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**FERROTRAMVIARIA SPA**  
FERROVIE DEL NORD BARESE  
AUTOLINEE

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

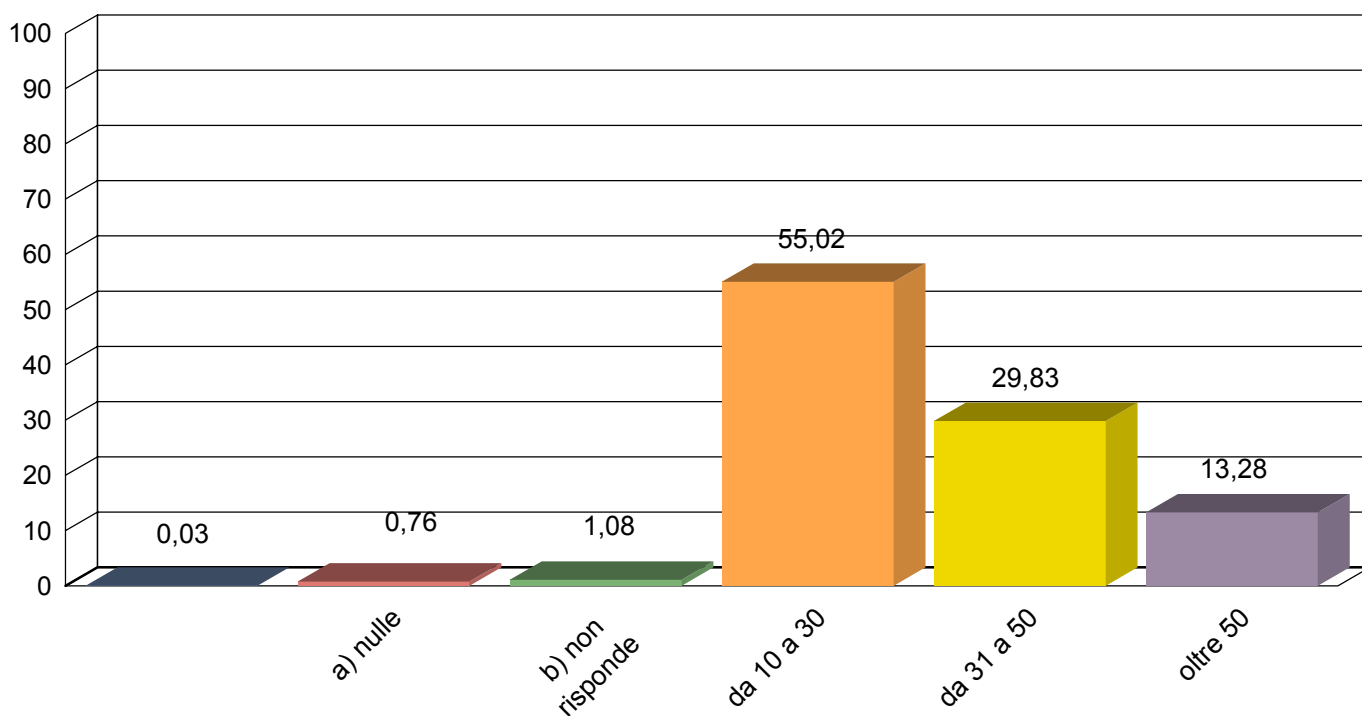
**GIUGNO 2011**

**(campione esaminato: 3148 viaggiatori)**

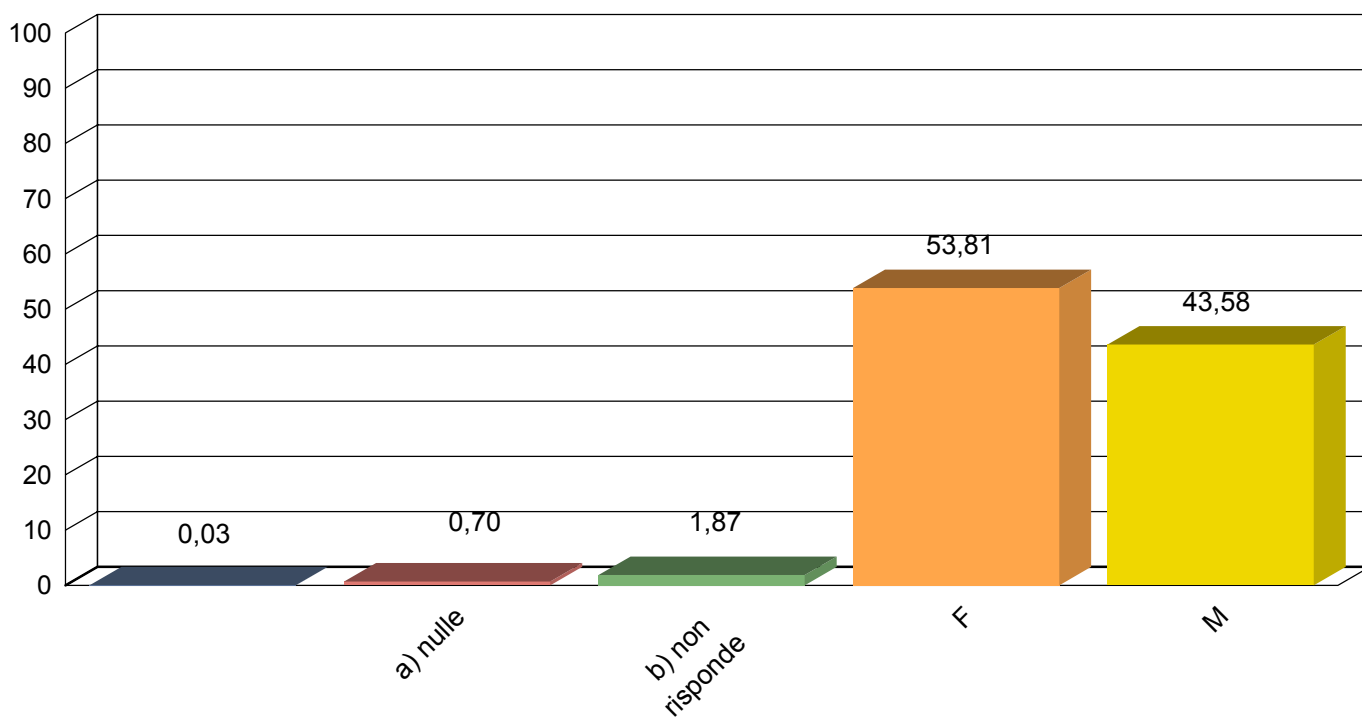




## 3      **Età**

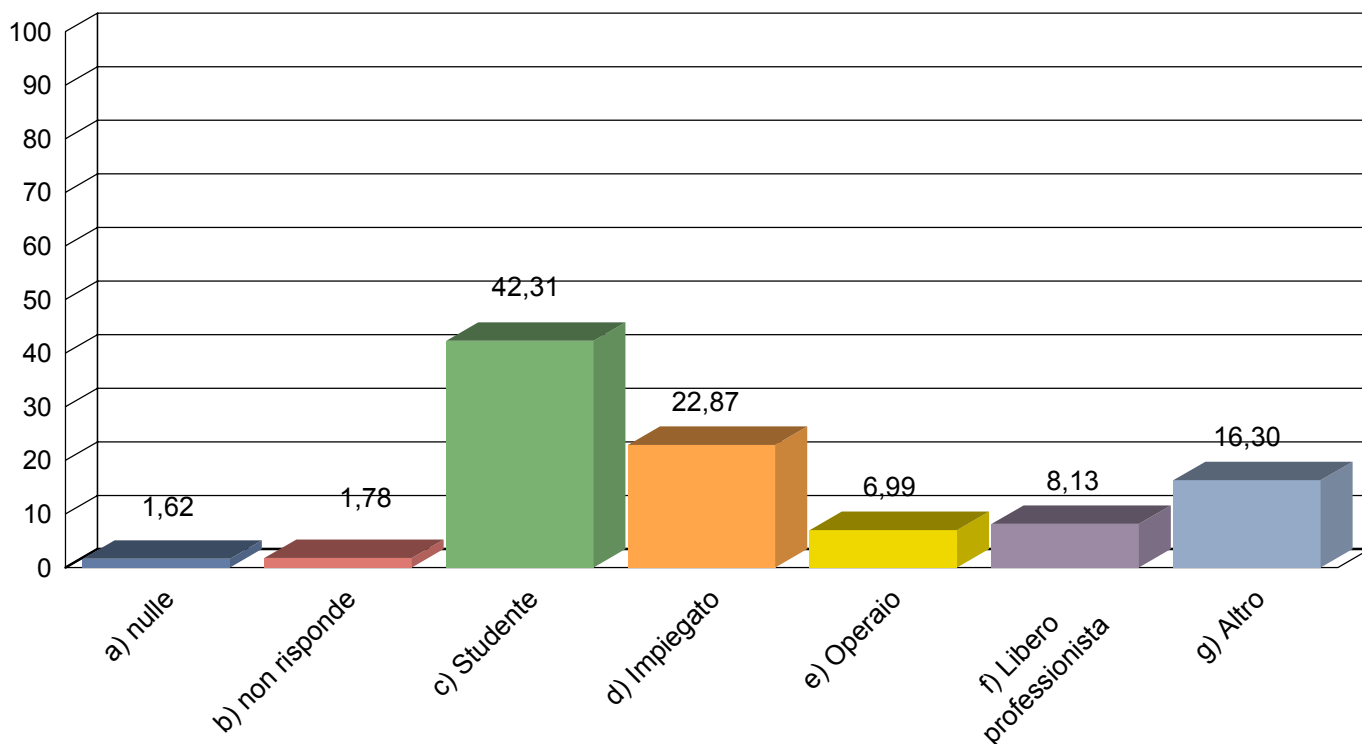


## 4      **Sesso**

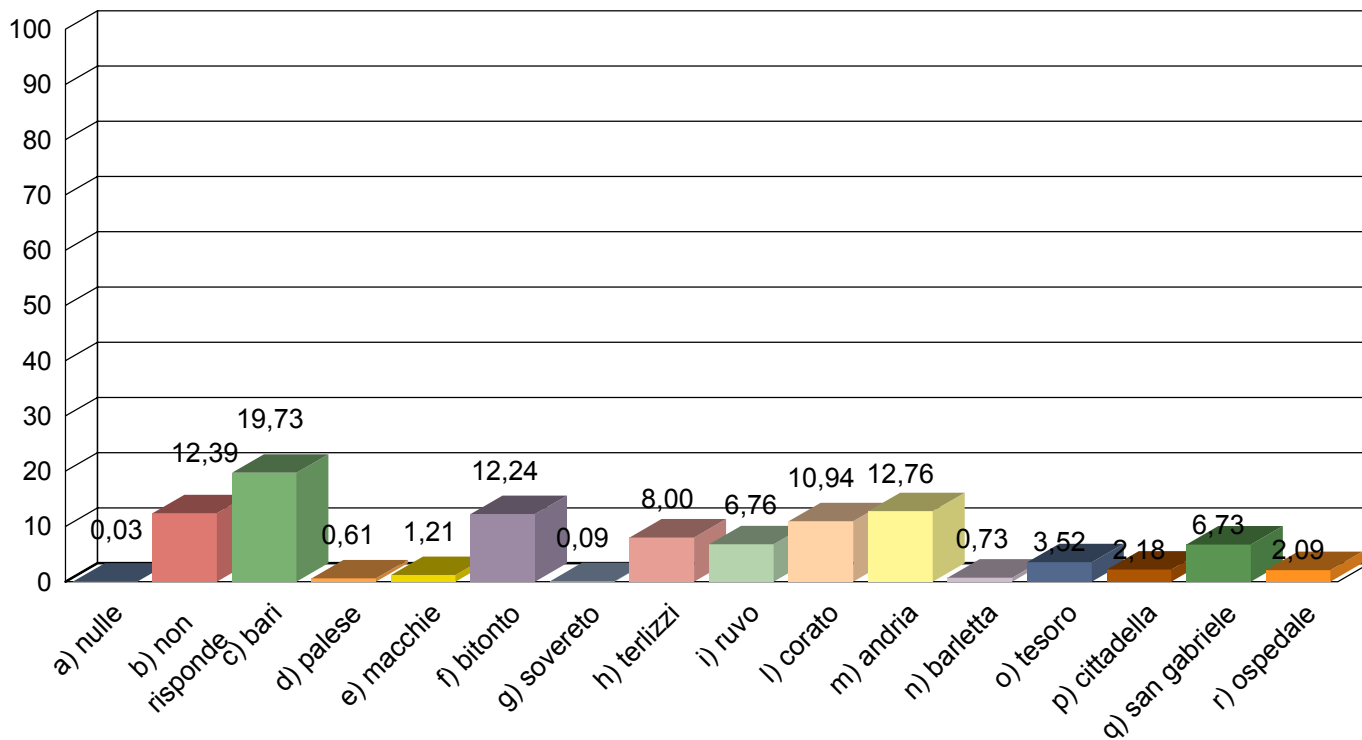




## 5    **Occupazione**



## 6    **Partenza**

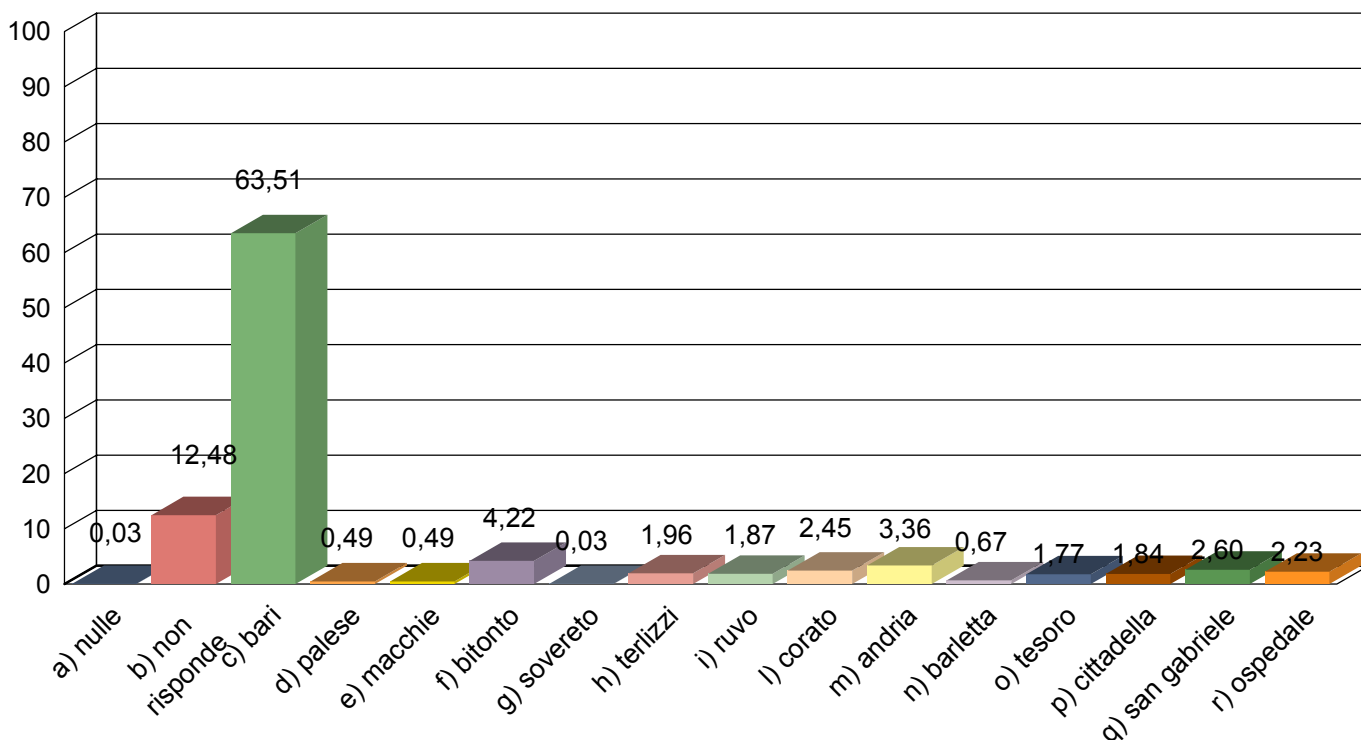


# Indagine conoscitiva sulla soddisfazione dei viaggiatori

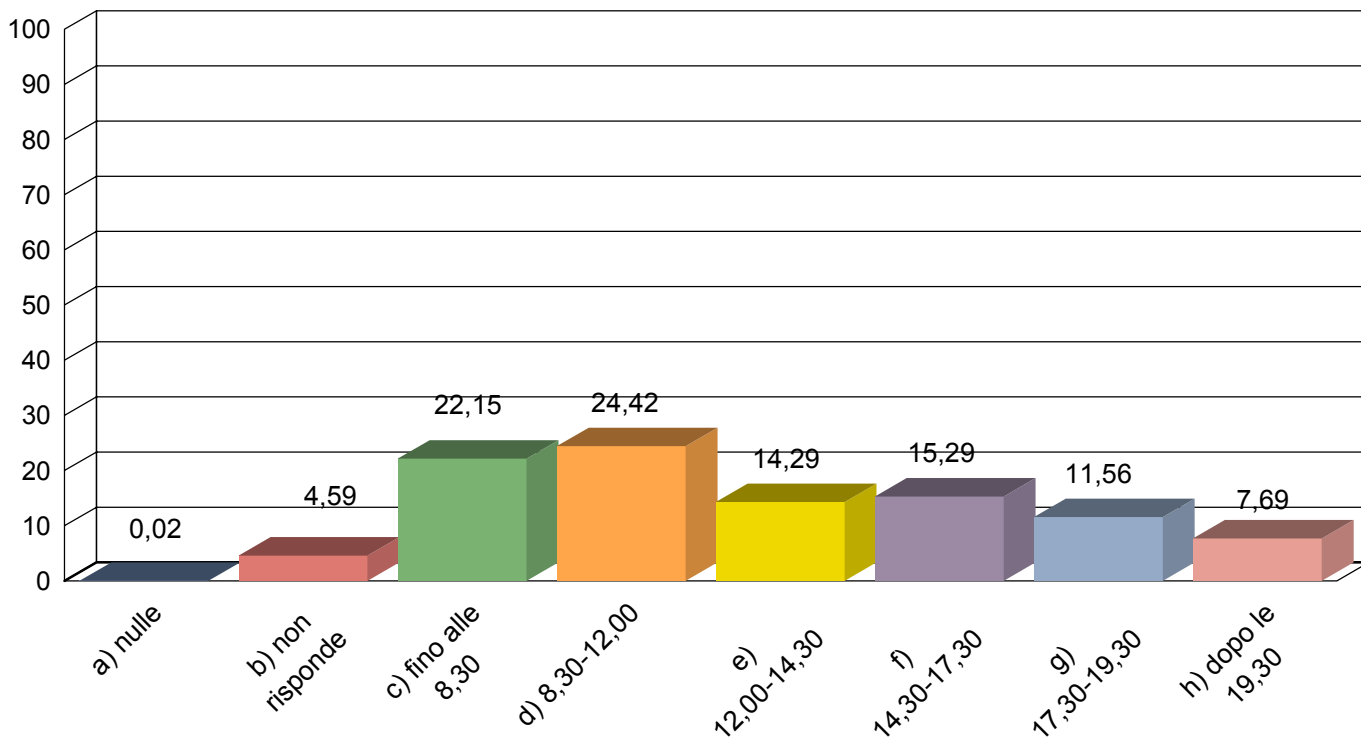


Linea: **FERROVIA**      **Giugno 2011**

## 7 Arrivo

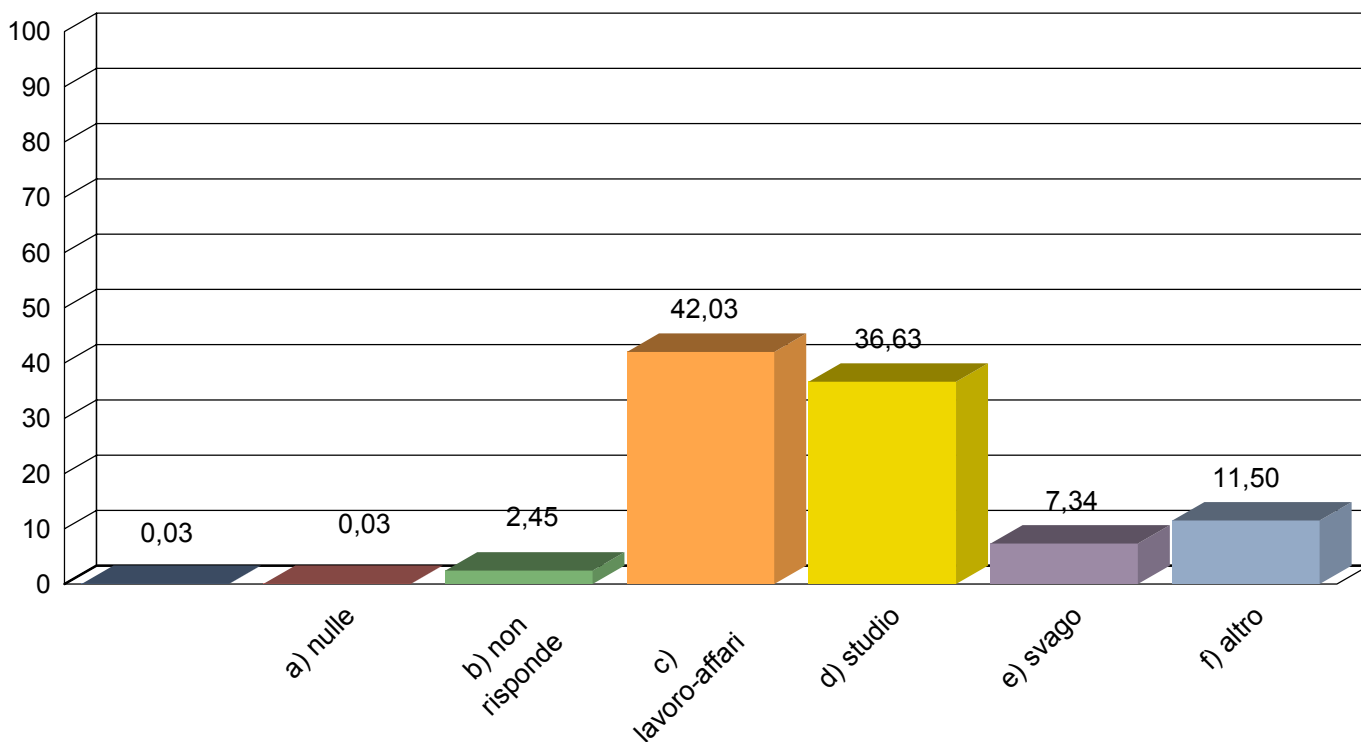


## 8 In quale fascia oraria utilizza di solito i ns. mezzi

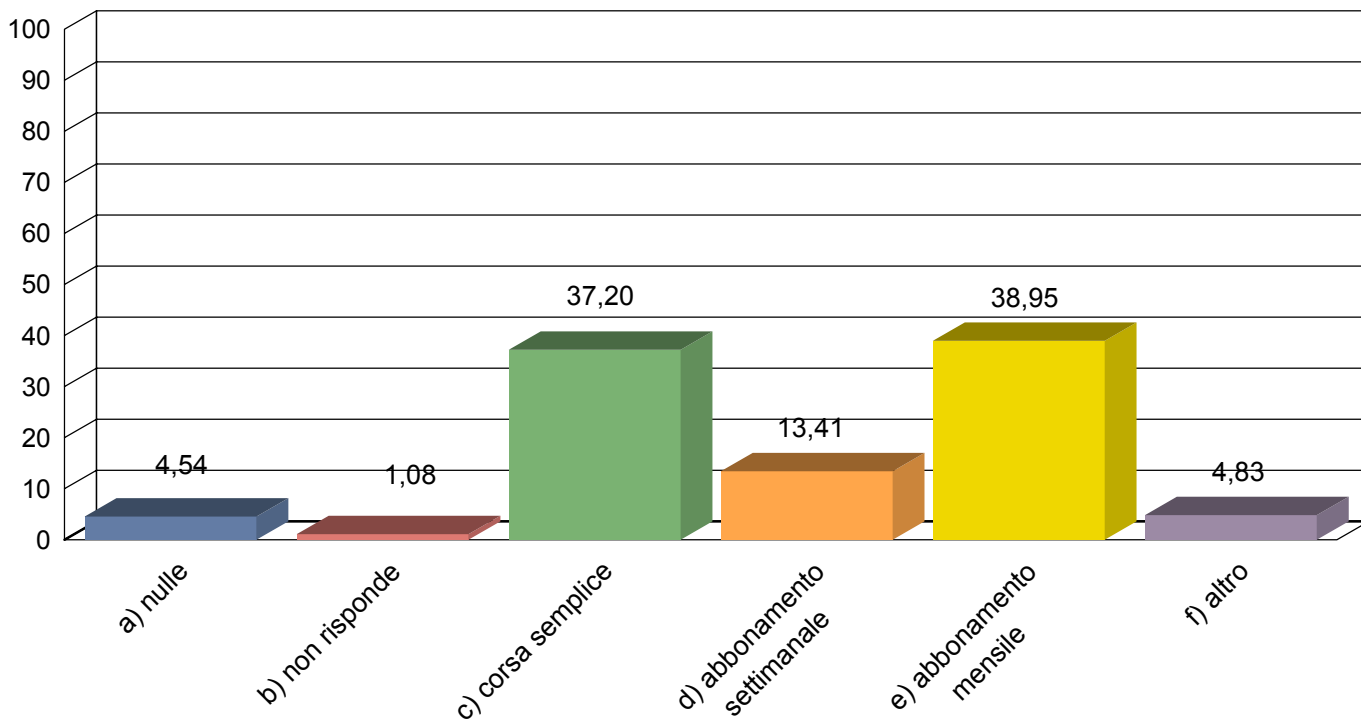




## 9    Scopo del viaggio

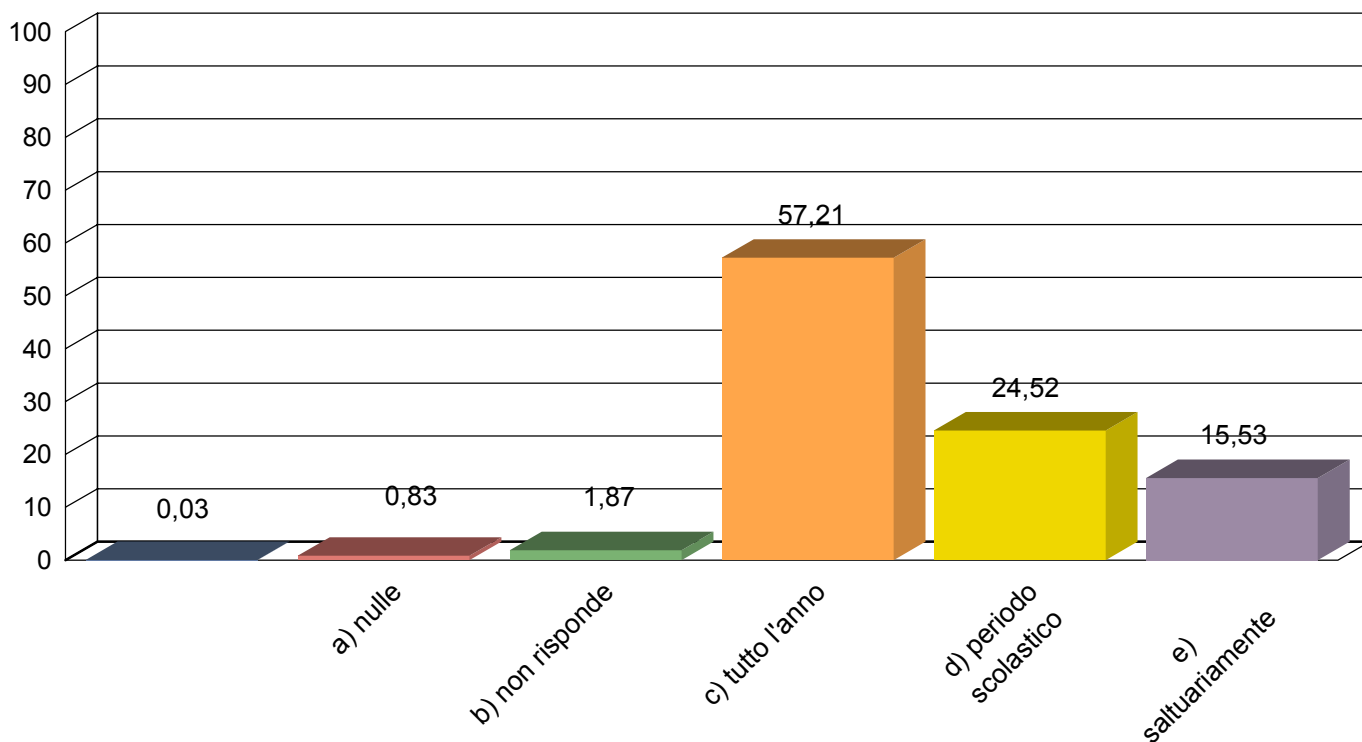


## 10    Tipo di biglietto utilizzato

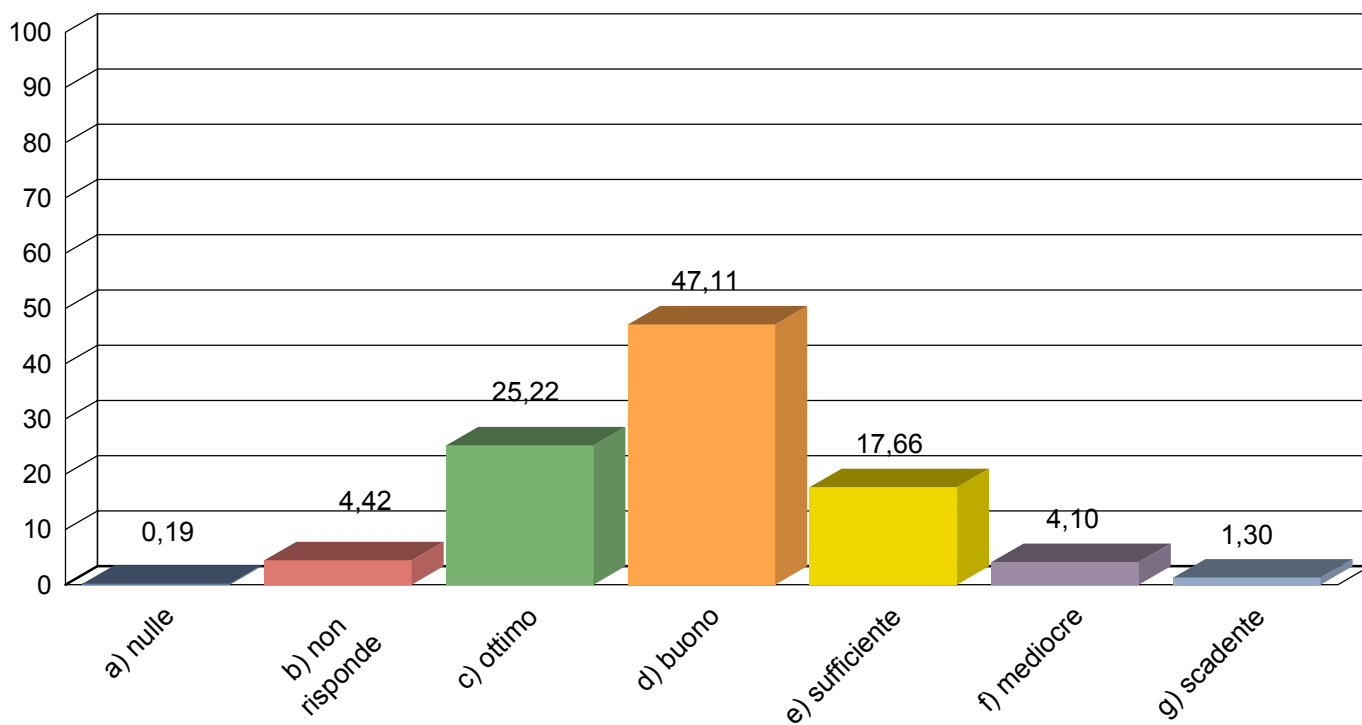




## 11 In quale periodo utilizza i ns. mezzi

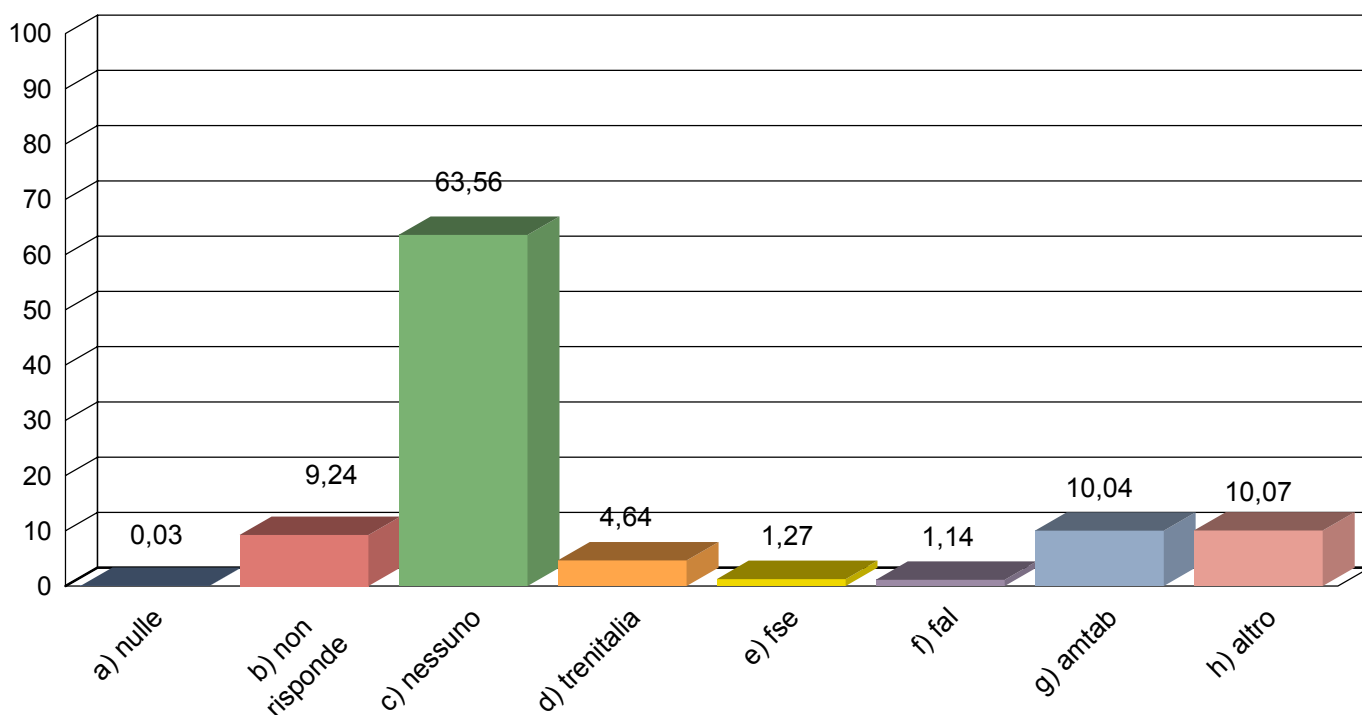


## 12 Reperibilità titoli di viaggio

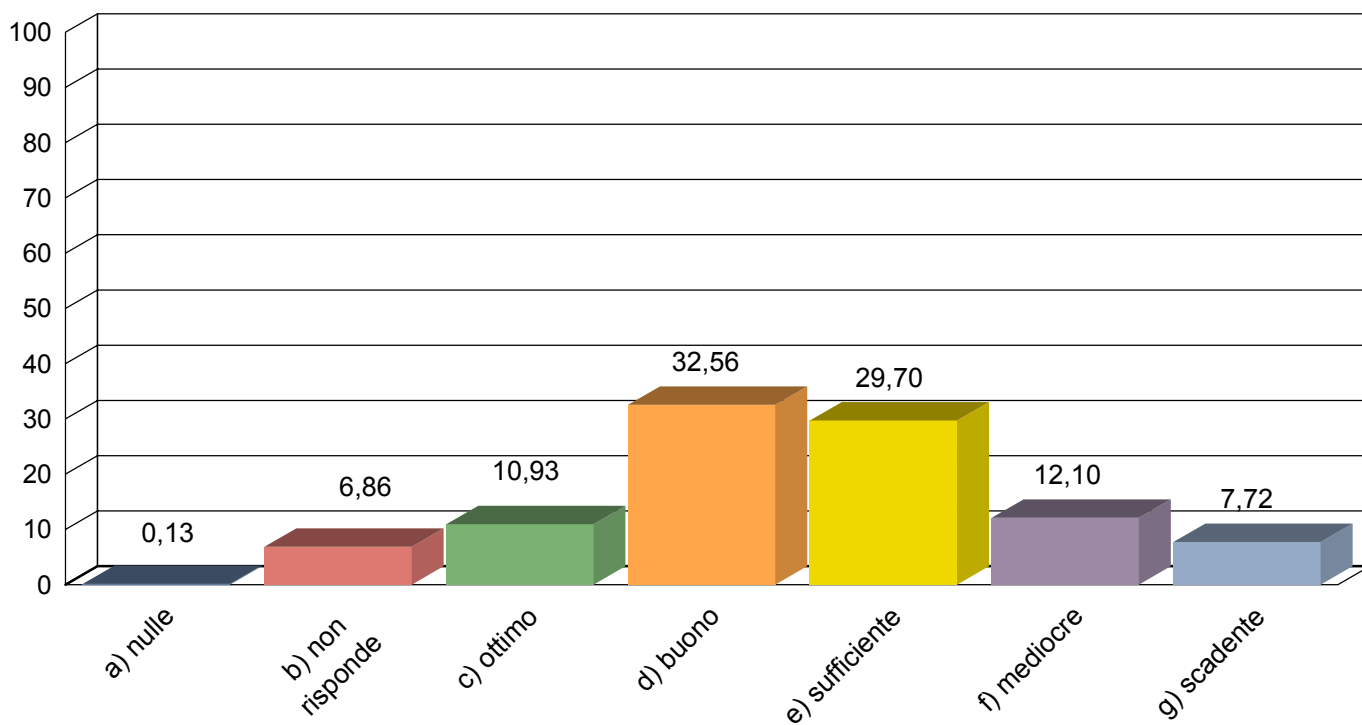




## 13 Con che mezzi prosegue il viaggio

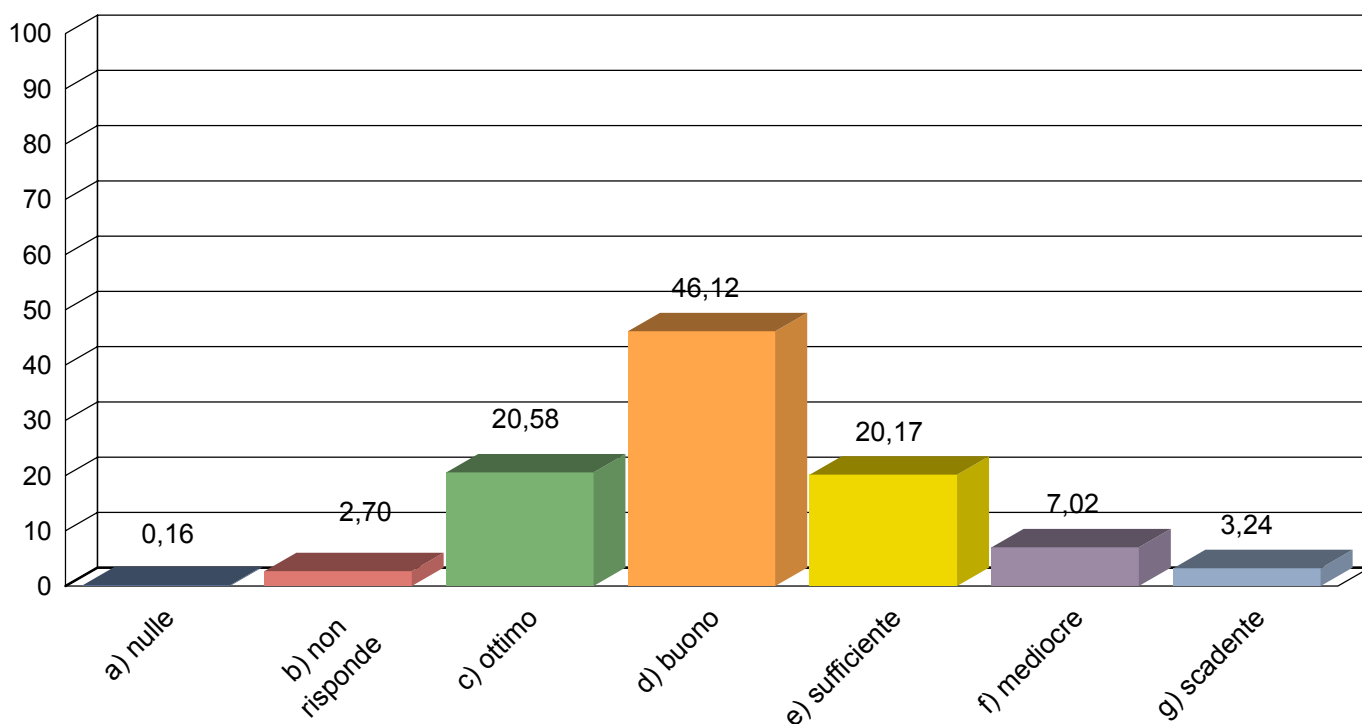


## 14 Come giudica i tempi di risposta ai reclami

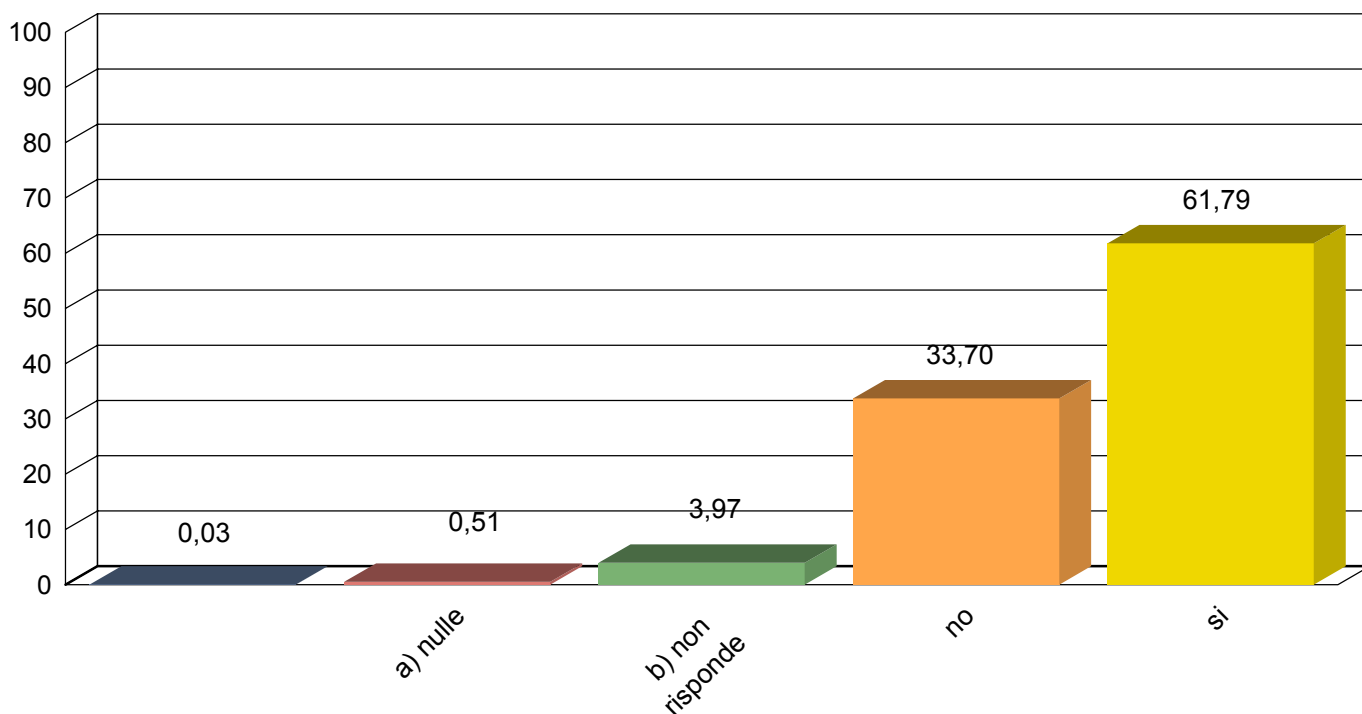




## 15      **Facilità di informazioni sugli orari**



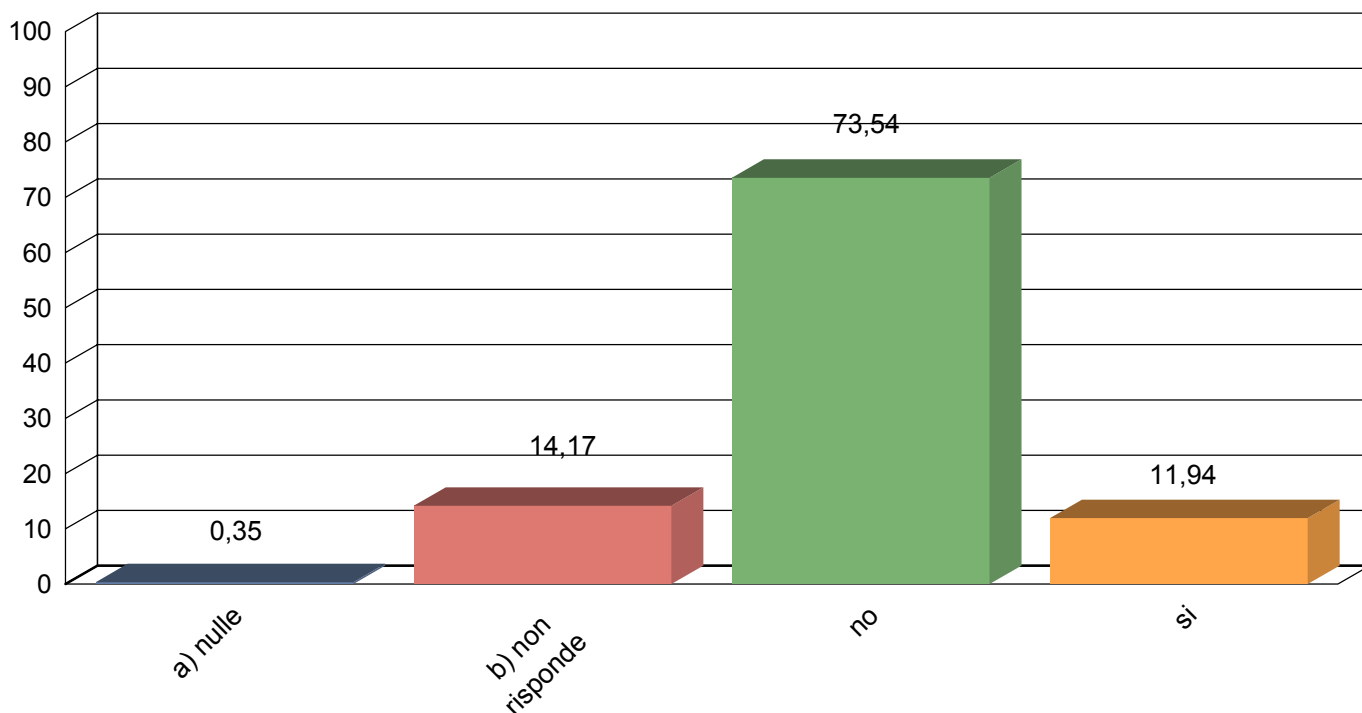
## 16      **Conosce il sito della ns. azienda?**



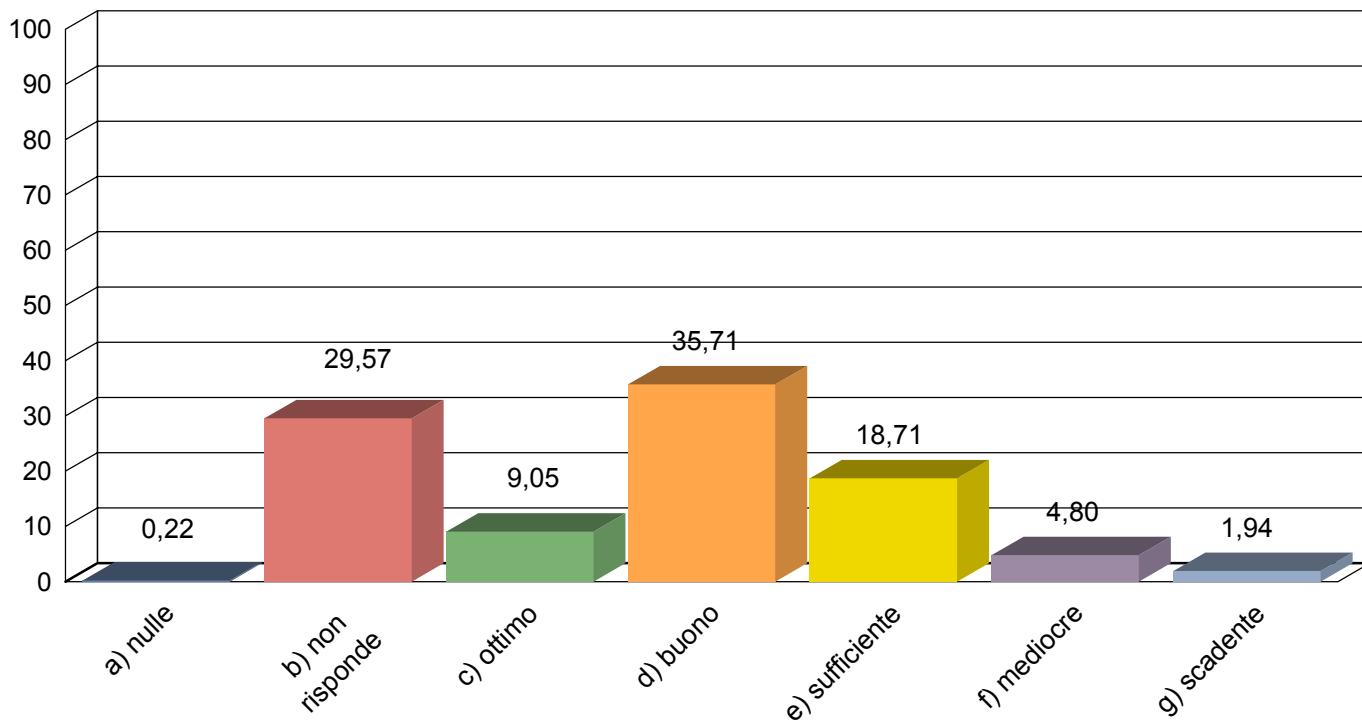




## 17    Conosce la carta dei servi della ns. azienda?

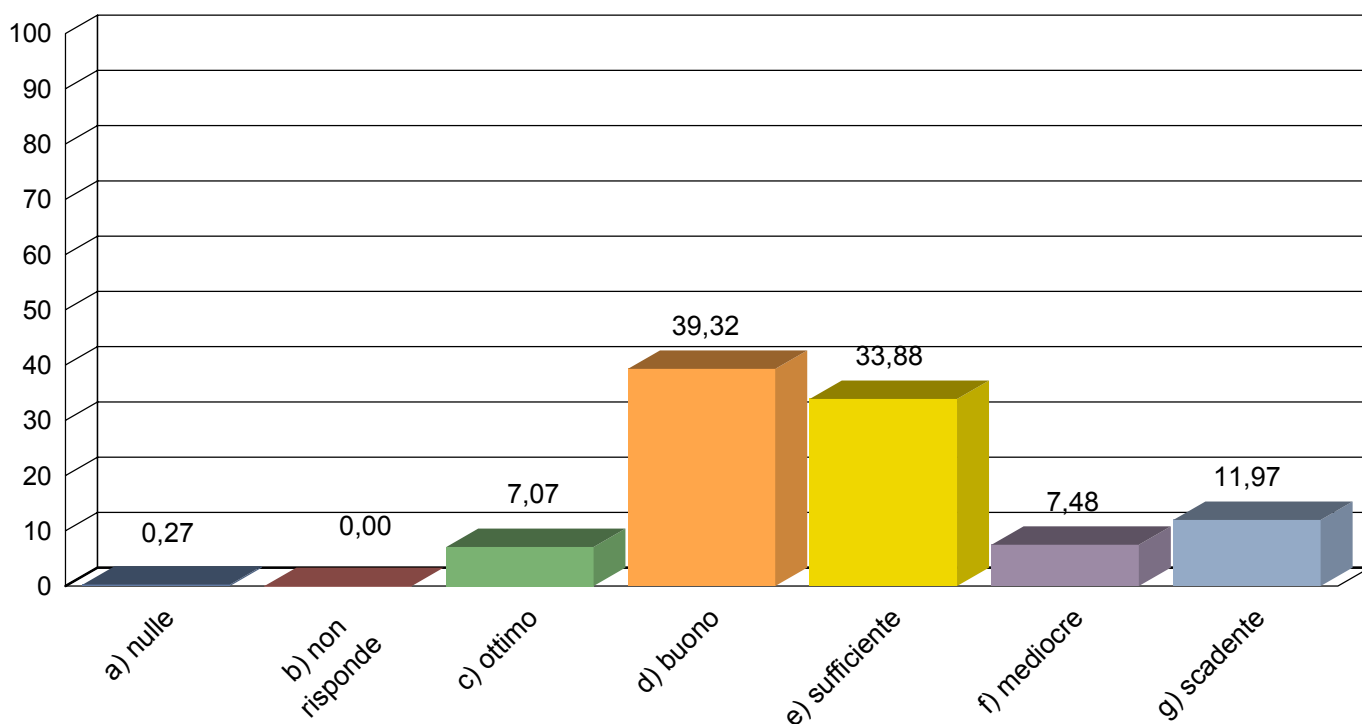


## 18    Come giudica il sito

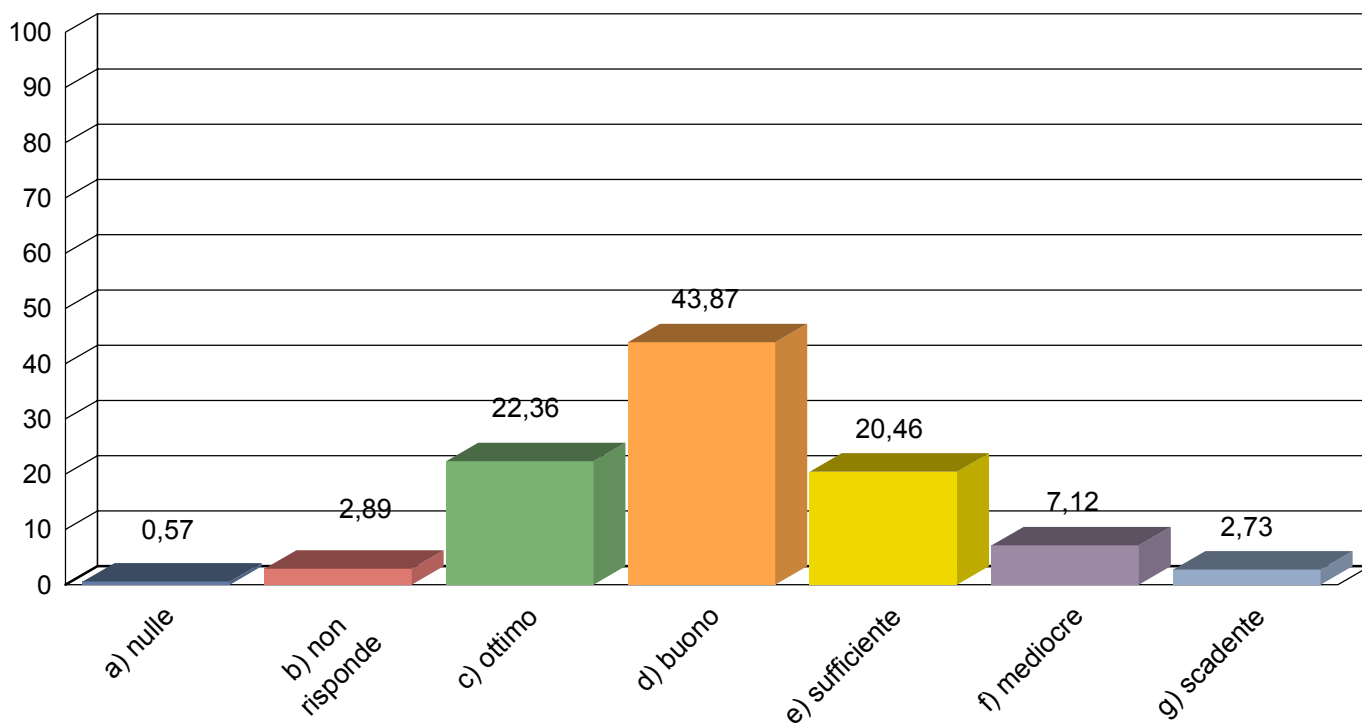




## 19 Come giudica la carta dei servizi

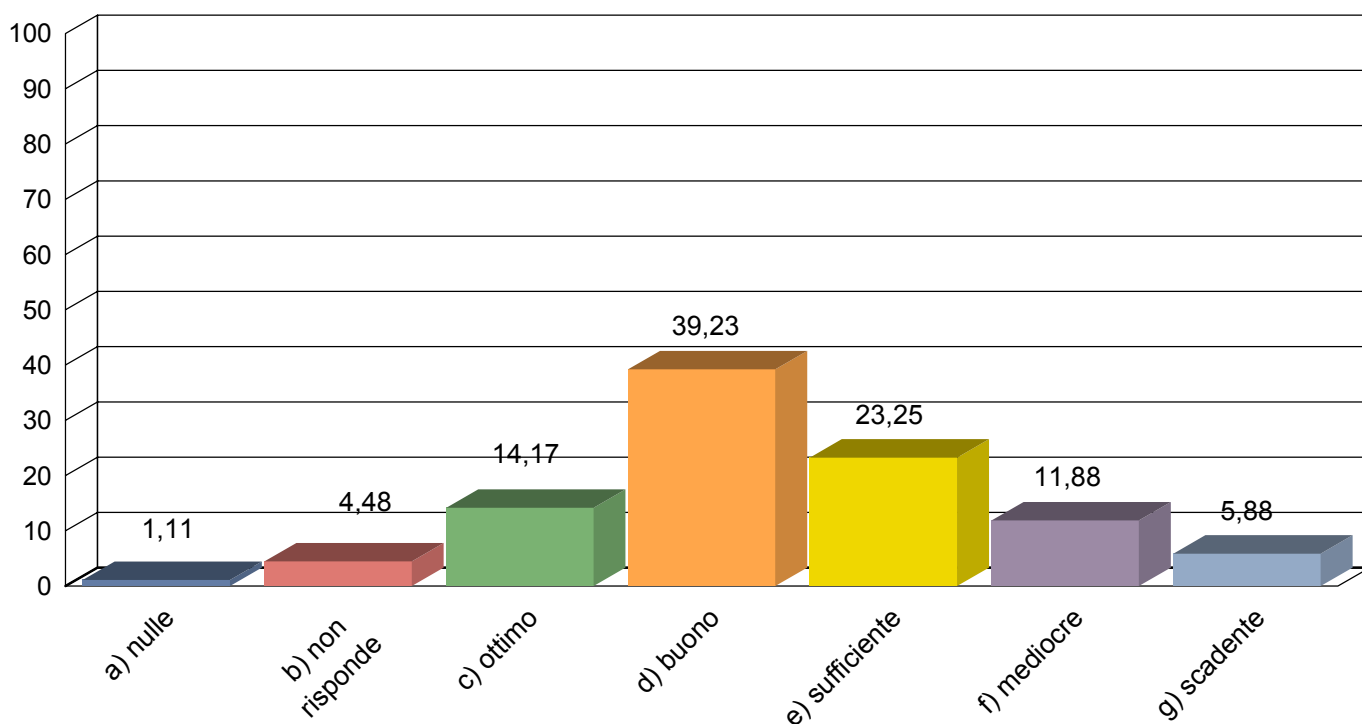


## 22 Puntualità/regolarità delle corse/treni

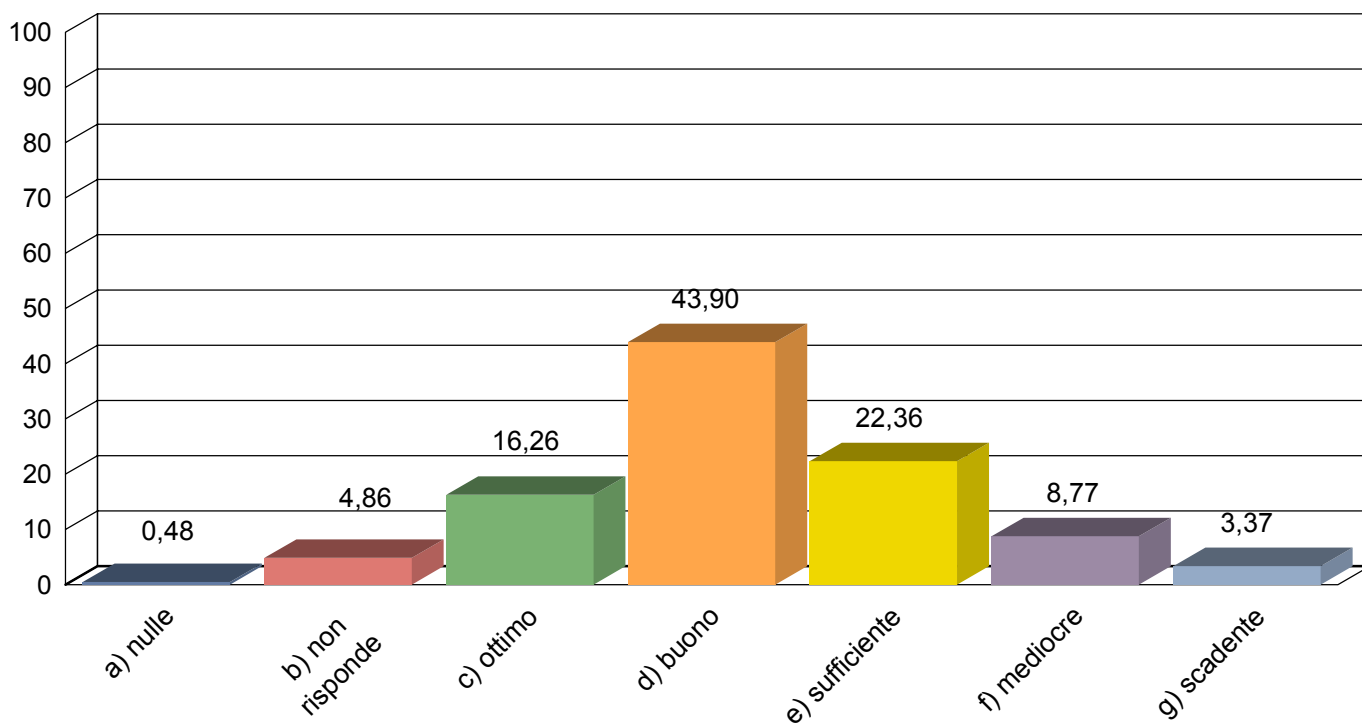




## 23    Frequenza delle corse/treni

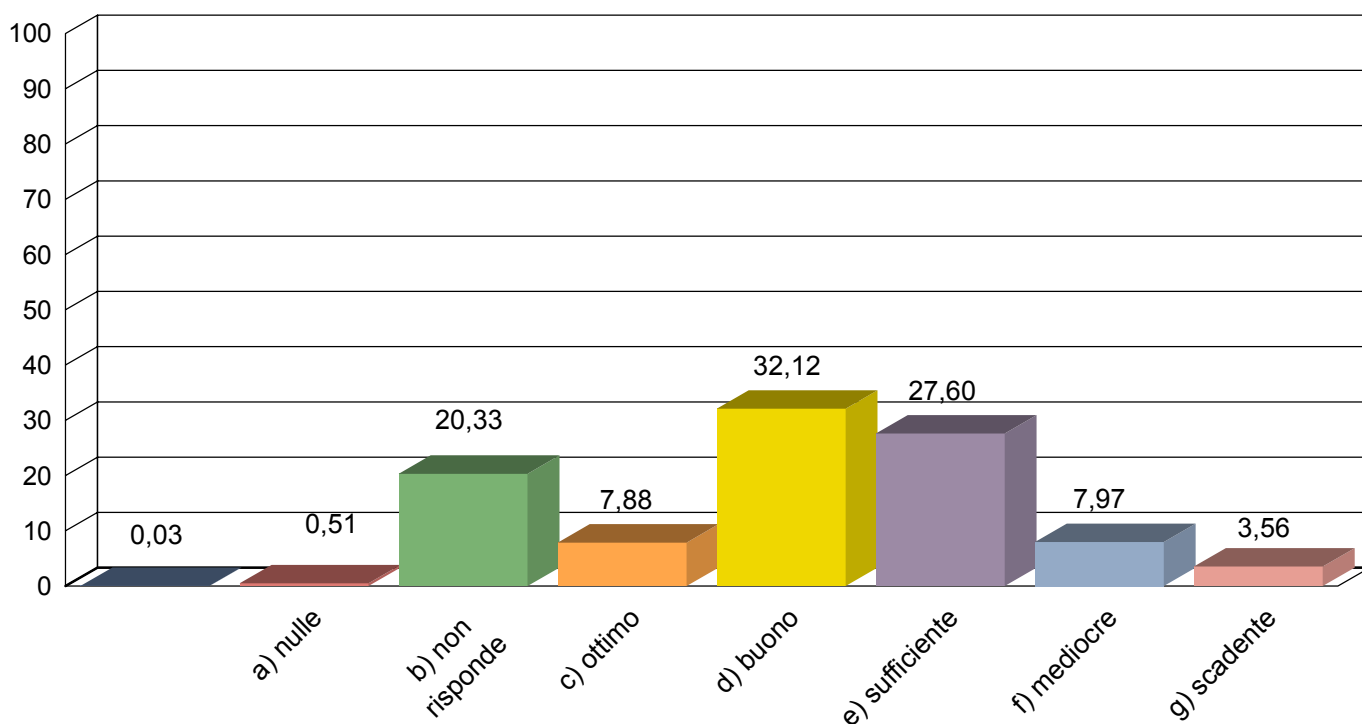


## 24    Tempi di percorrenza tragitto

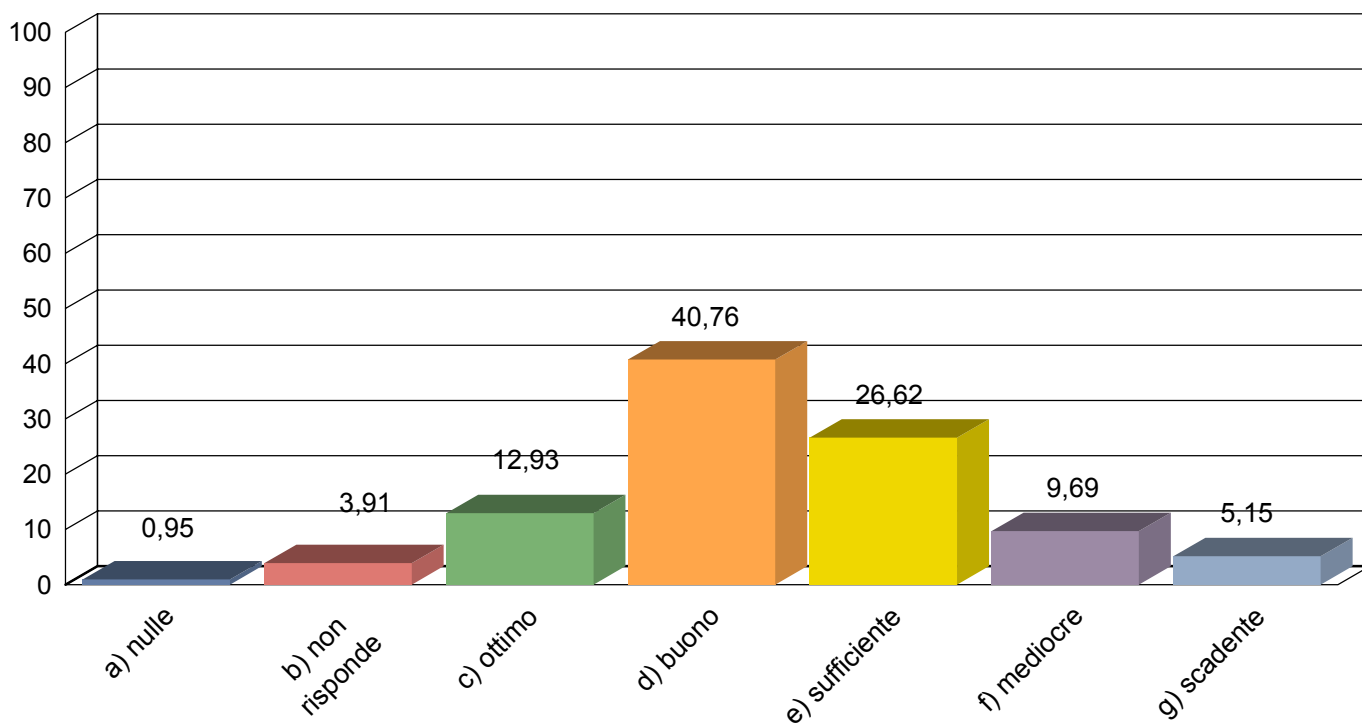




## 25 Coincidenze con altri mezzi di trasporto

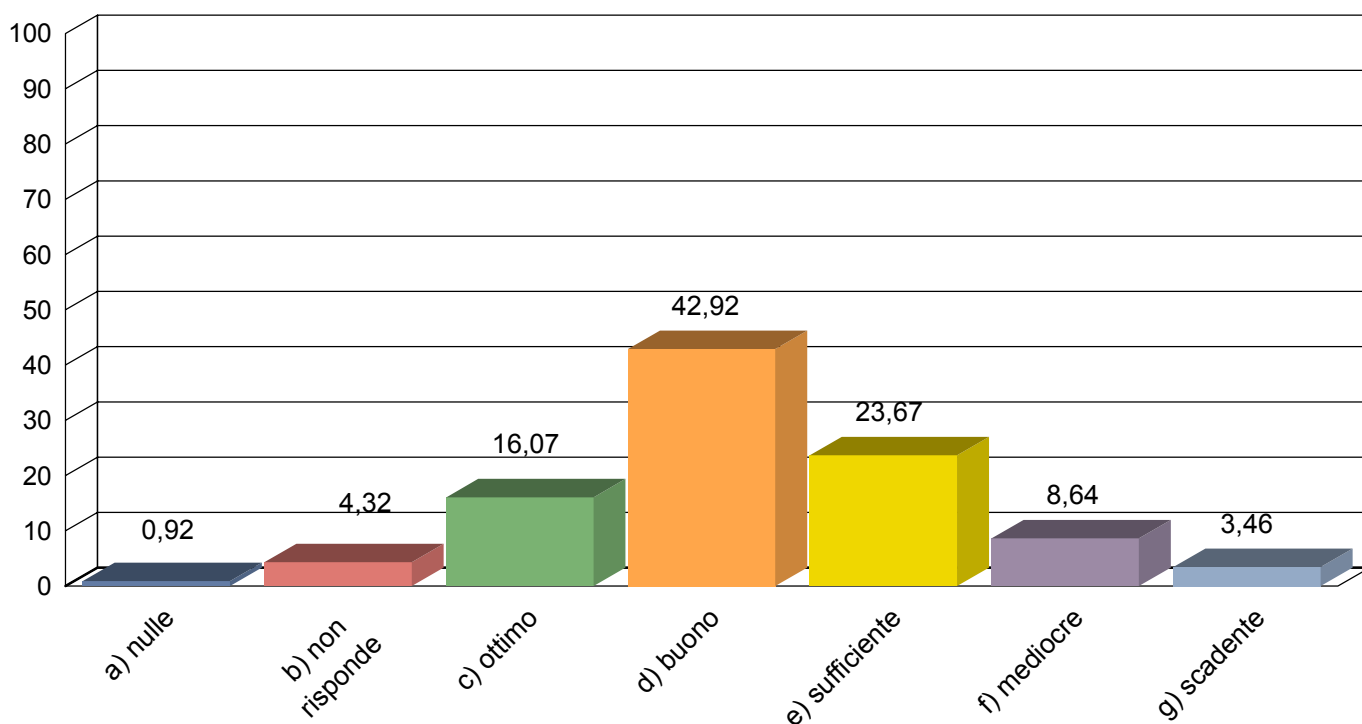


## 26 Informazioni alle fermate/stazioni

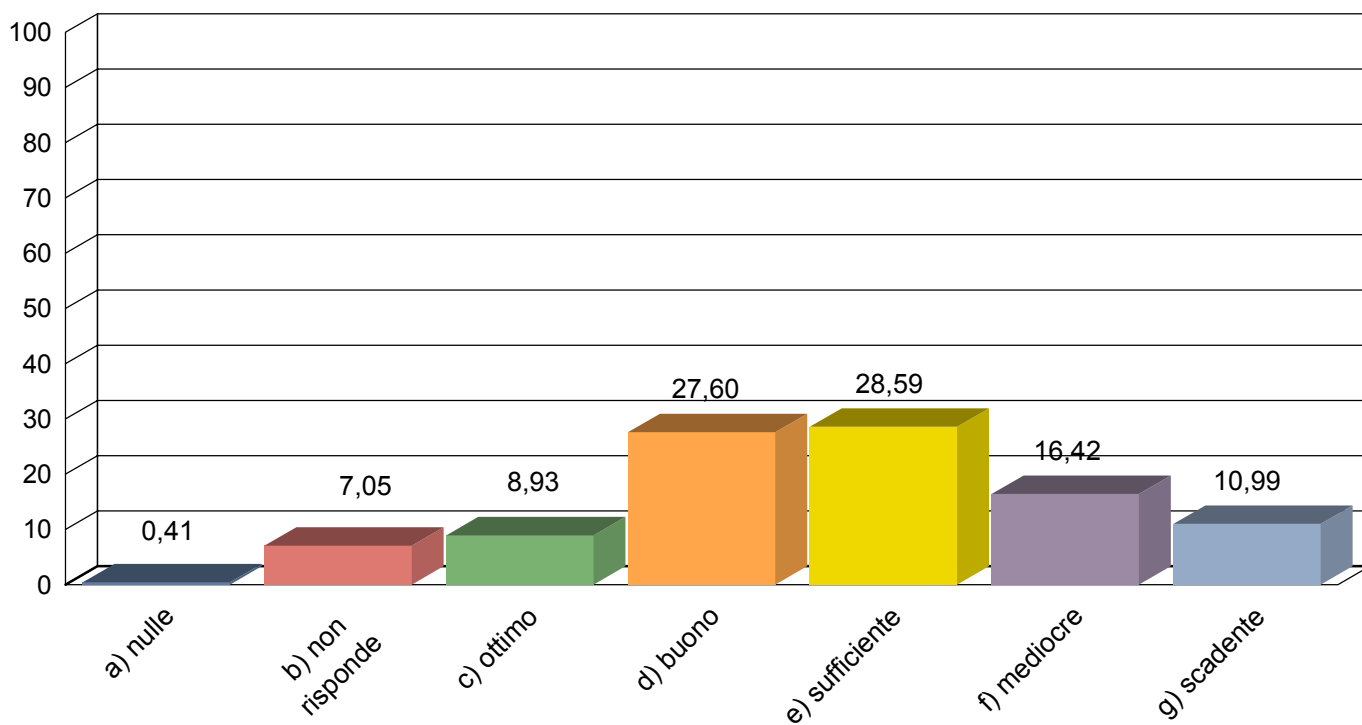




## 27 Informazioni a bordo

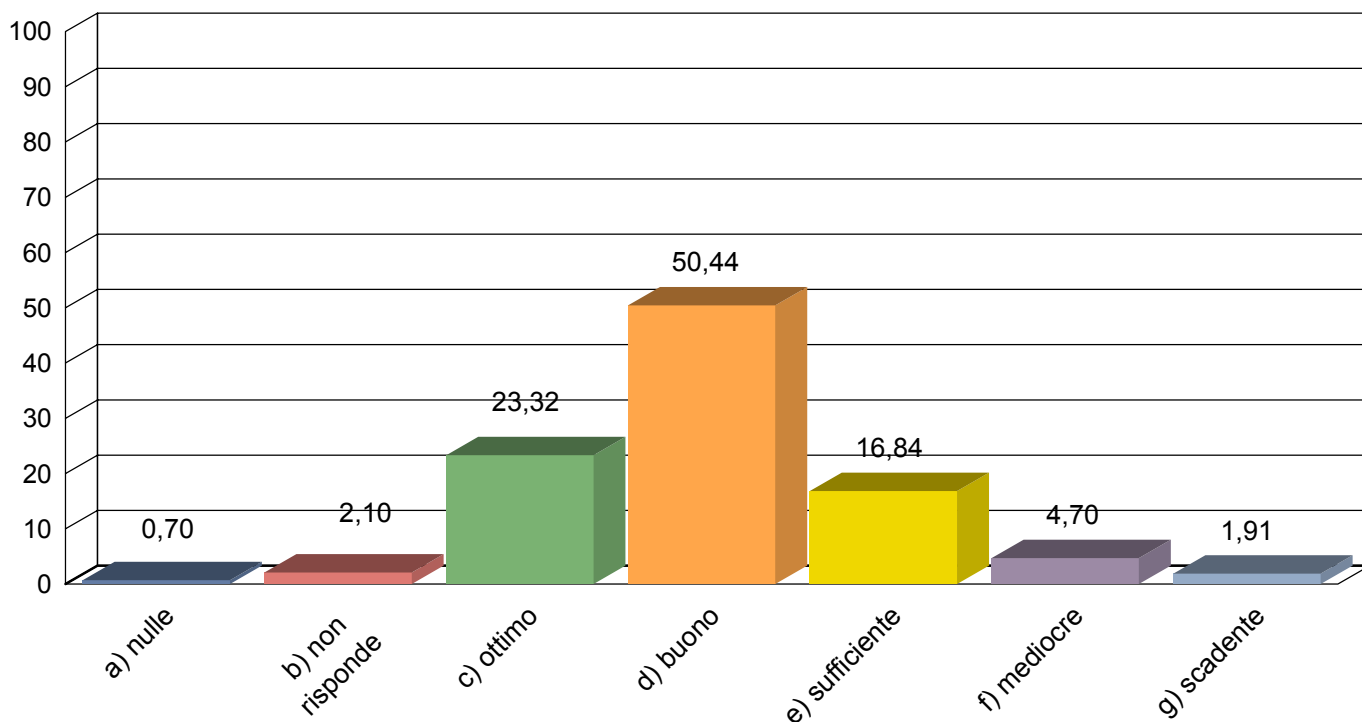


## 28 Rapidità nel fornire informazioni in caso di disservizio

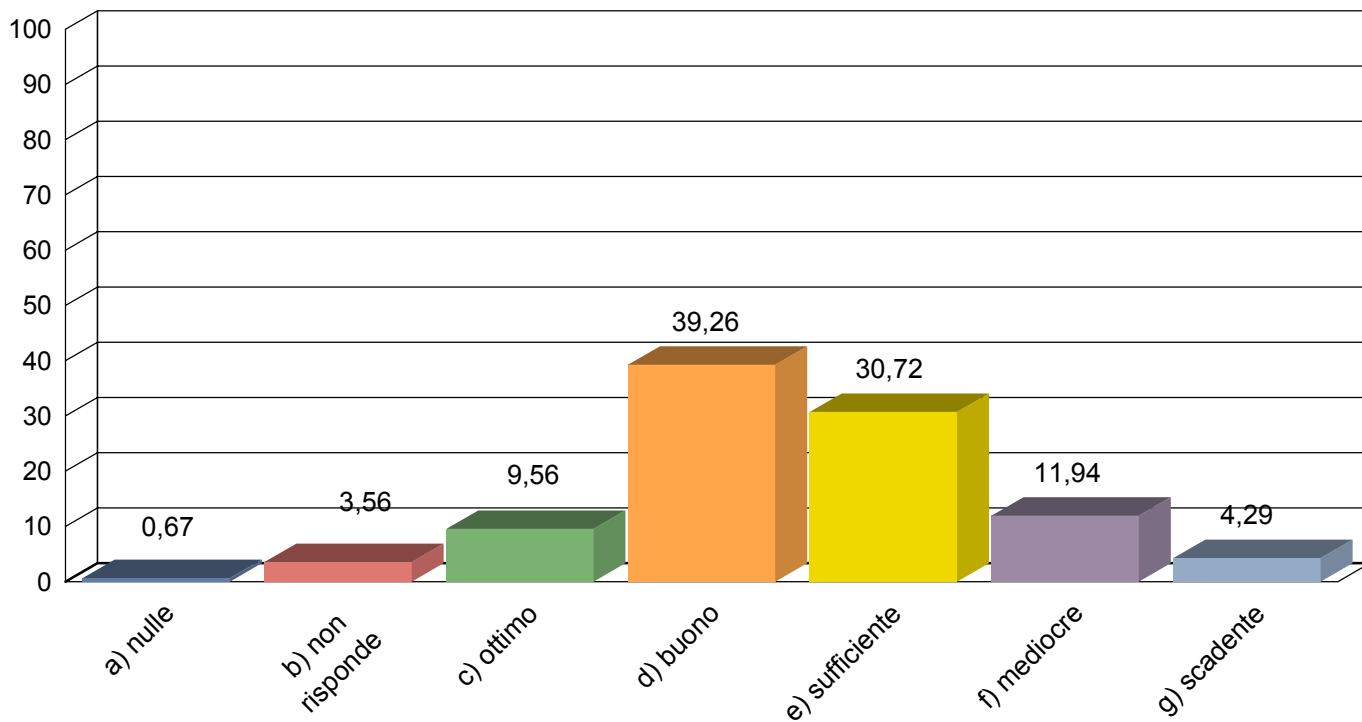




## 29    **Comfort del viaggio**

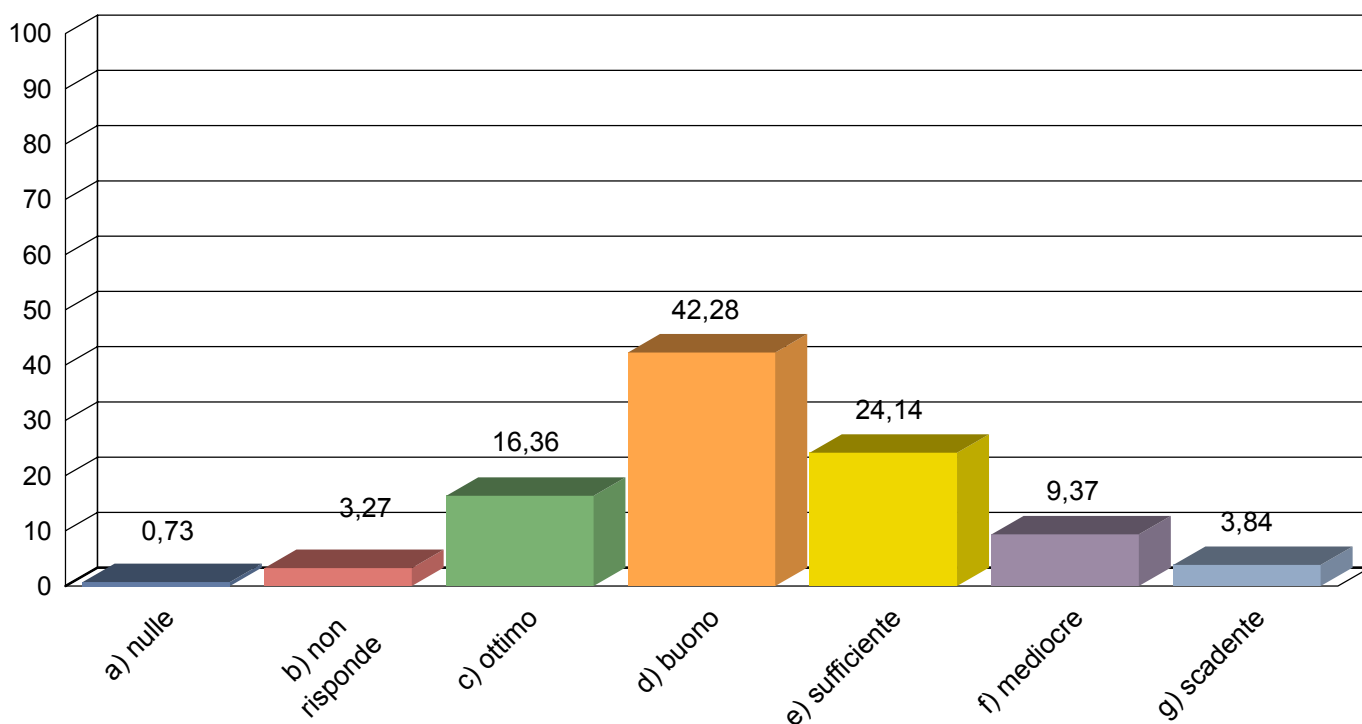


## 30    **Comfort nelle fermate/stazioni**

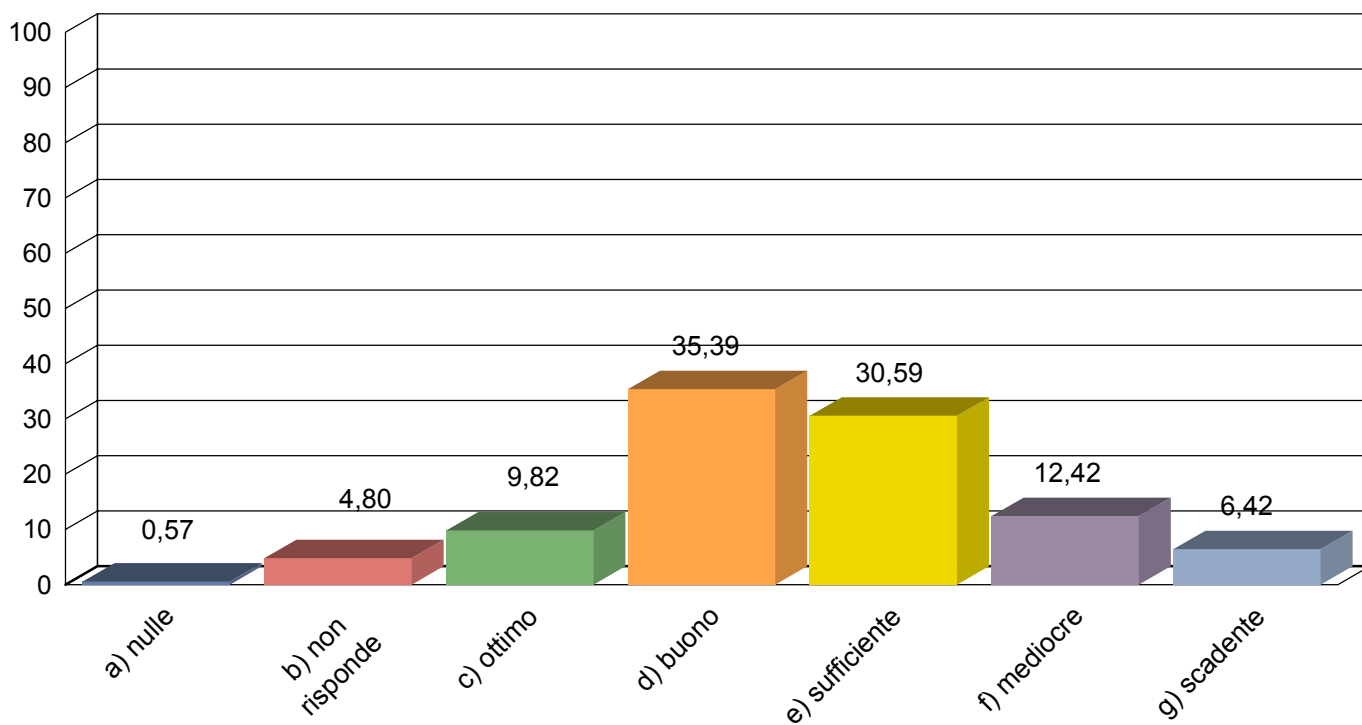




## 31 Pulizia del mezzo di trasporto

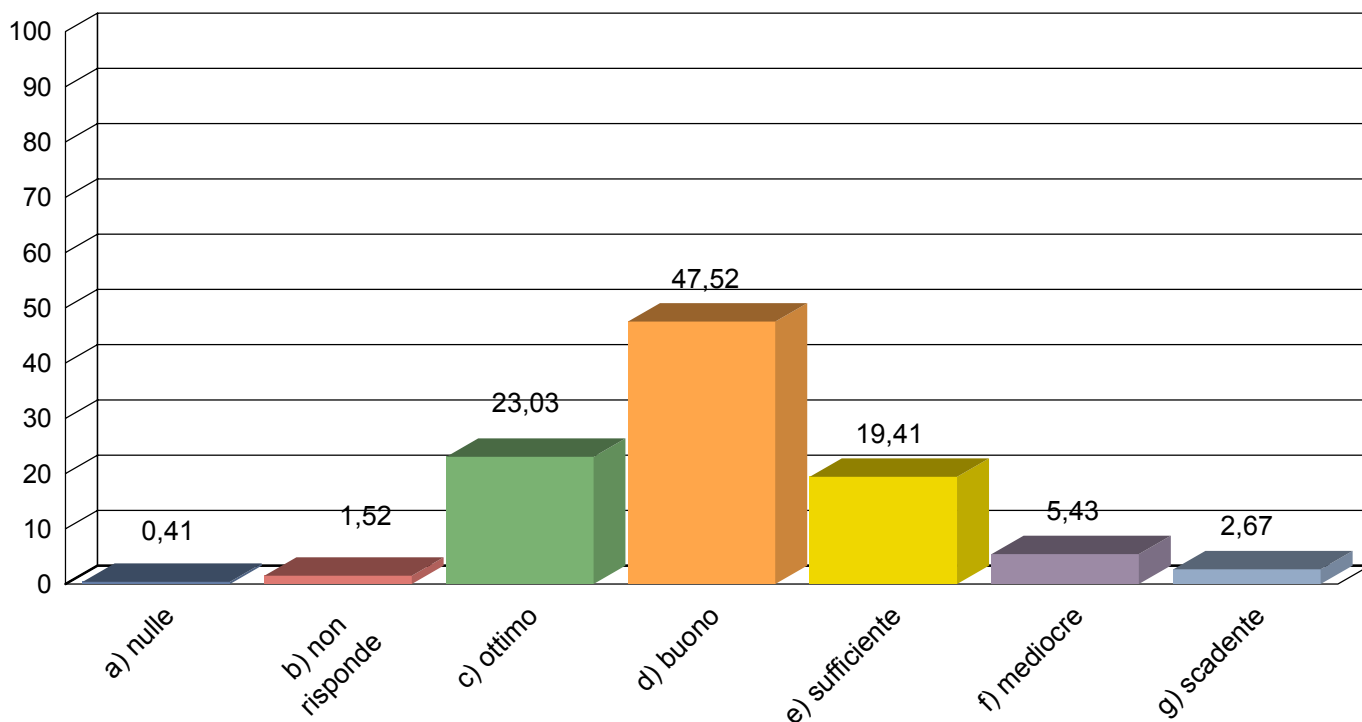


## 32 Pulizia locali ferroviari

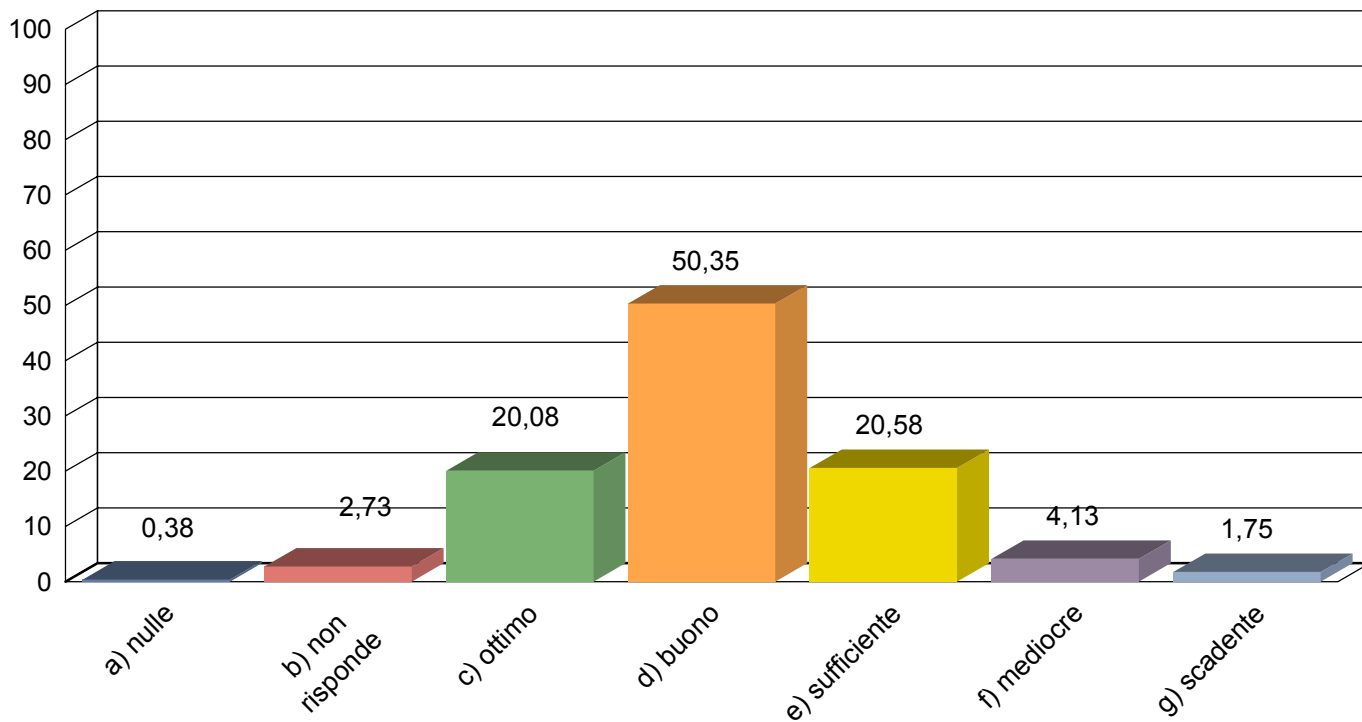




## 33    Cortesia/disponibilità del personale



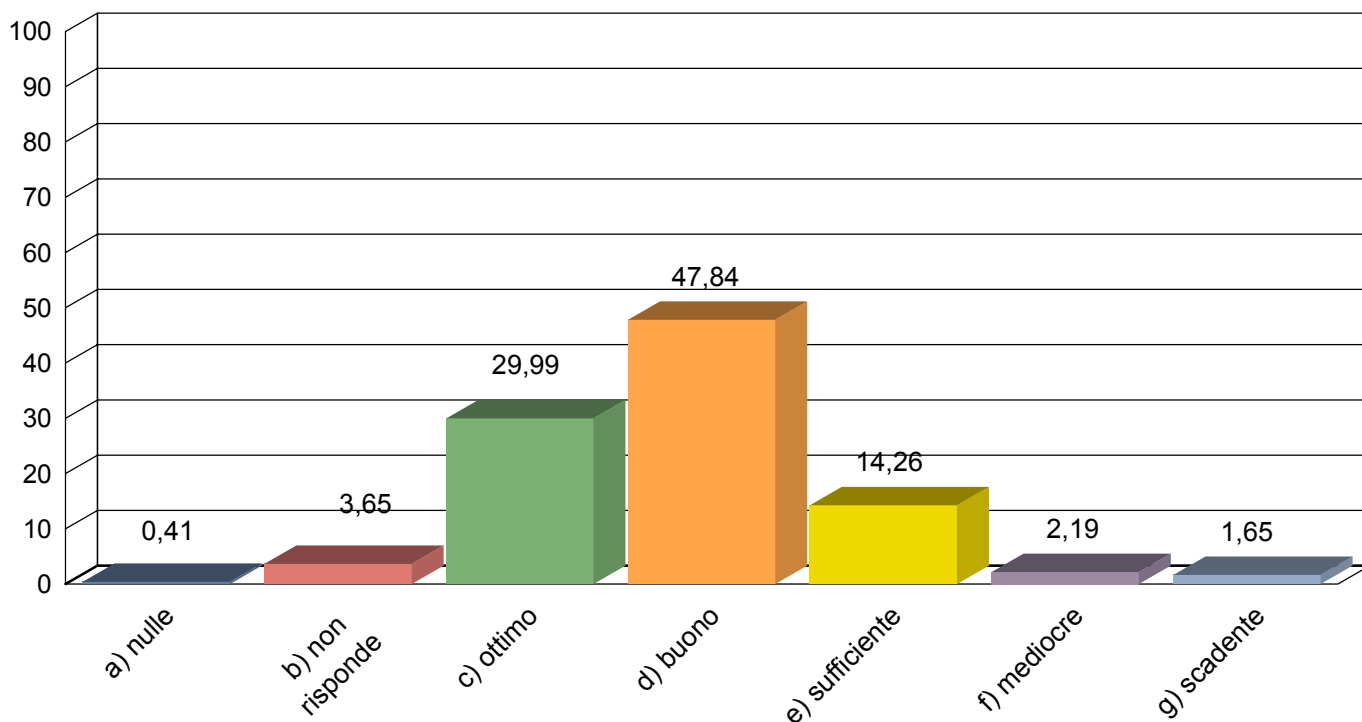
## 34    Competenza del personale



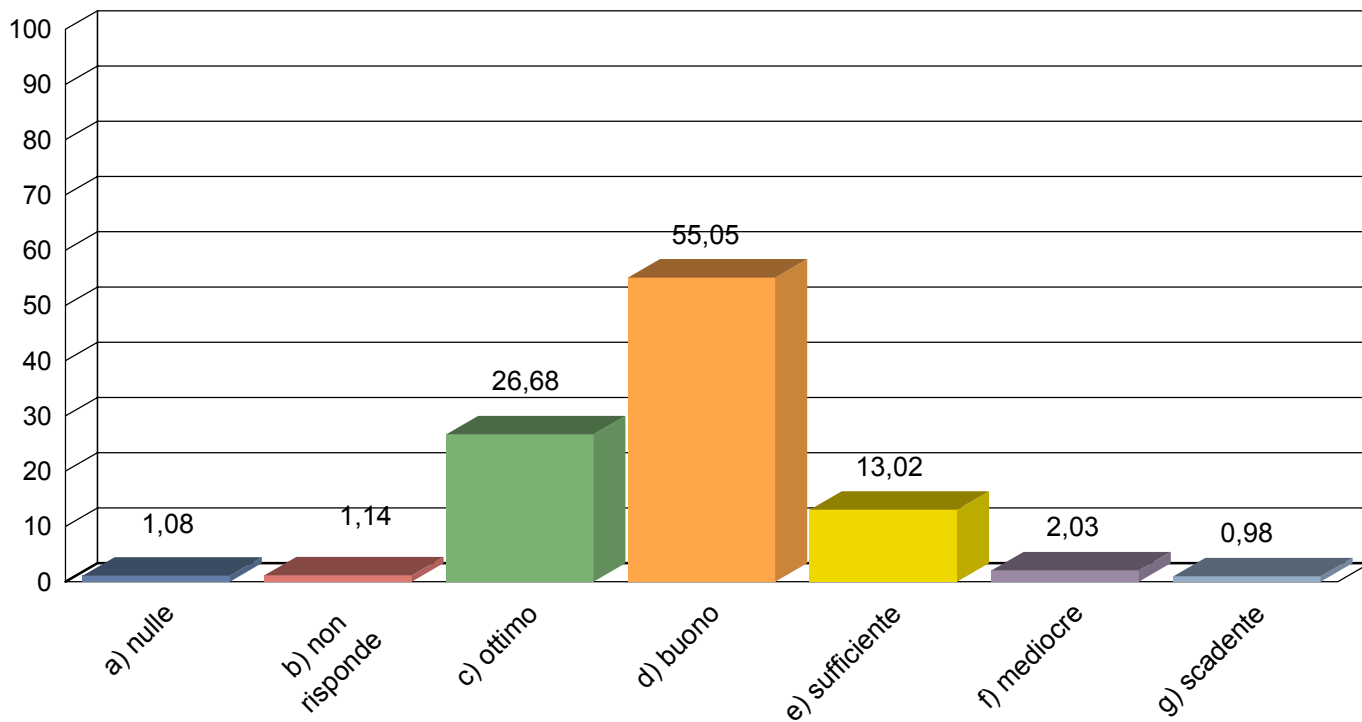




## 35    Riconoscibilità del personale

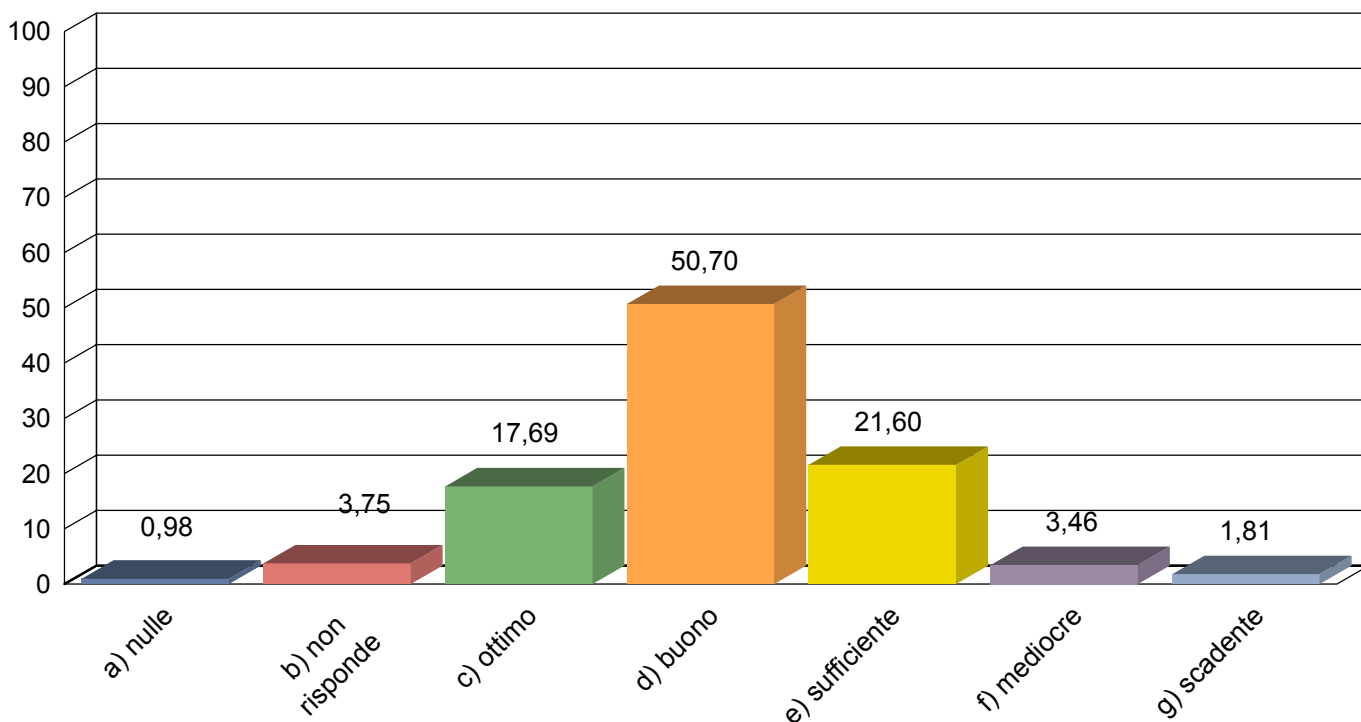


## 36    Sicurezza del viaggio

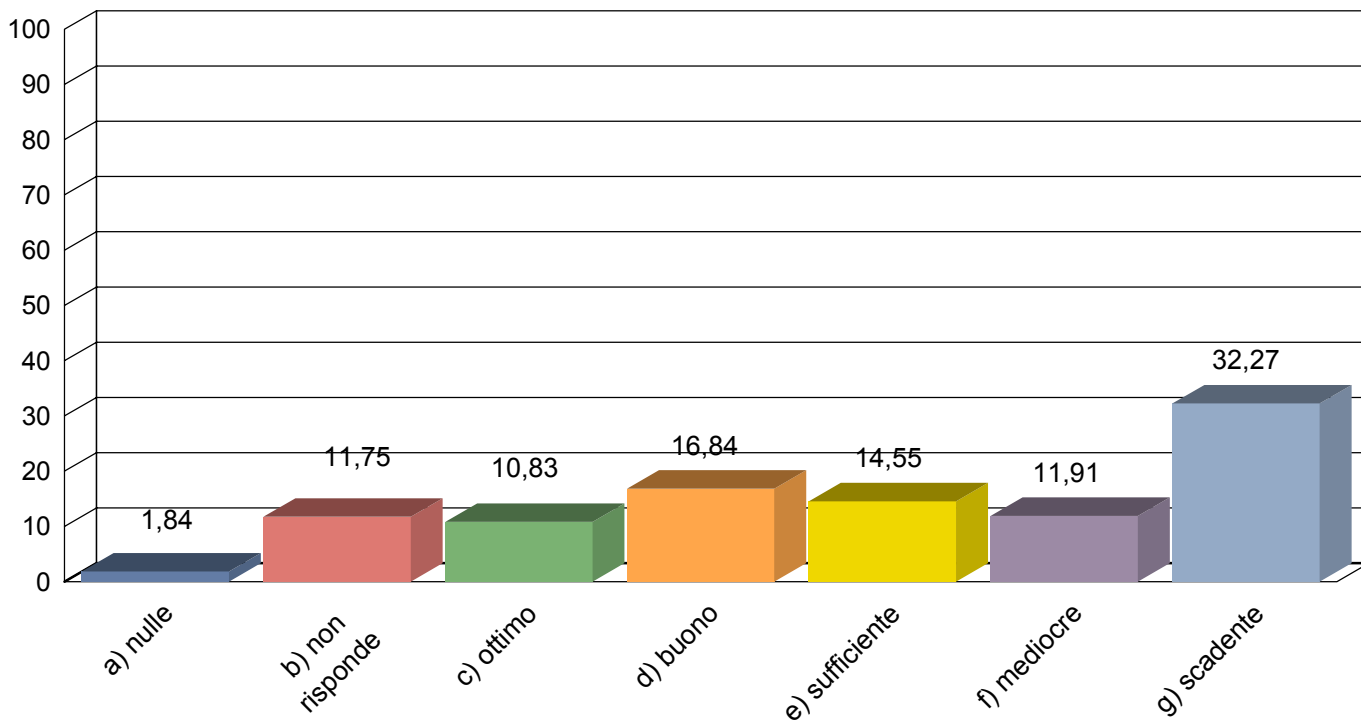




## 37      Sicurezza Perzonale e patrimoniale



## 38      Come giudicherebbe la distribuzione di giornali



# Indagine conoscitiva sulla soddisfazione dei viaggiatori

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Linea: **FERROVIA**      **Giugno 2011**

