    **December 2011**

## 19 How do you judge our service card?



## 22 Route timeliness / regularity

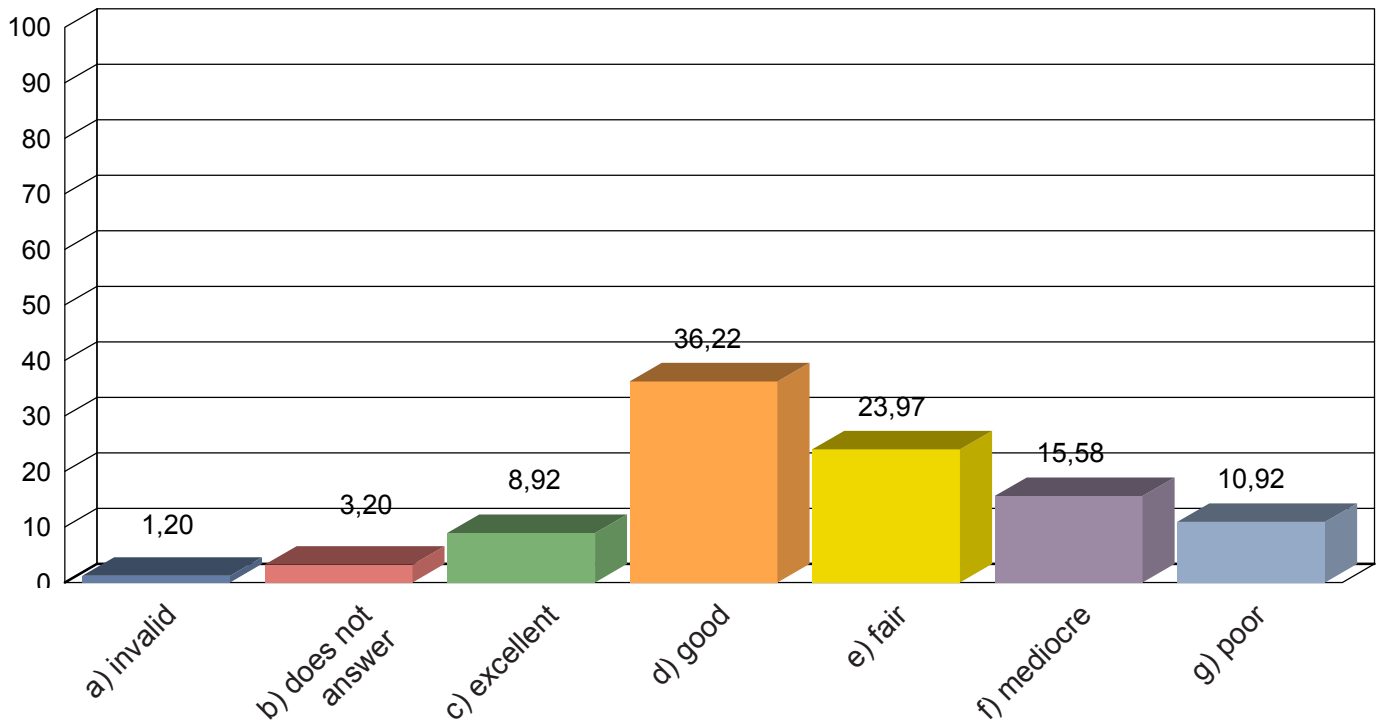


# Bus Passenger Satisfaction Survey

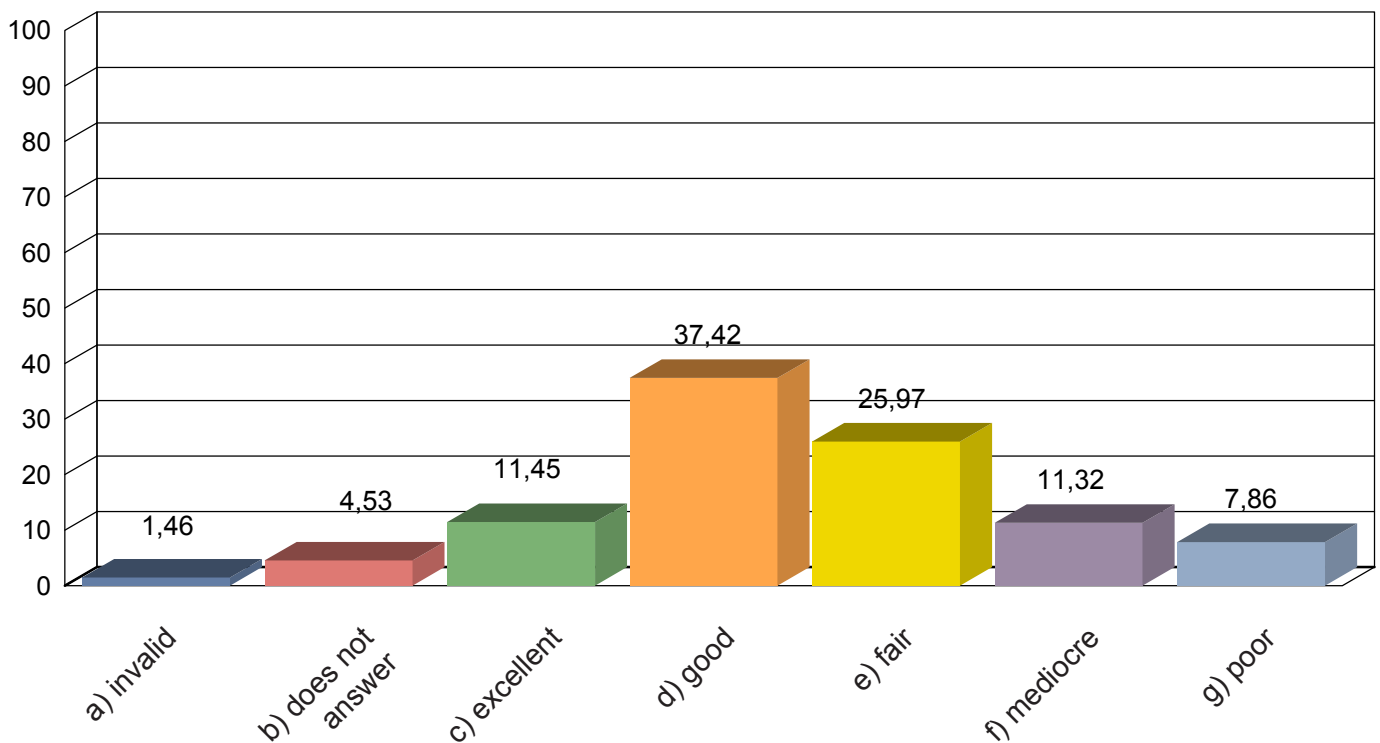


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## 23 Route frequency

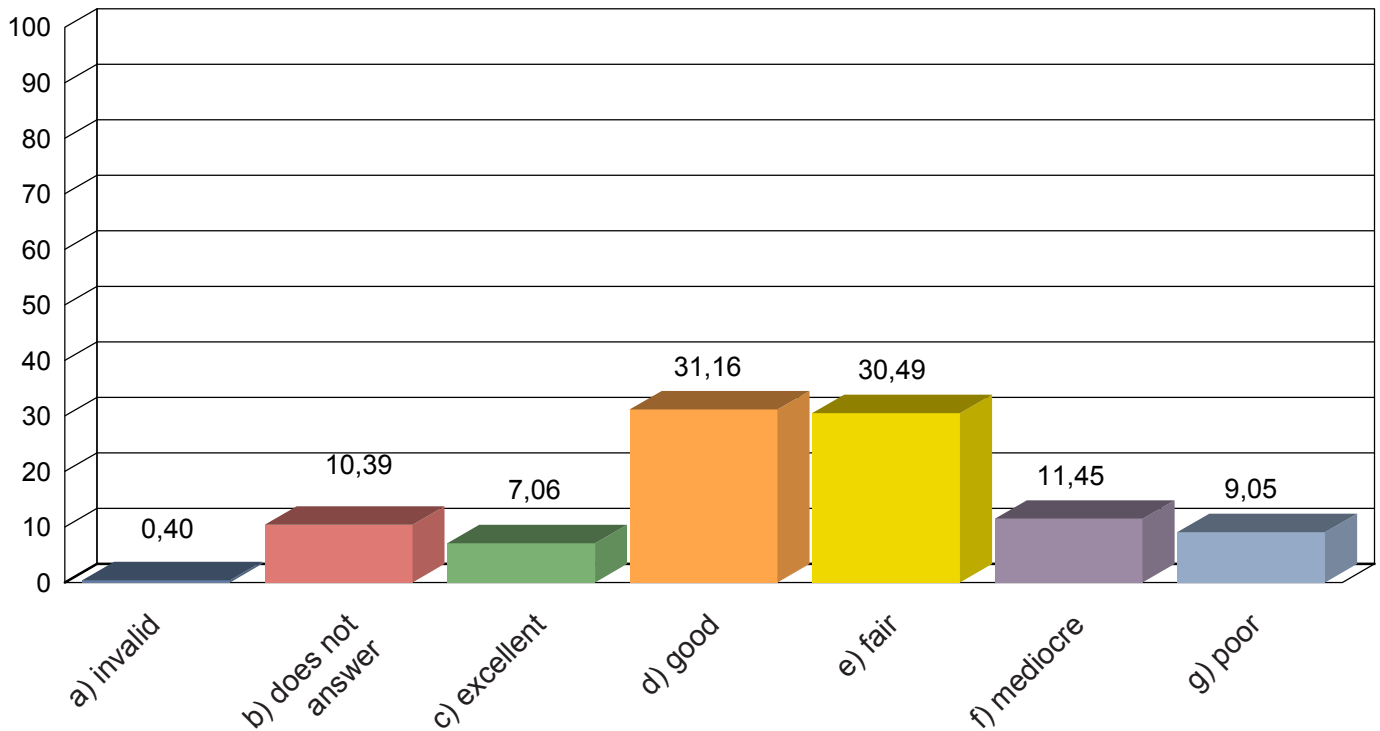


## 24 Route travel time

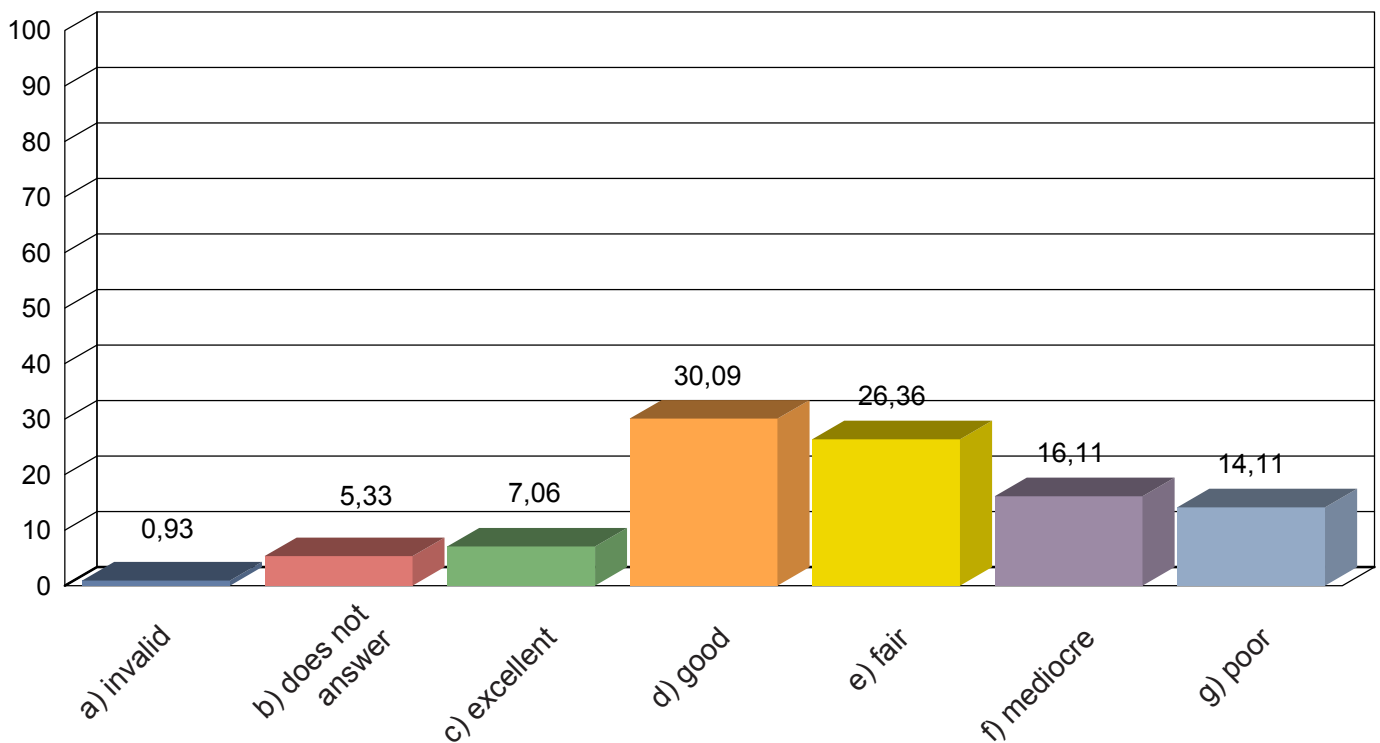




## 25 Connection with other means of transport

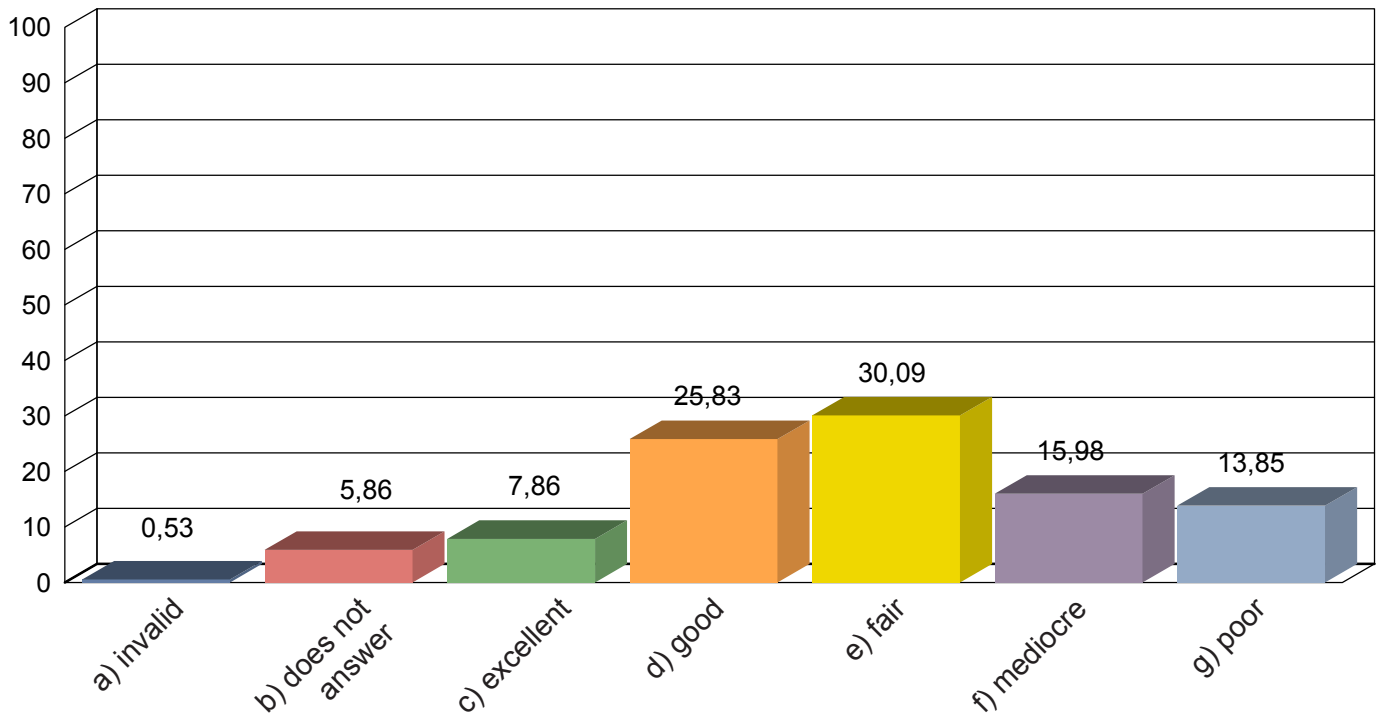


## 26 Information at bus stops

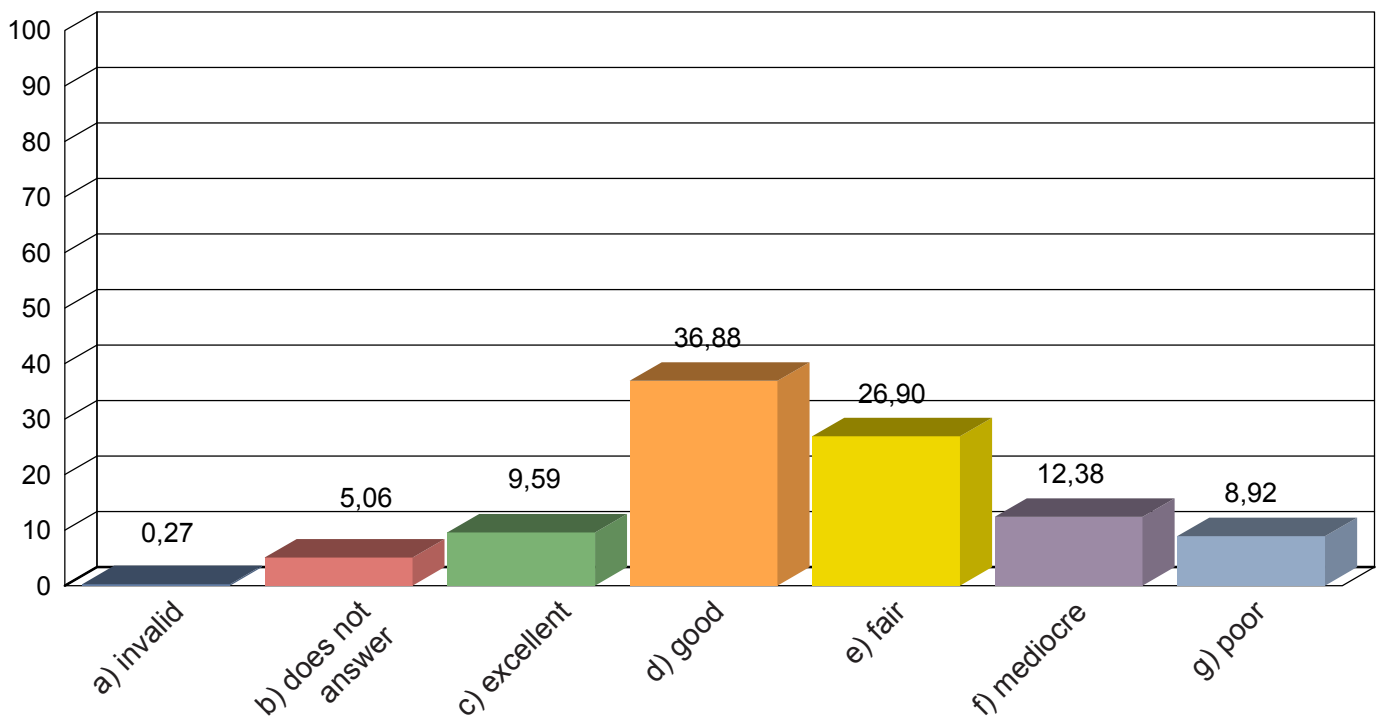




## 27 Speed in providing information in case of inefficiency



## 28 Bus stop signalling

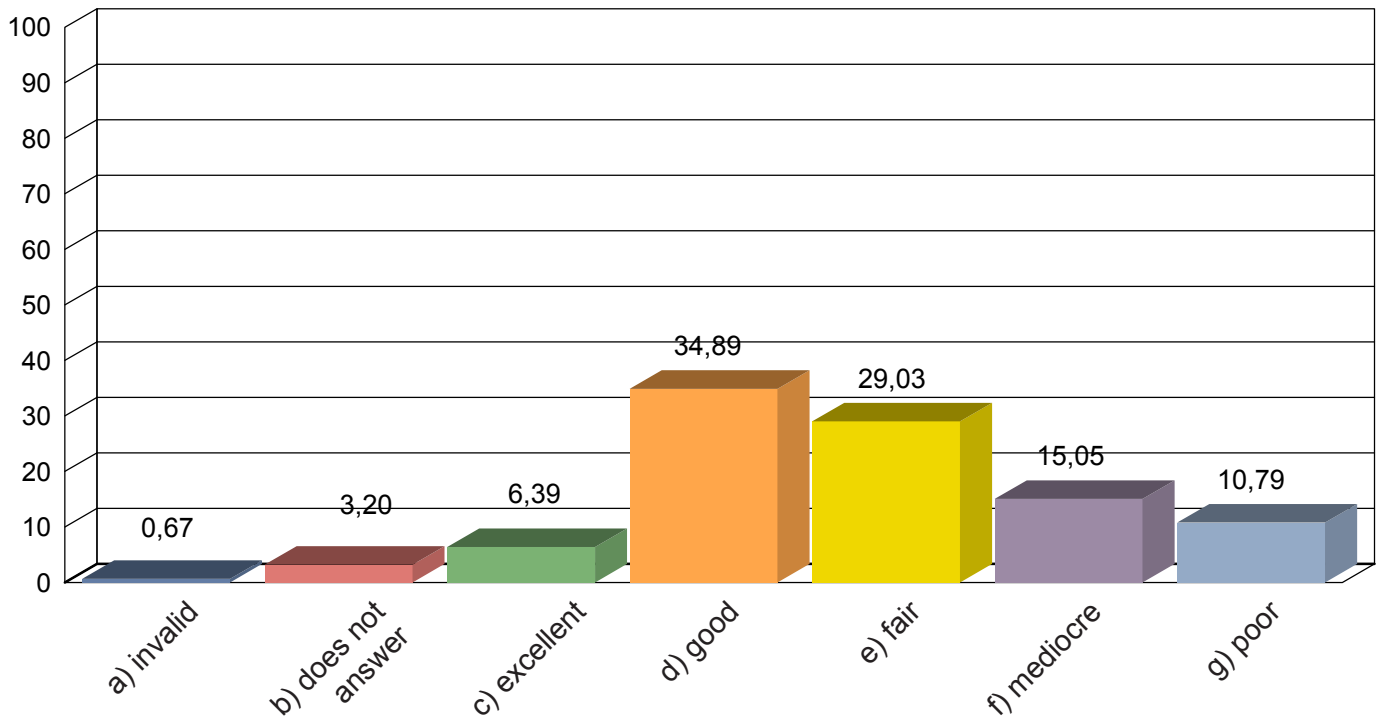


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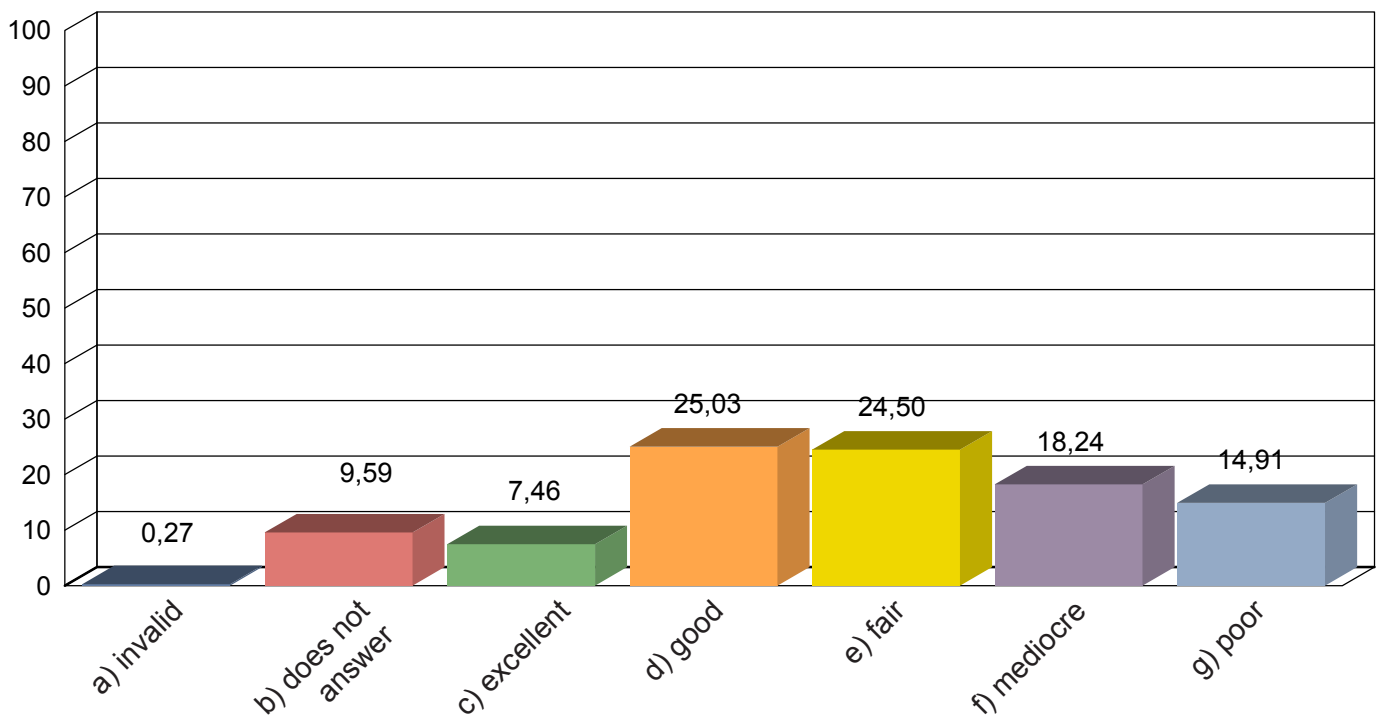


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## 29 Travel comfort



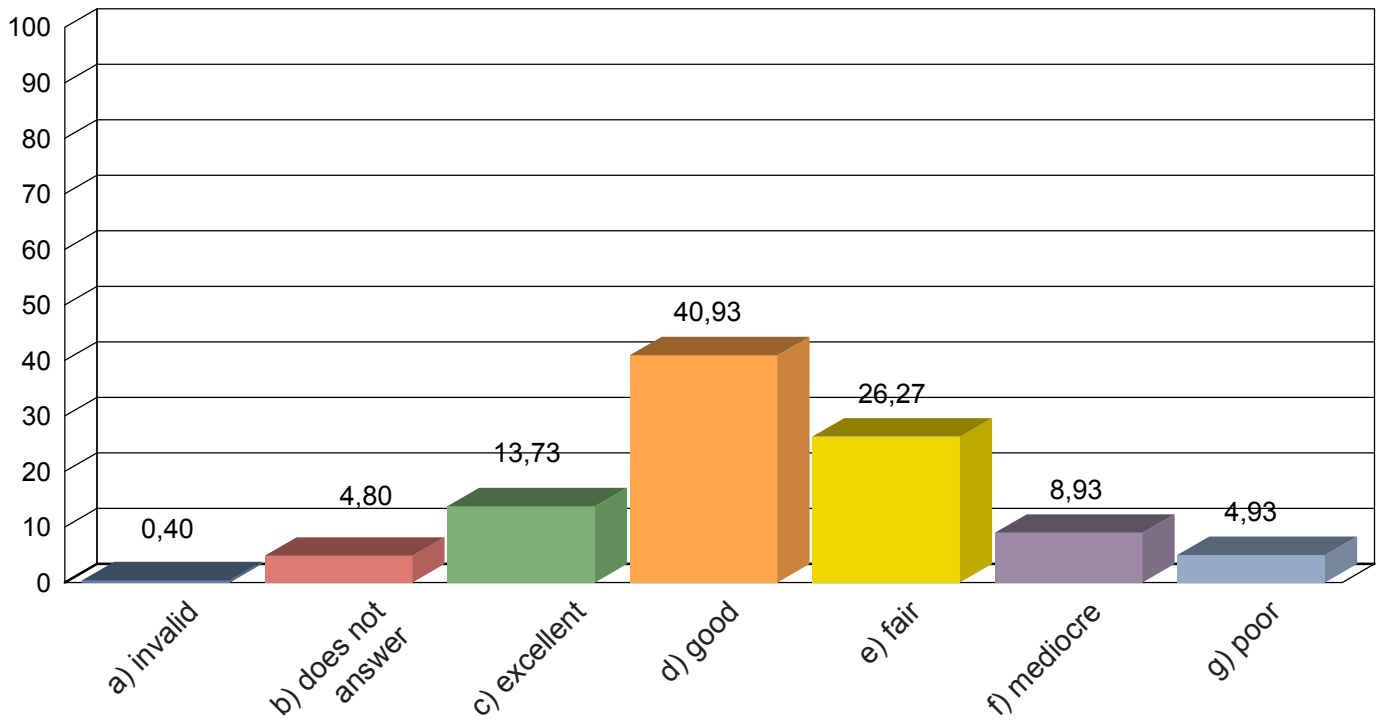
## 30 Cleanliness of our means of transport



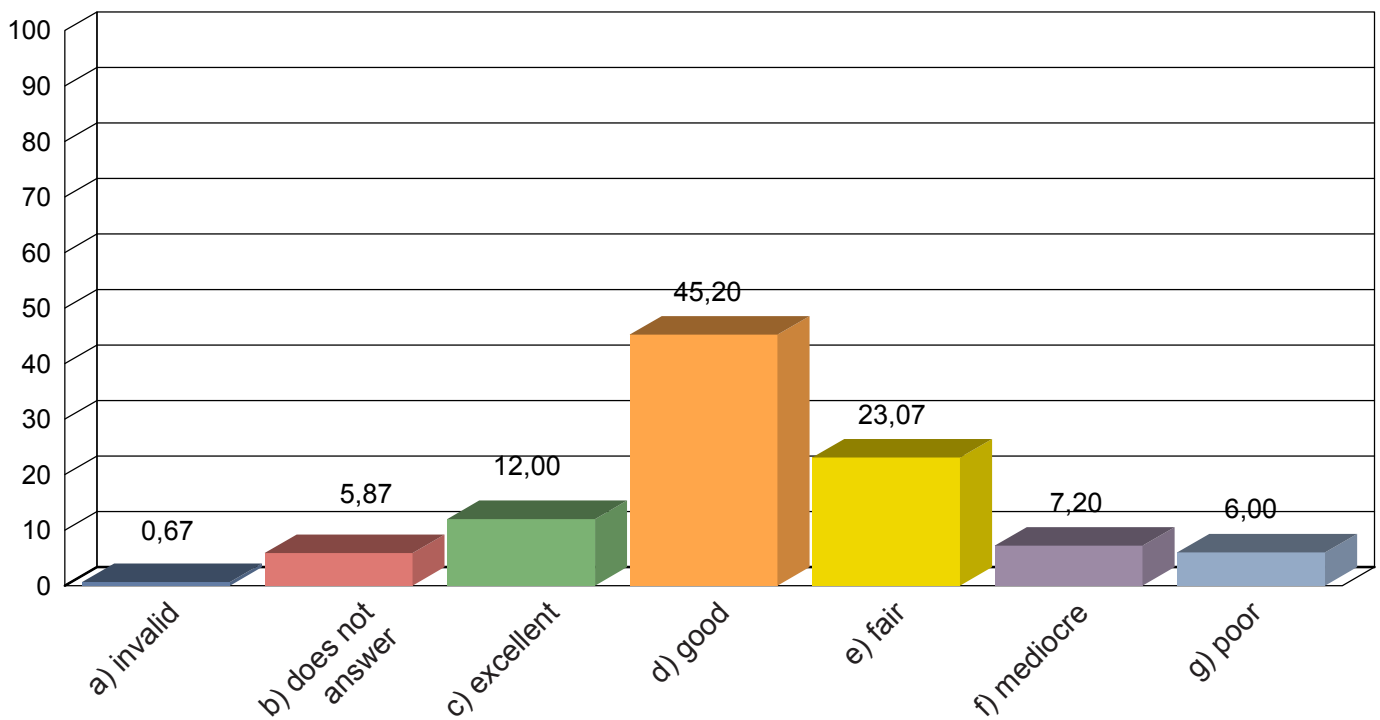




## 33 Staff identification



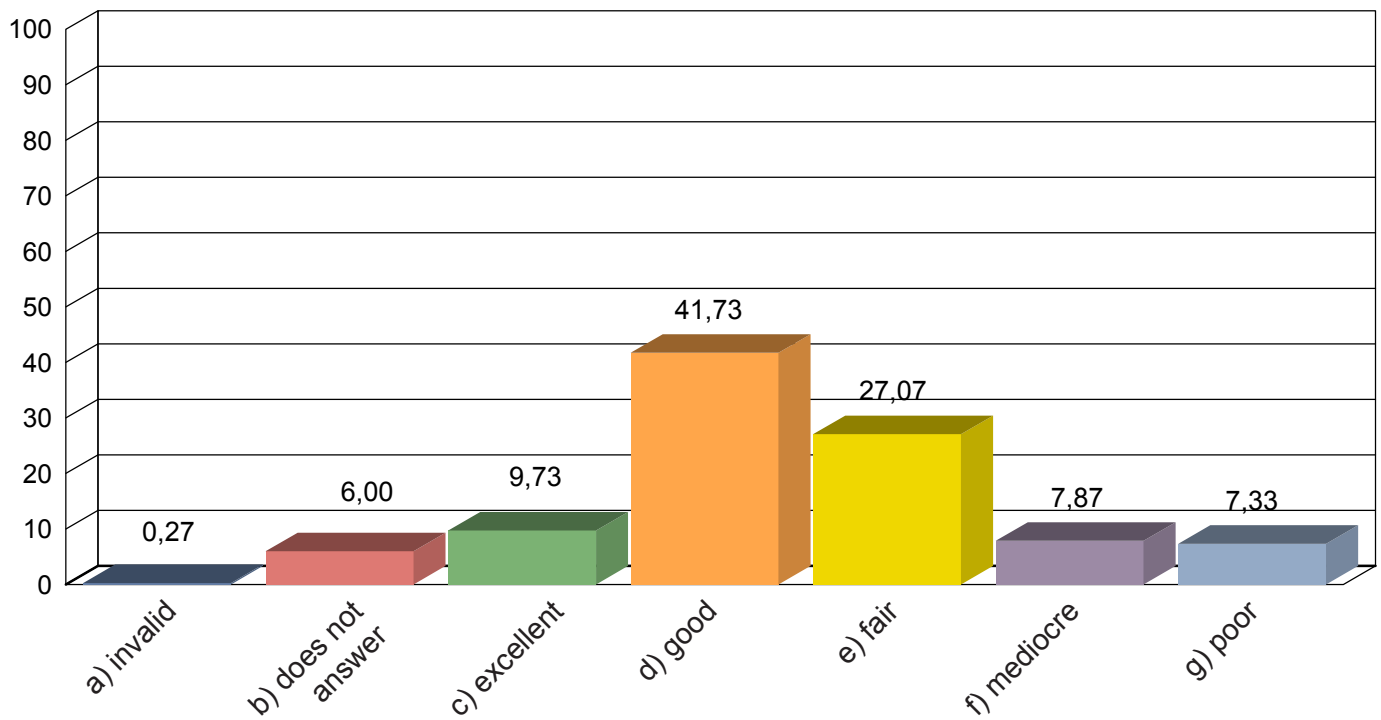
## 34 Travel safety







## 35 Personal and property safety



# Bus Passenger Satisfaction Survey

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