



FERROTRAMVIARIA SPA
FERROVIE DEL NORD BARESE
BUS SERVICE

Bus Passenger Satisfaction Survey

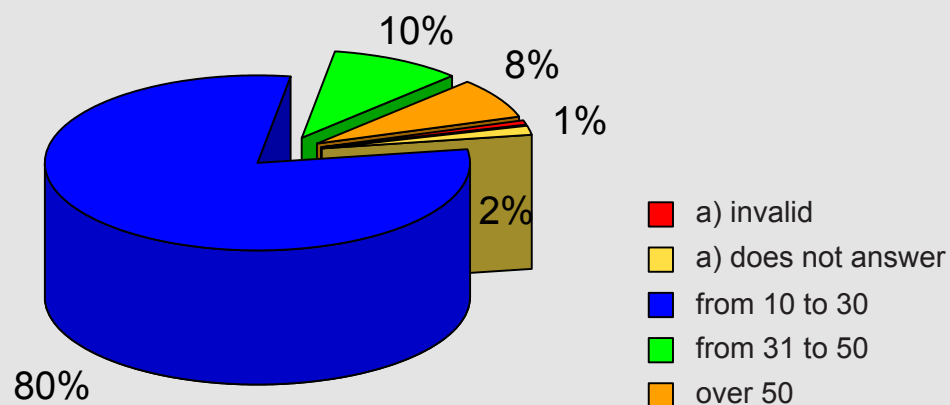
JUNE 2011

(survey sample: 878 passengers)

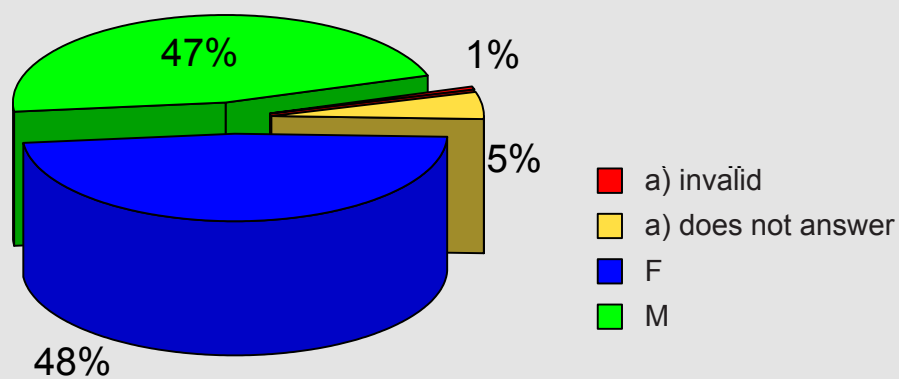




3 Age



4 Sex

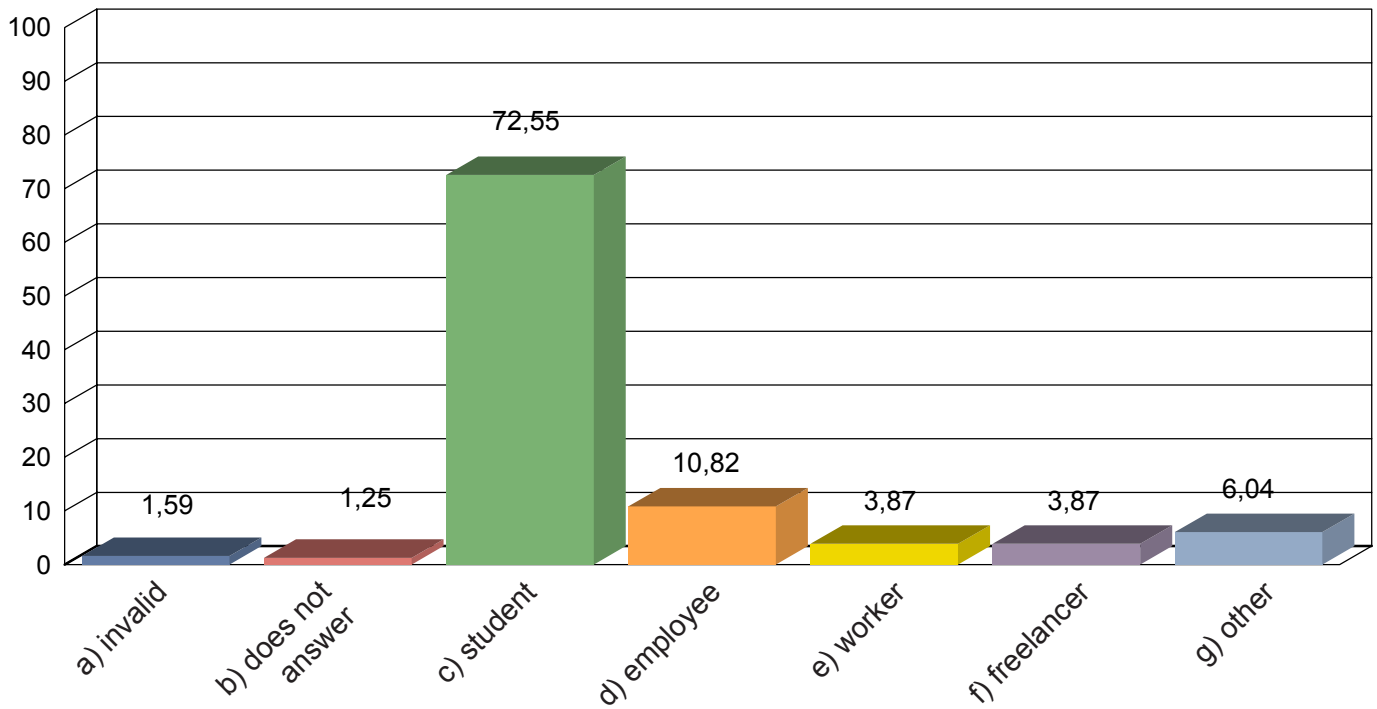


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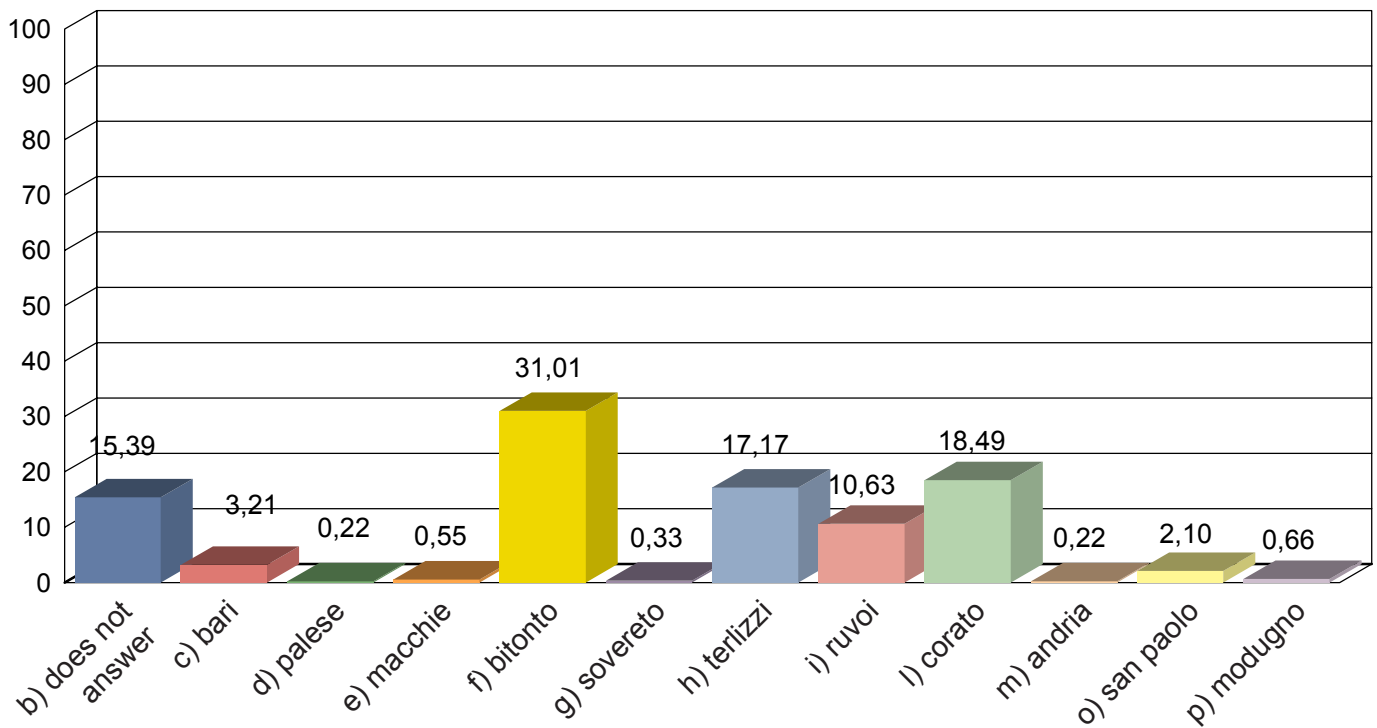
Routes: **BUS SERVICE** June 2011



5 Job



6 Departure

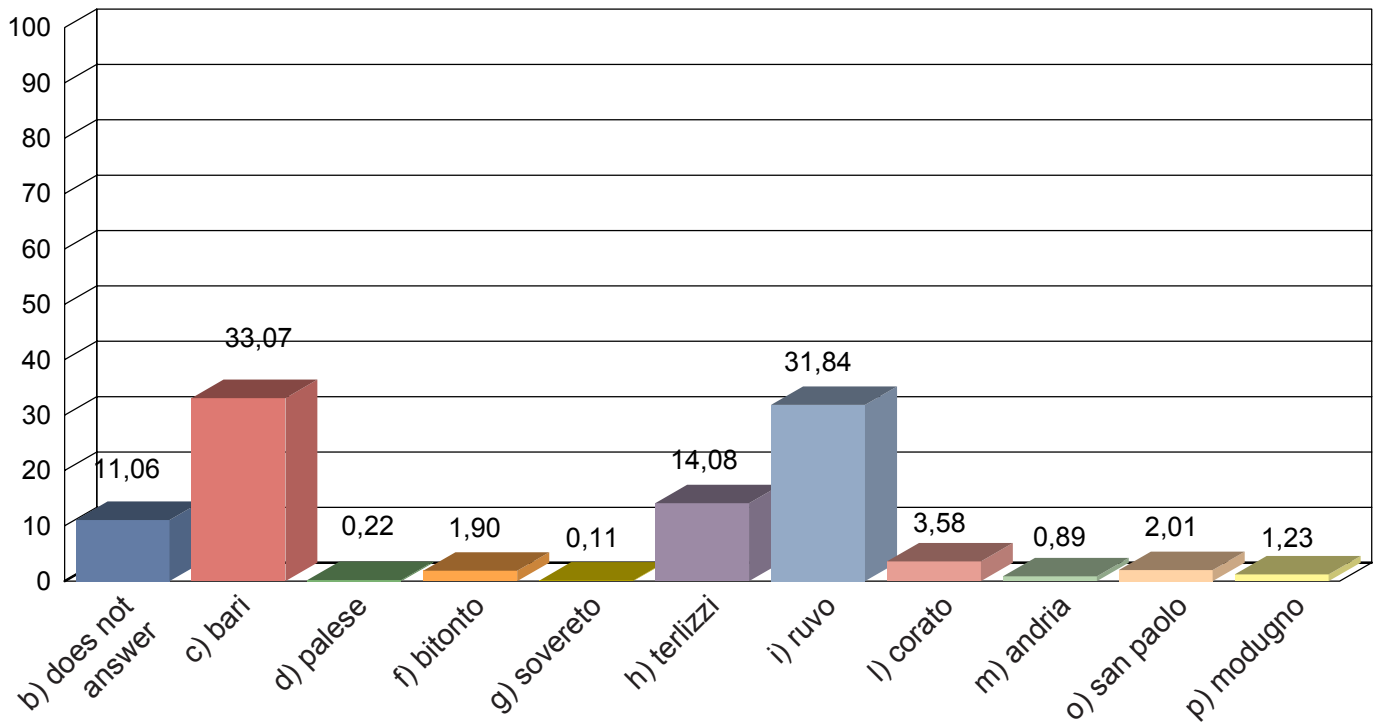


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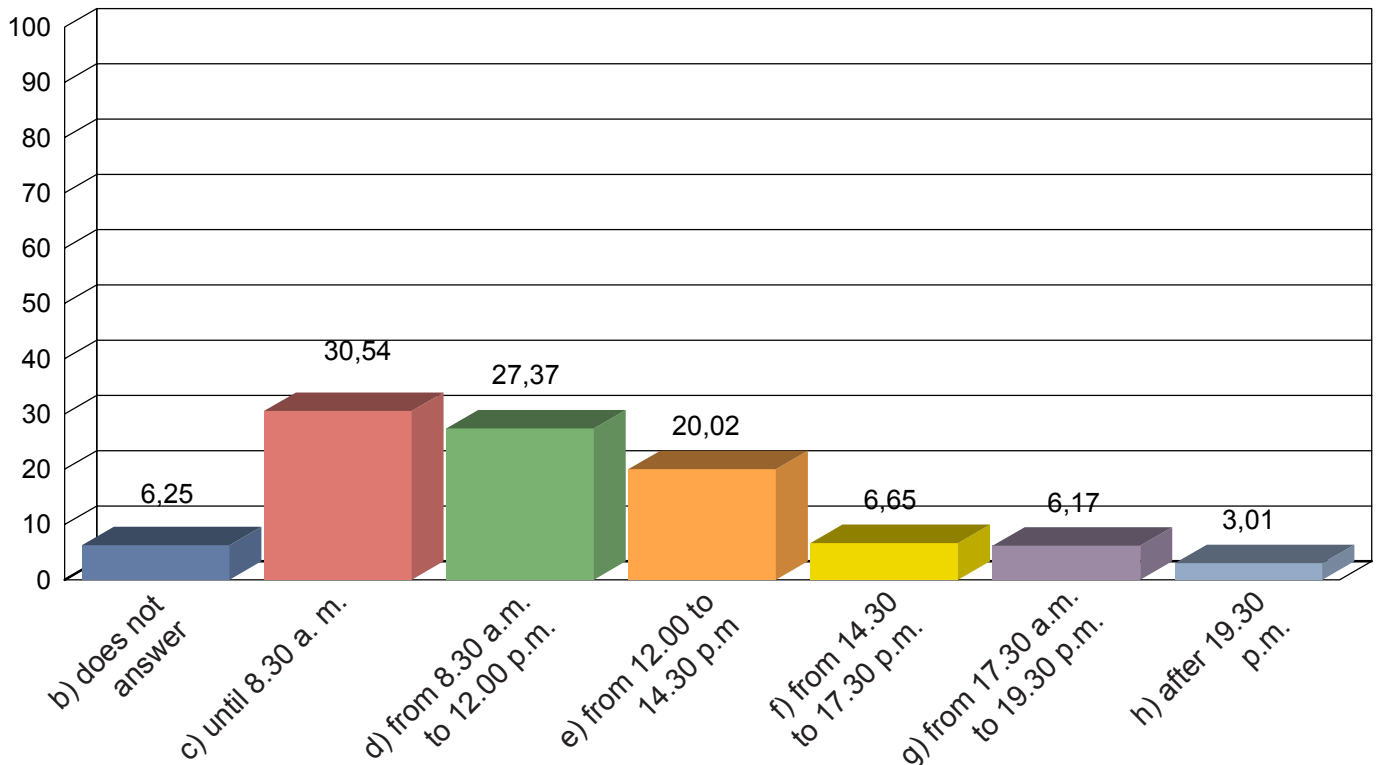


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7 Arrival



8 When do you usually use our means of transport?

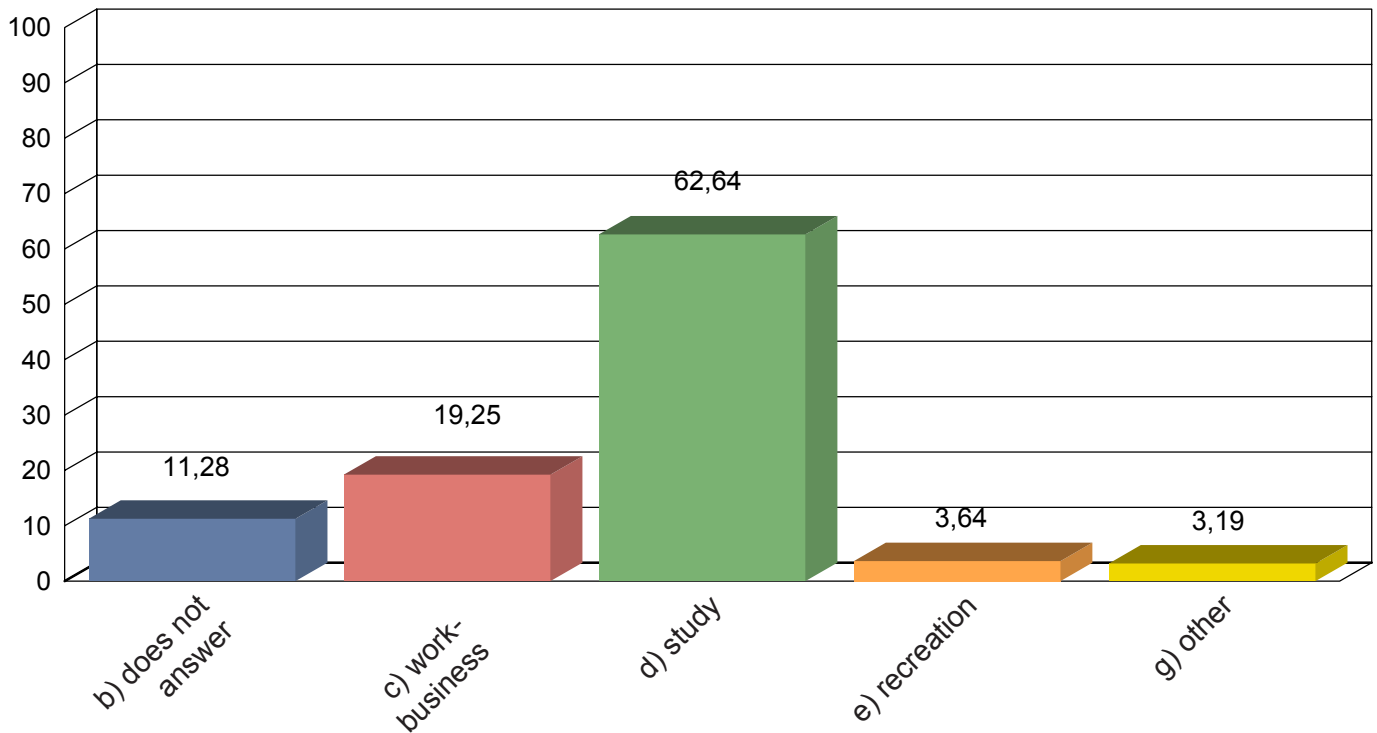


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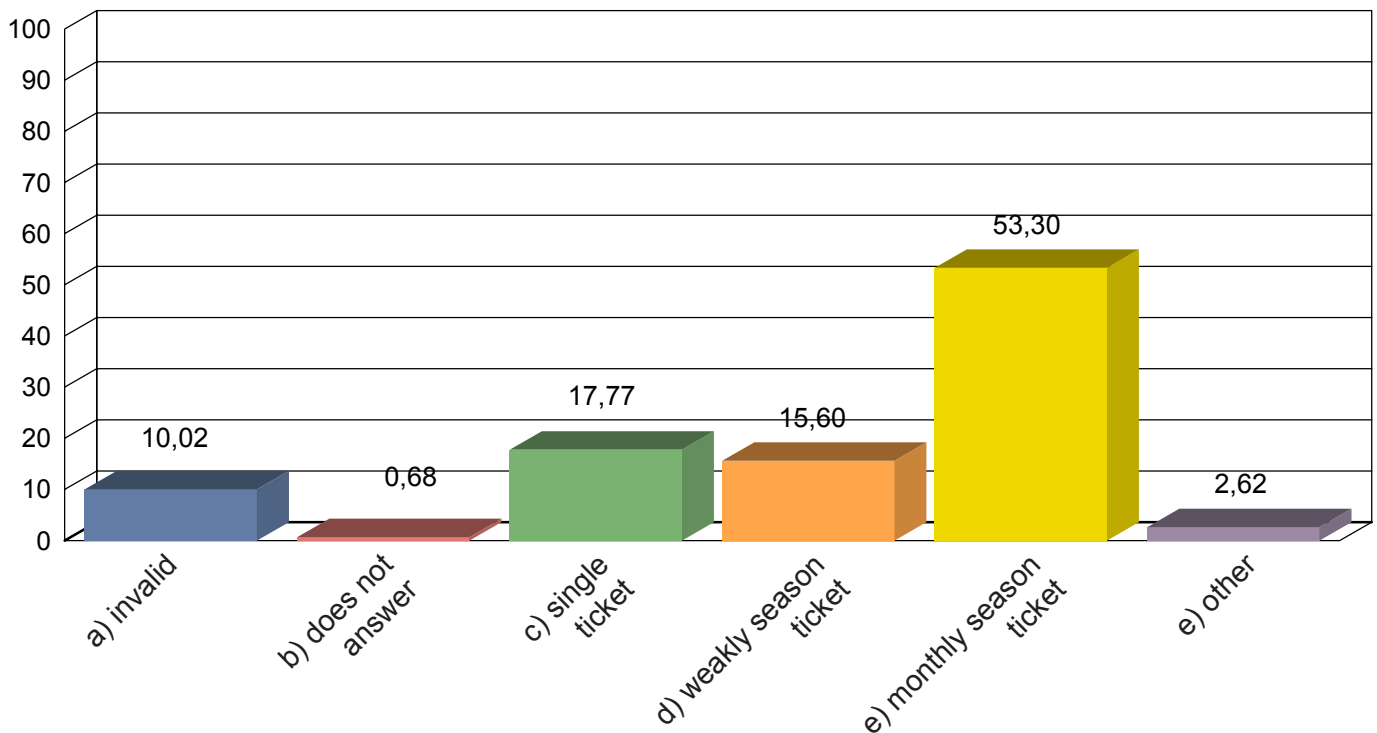
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9 Trip purpose



10 Tipe of ticket used

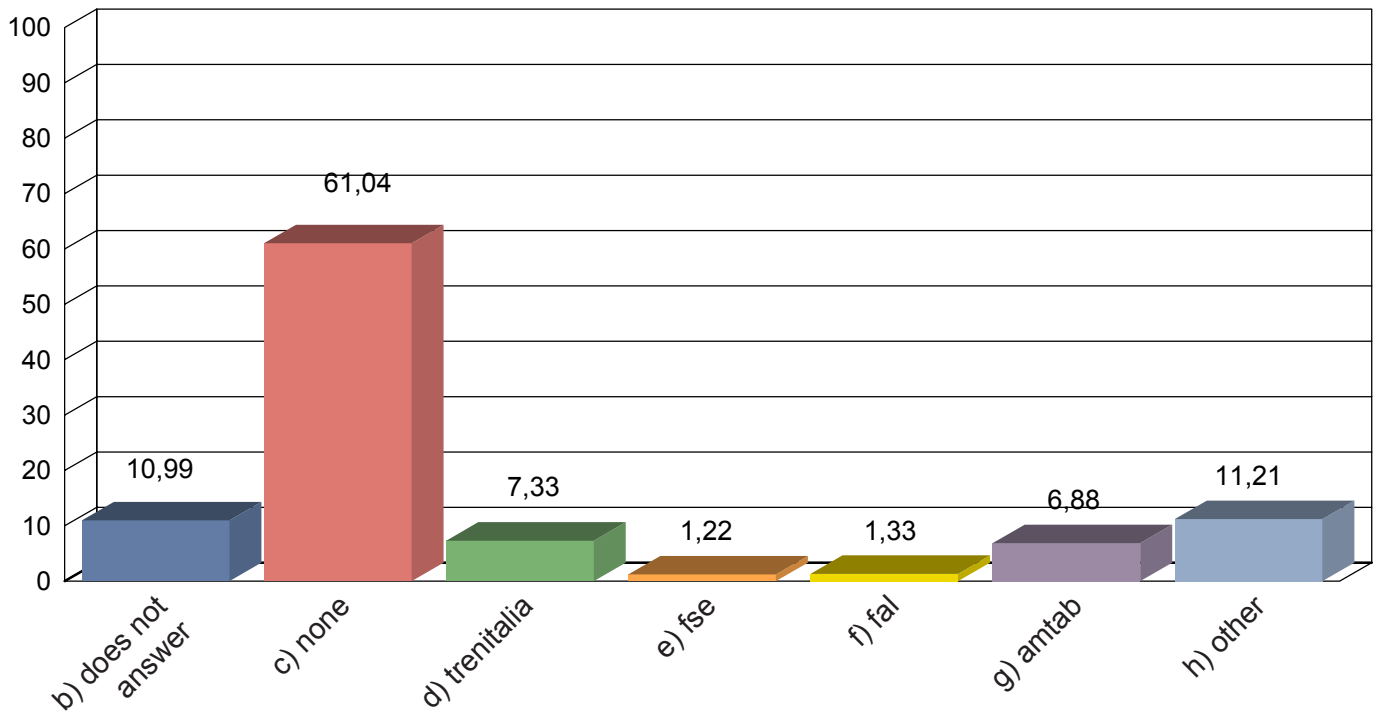


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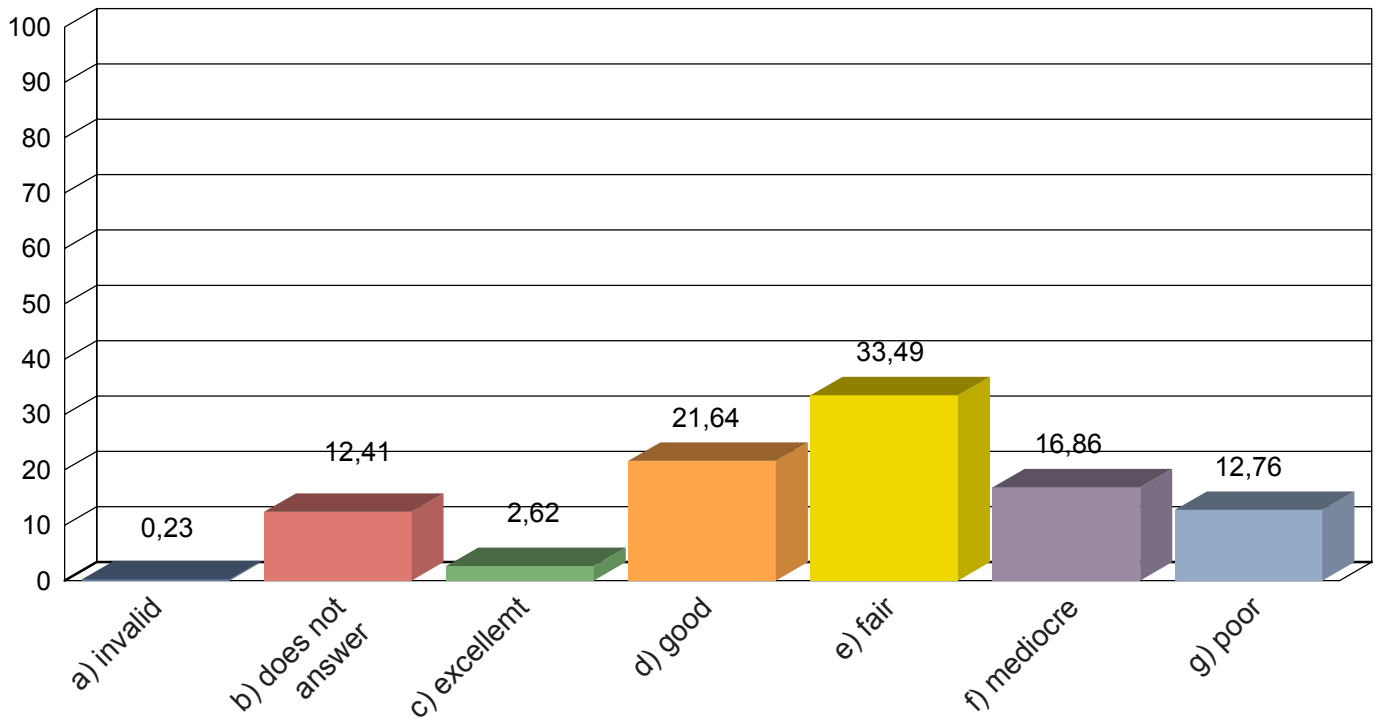
Routes: **BUS SERVICE** June 2011



13 Which means do you use to continue your trip?



14 How would you judge our response time to complaints?

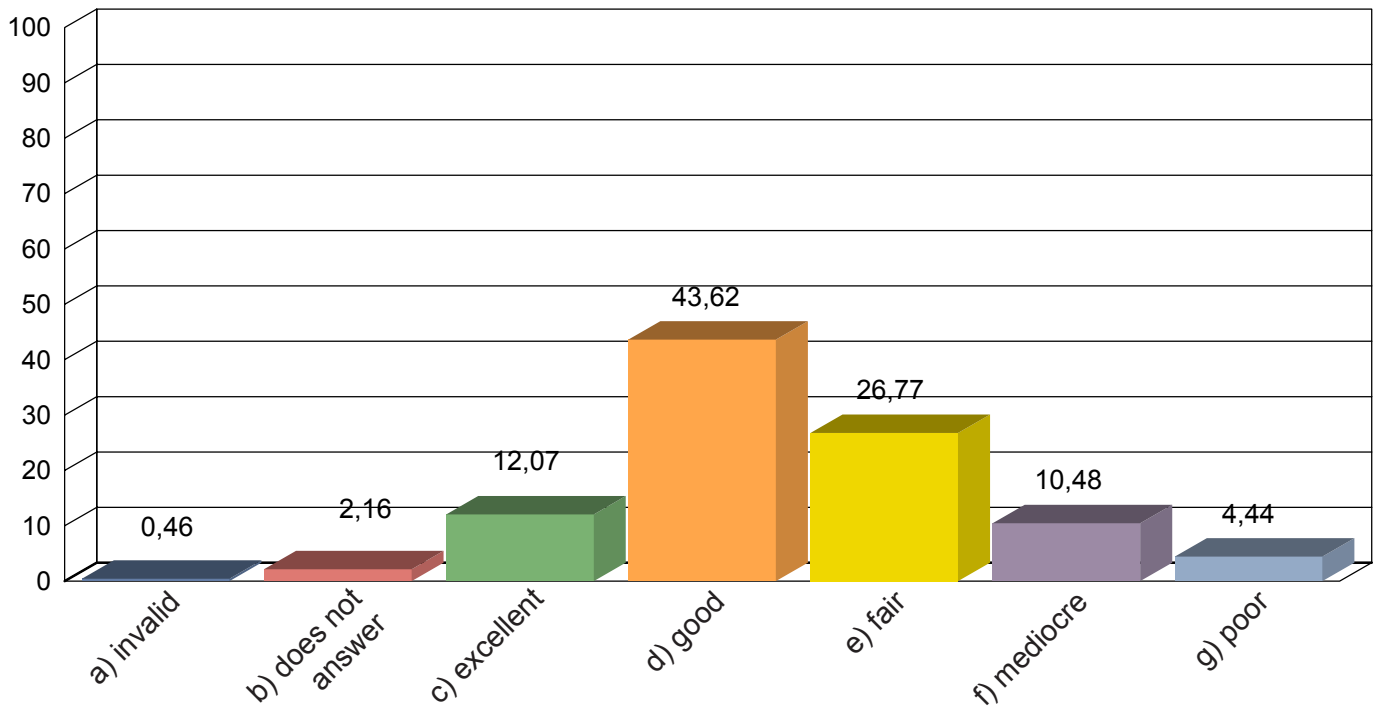


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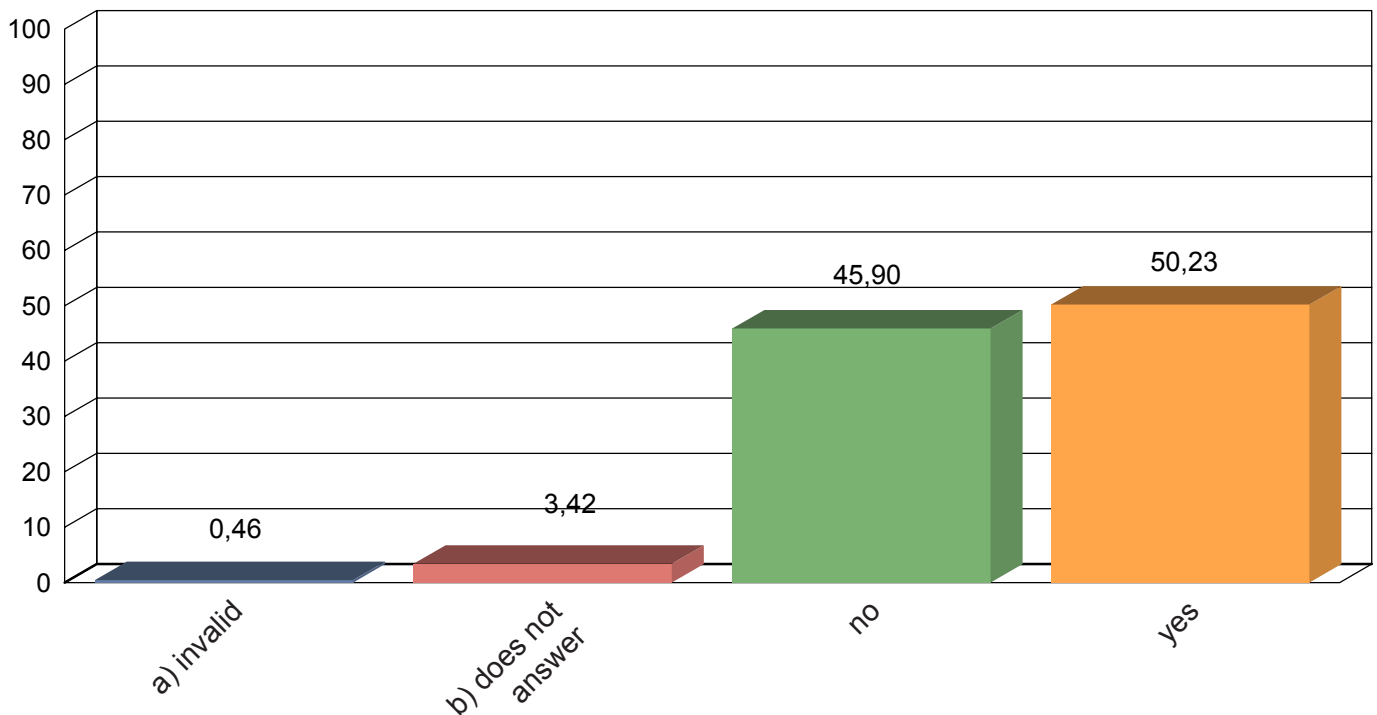
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15 Time information availability



16 Do you know the website of our company?

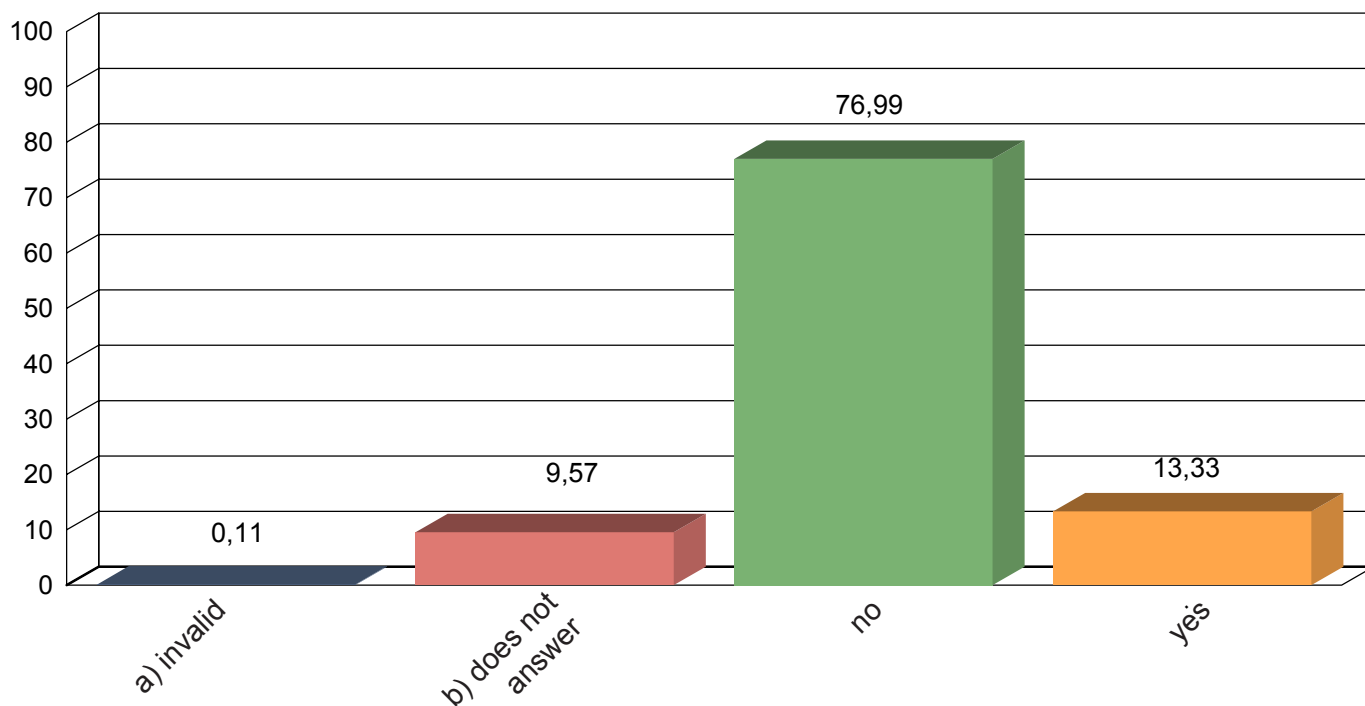


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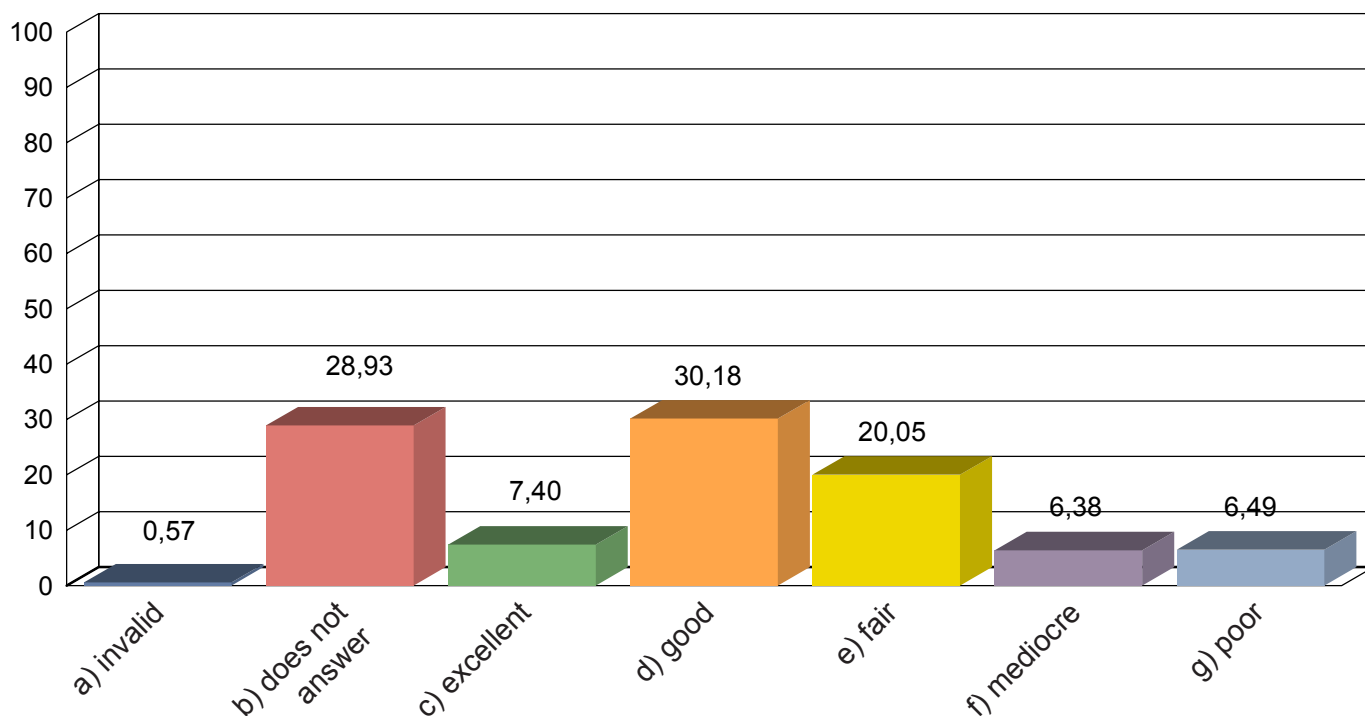
Routes: **BUS SERVICE** June 2011



17 Do you know the service card of our company?



18 How do you judge our website?

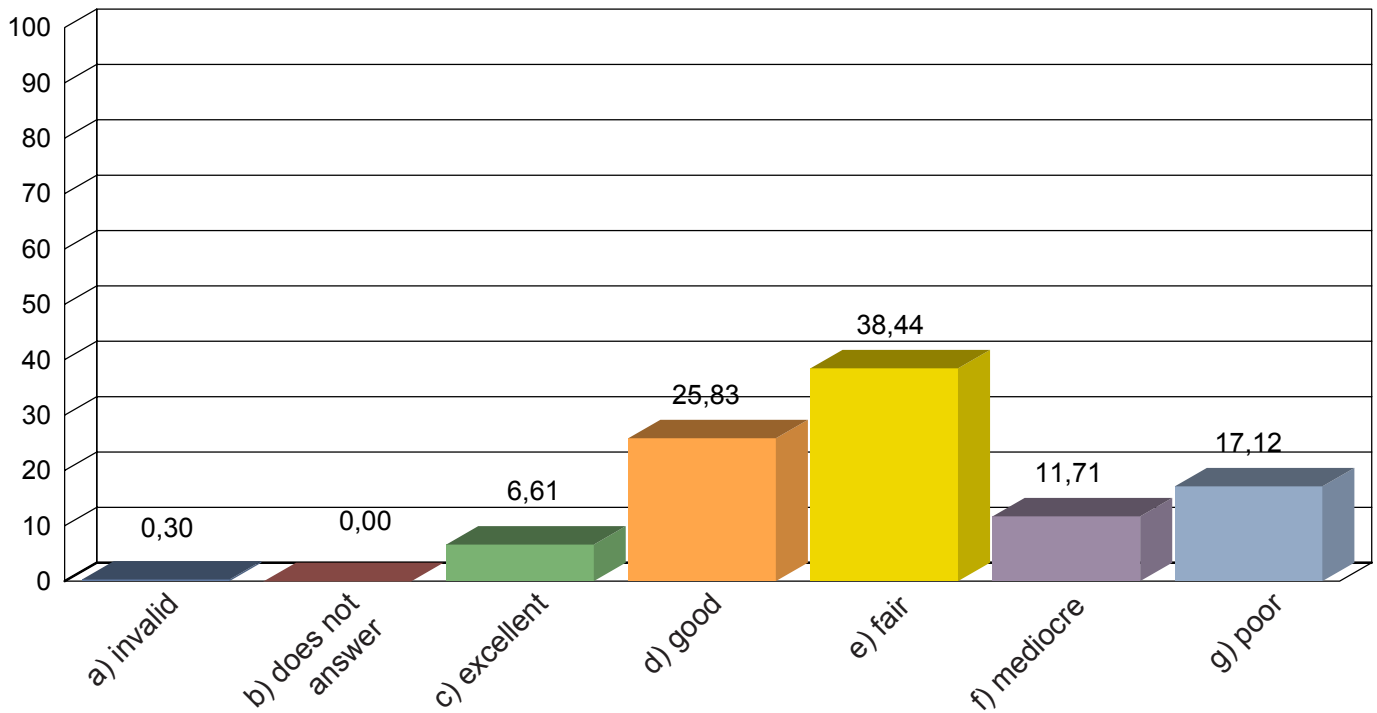


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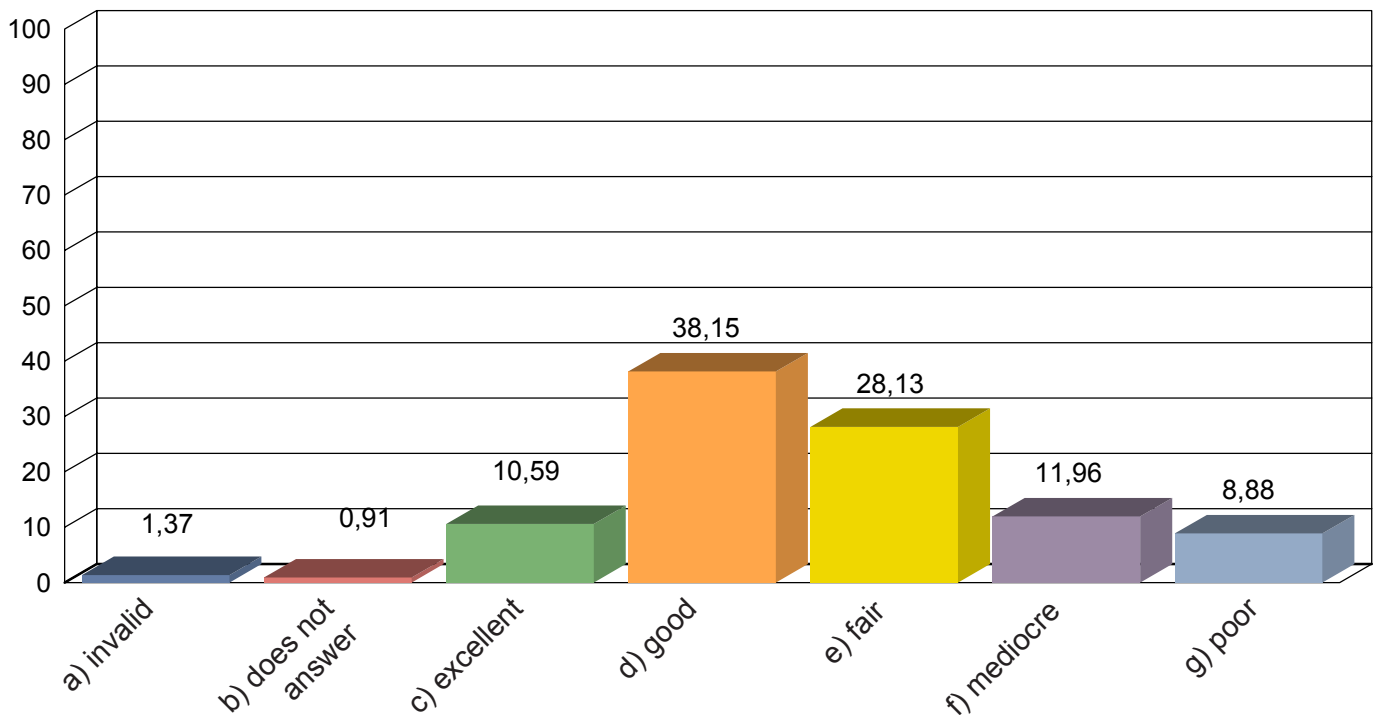


Routes: **BUS SERVICE** June 2011

19 How do you judge our service card?



22 Route timeliness / regularity

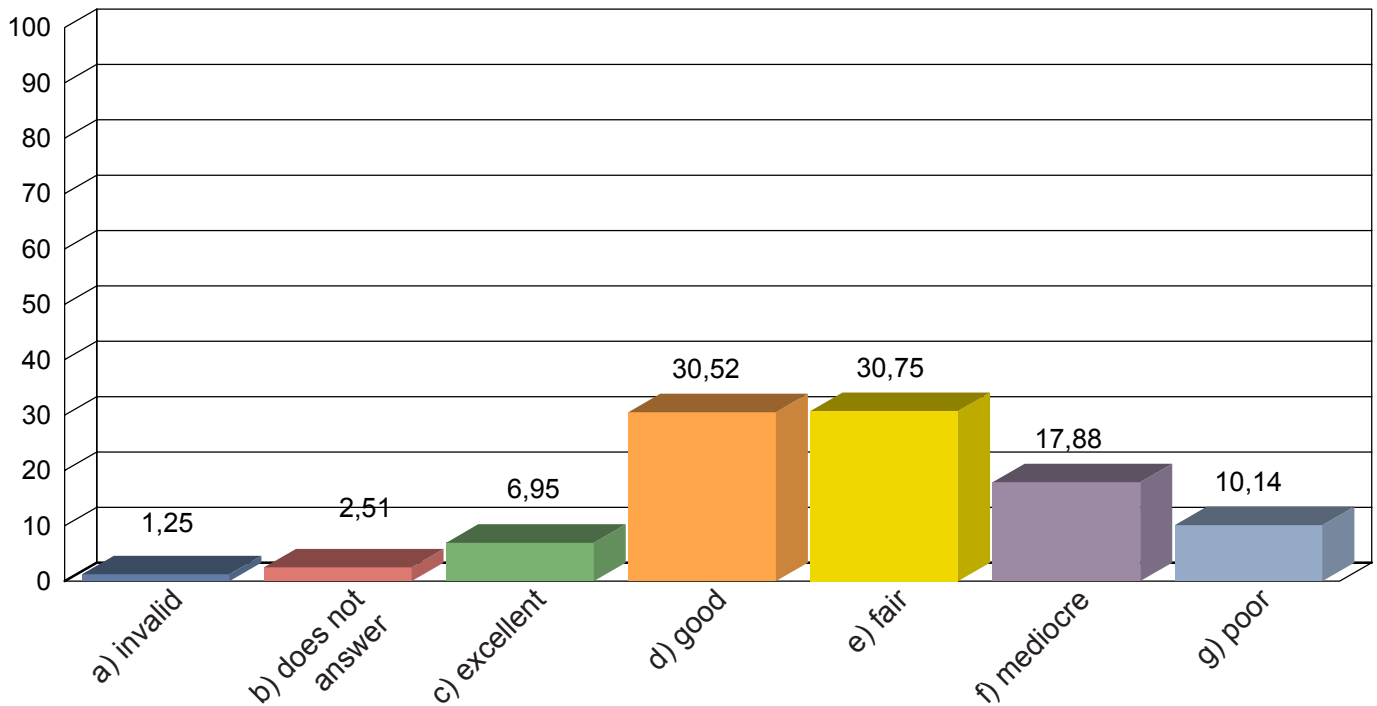


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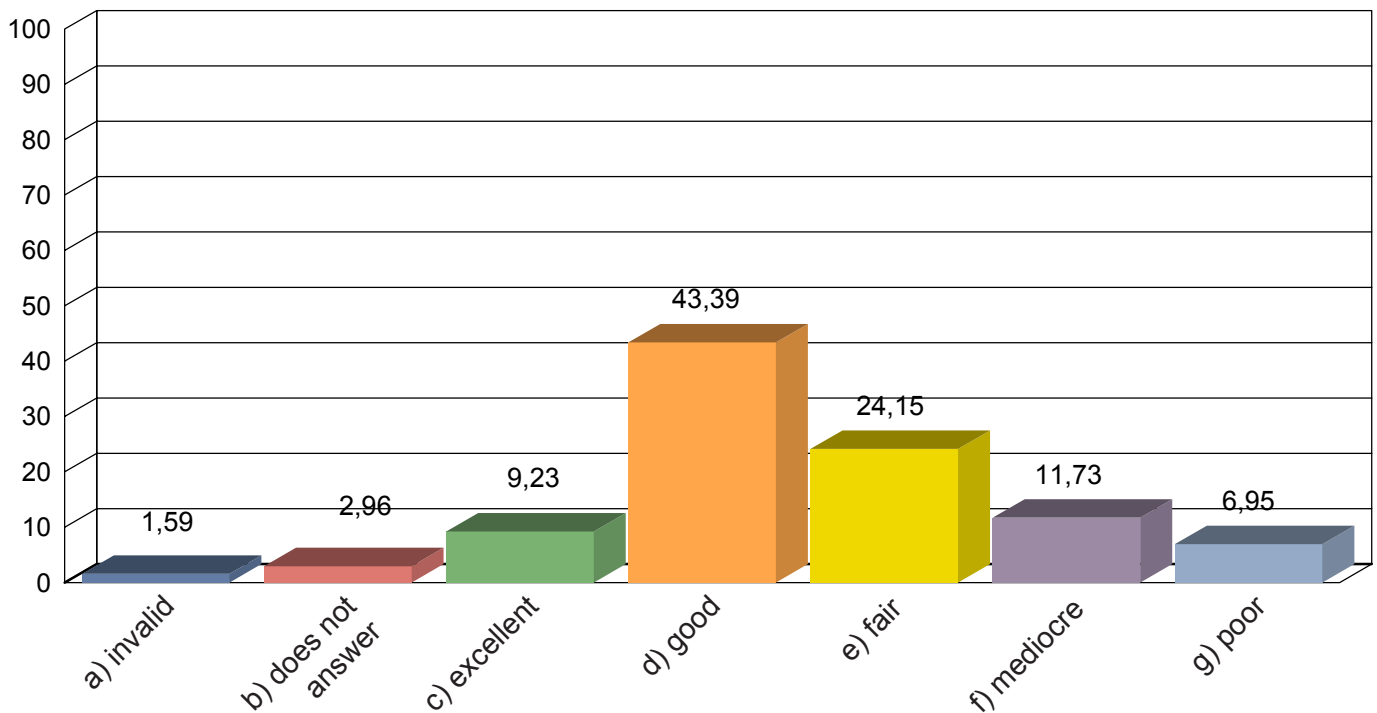


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23 Route frequency



24 Route travel time

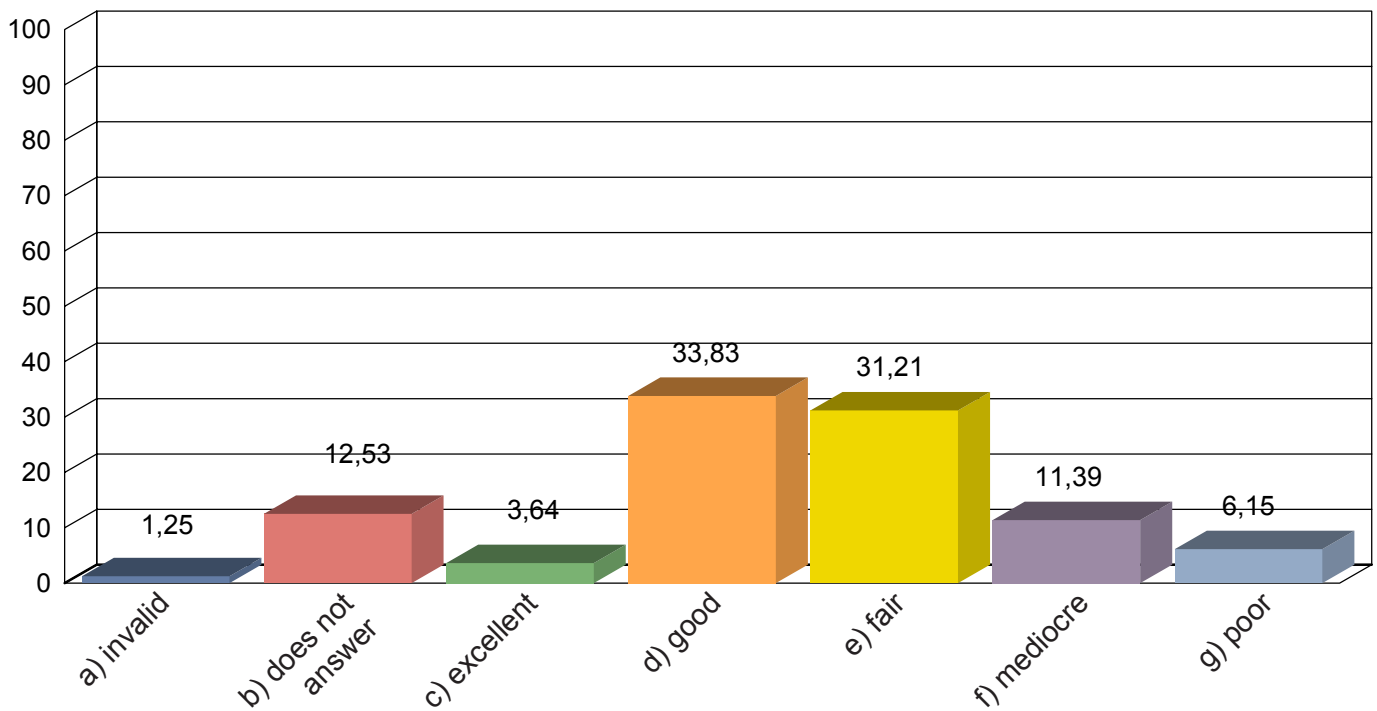


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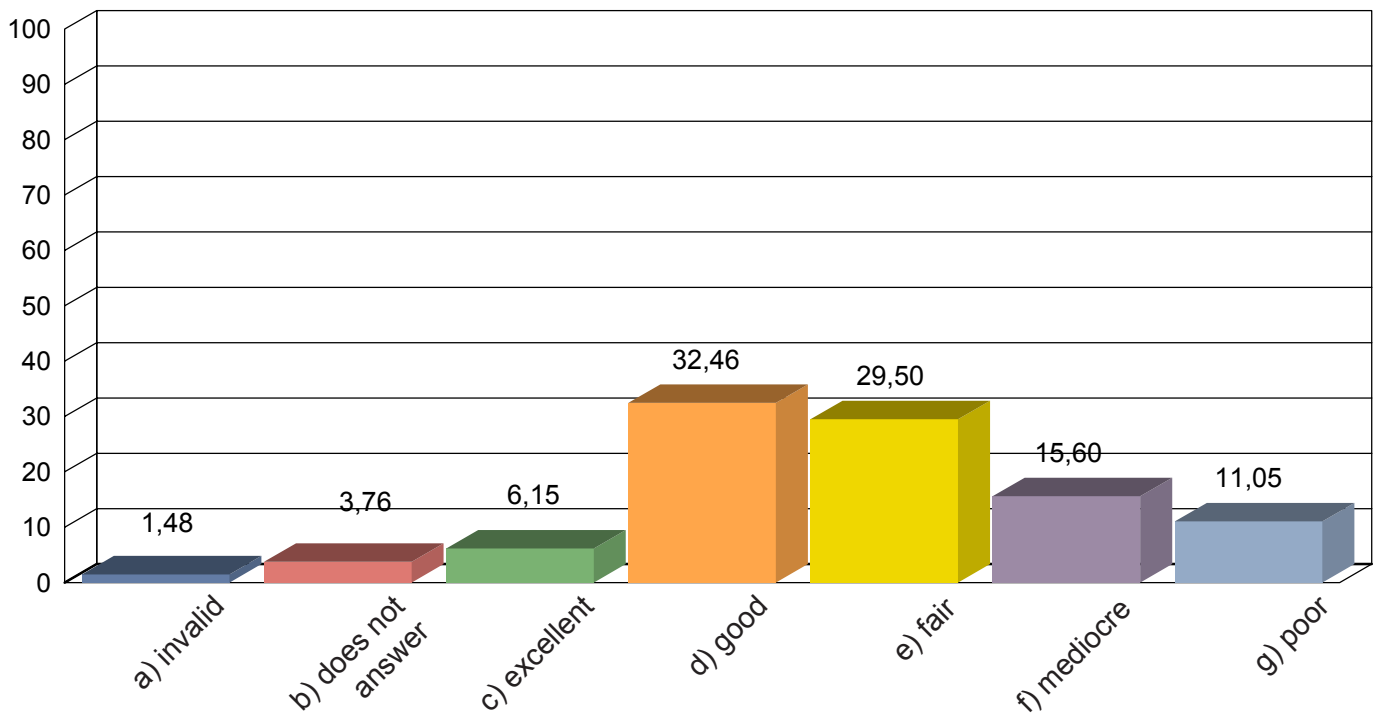
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25 Connection with other means of transport



26 Information at bus stops

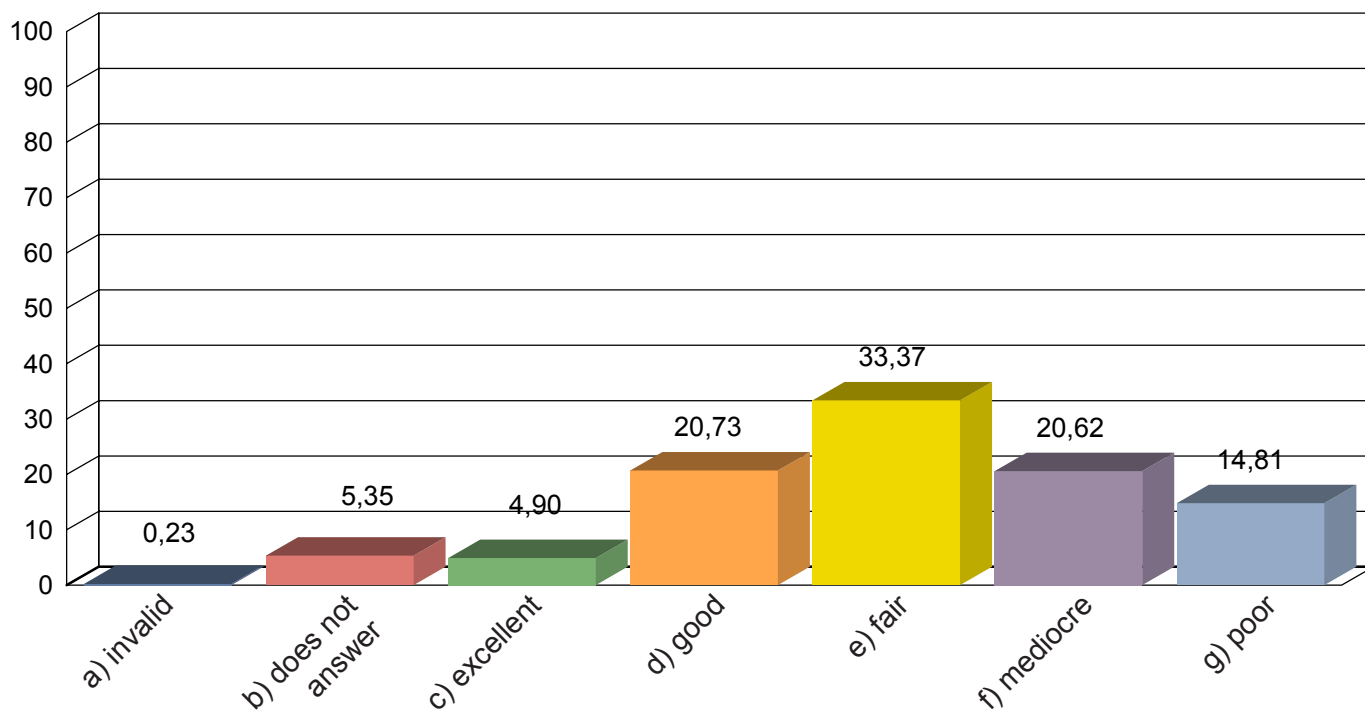


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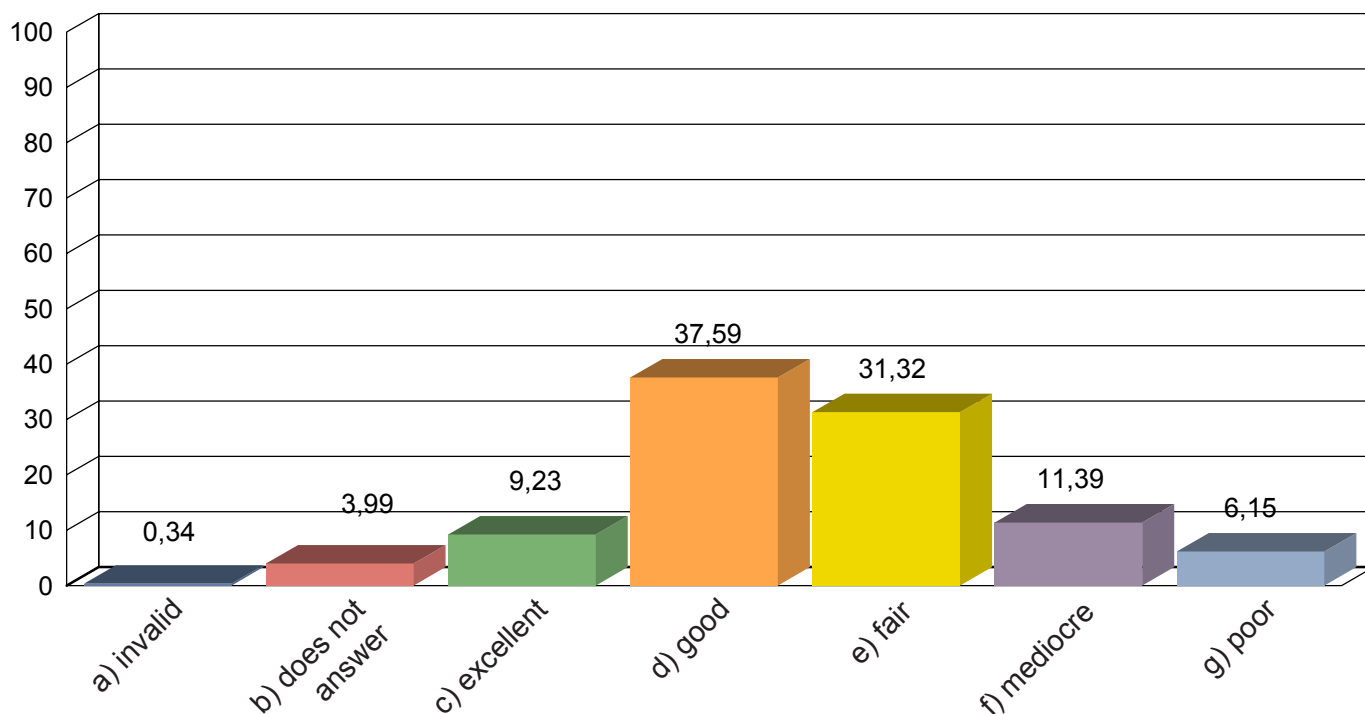
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27 Speed in providing information in case of inefficiency



28 Bus stop signalling

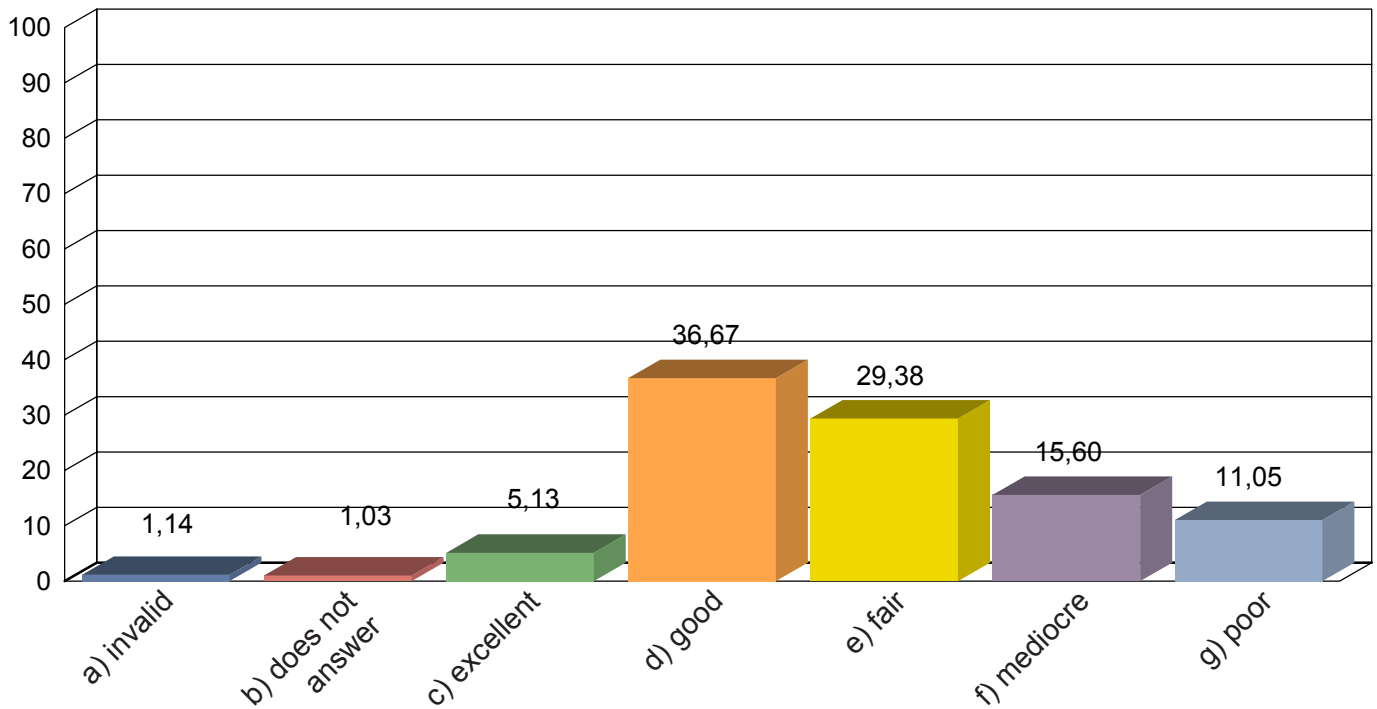


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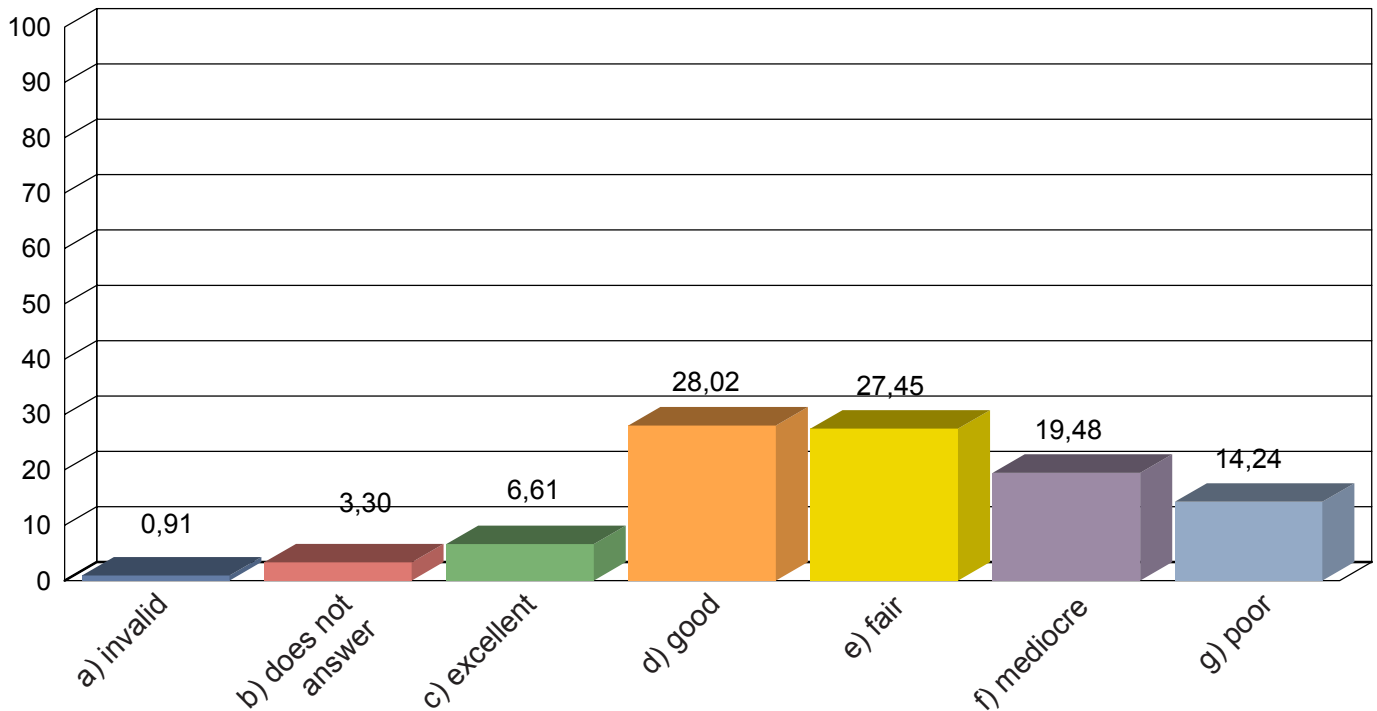
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29 Travel comfort



30 Cleanliness of our means of transport

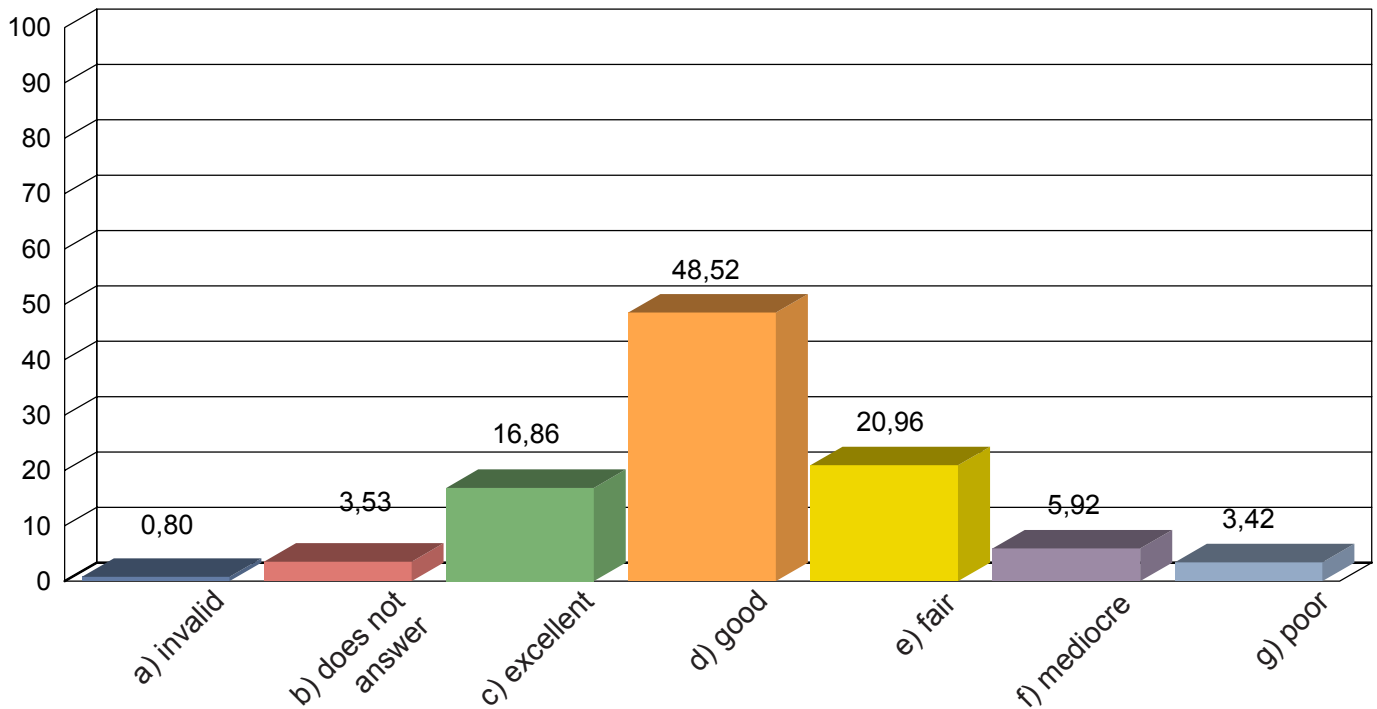


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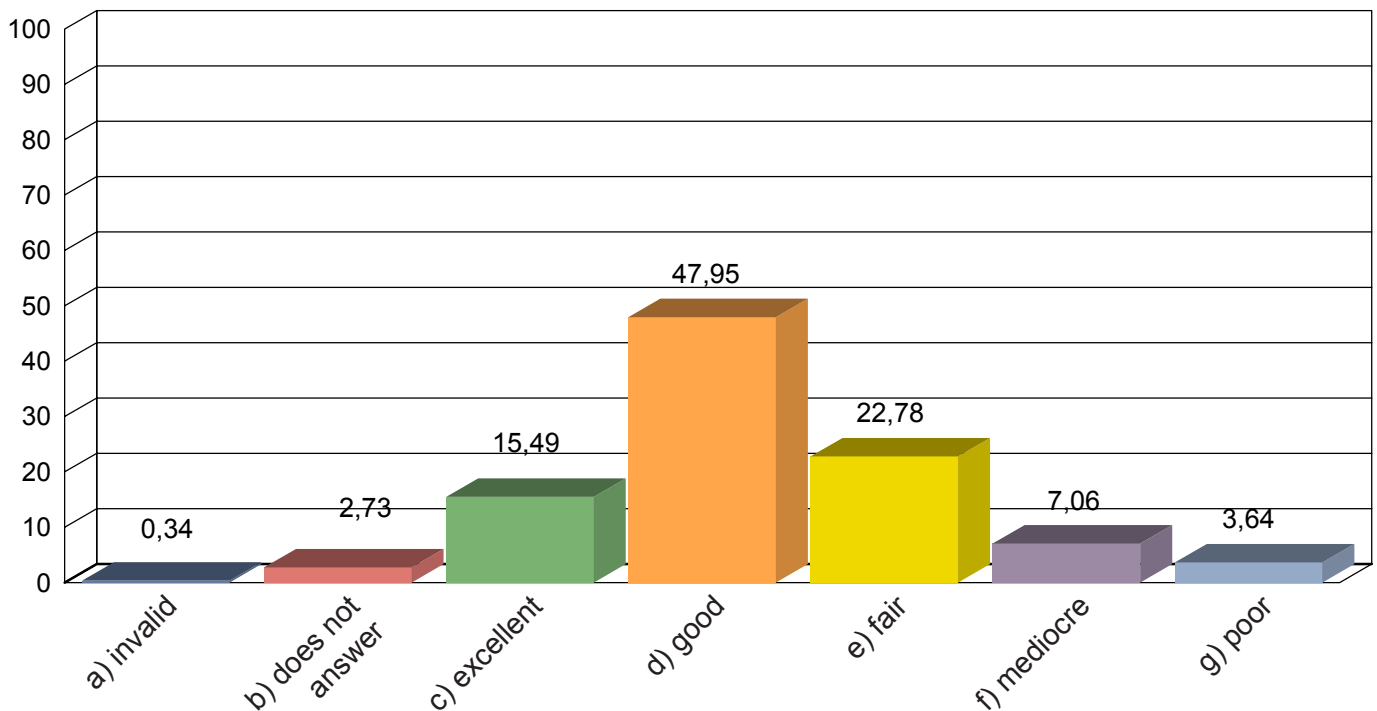
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33 Staff identification



34 Travel safety

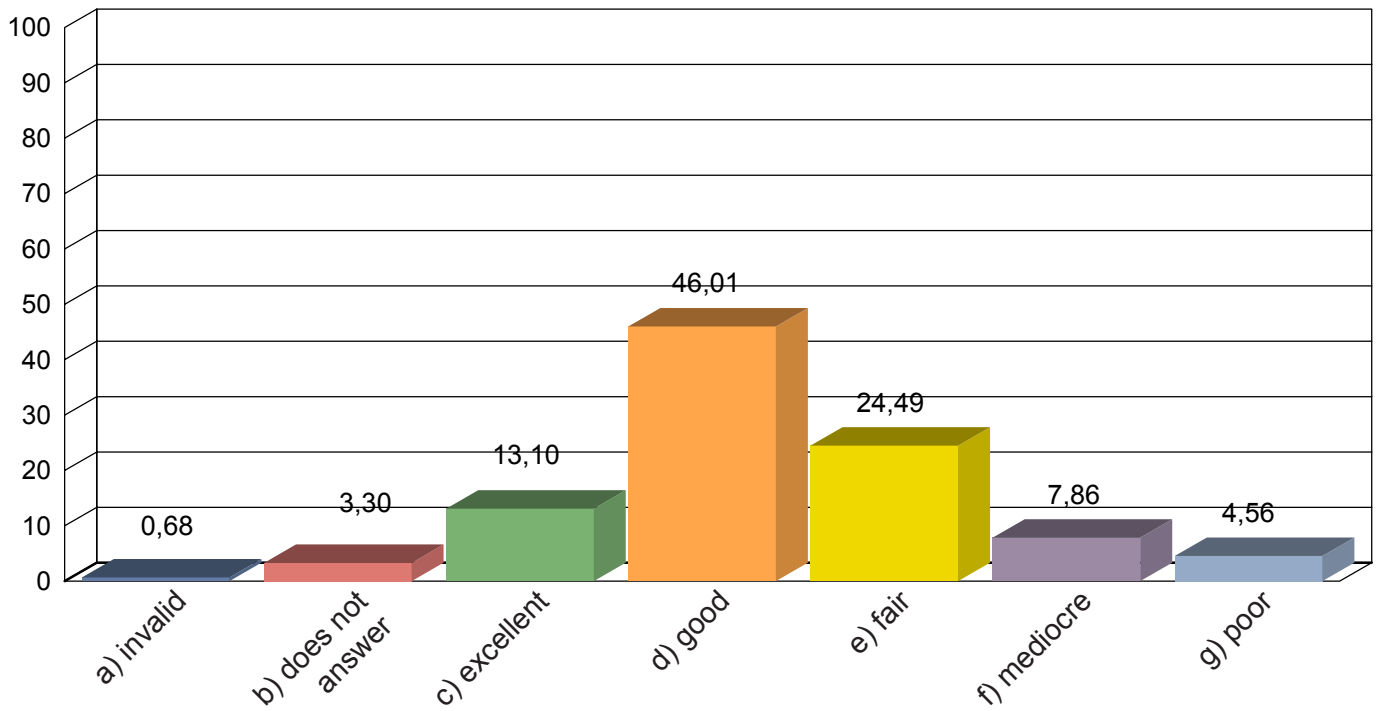


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35 Personal and property safety



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