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**FERROTRAMVIARIA SPA**  
FERROVIE DEL NORD BARESE  
AUTOLINEE

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

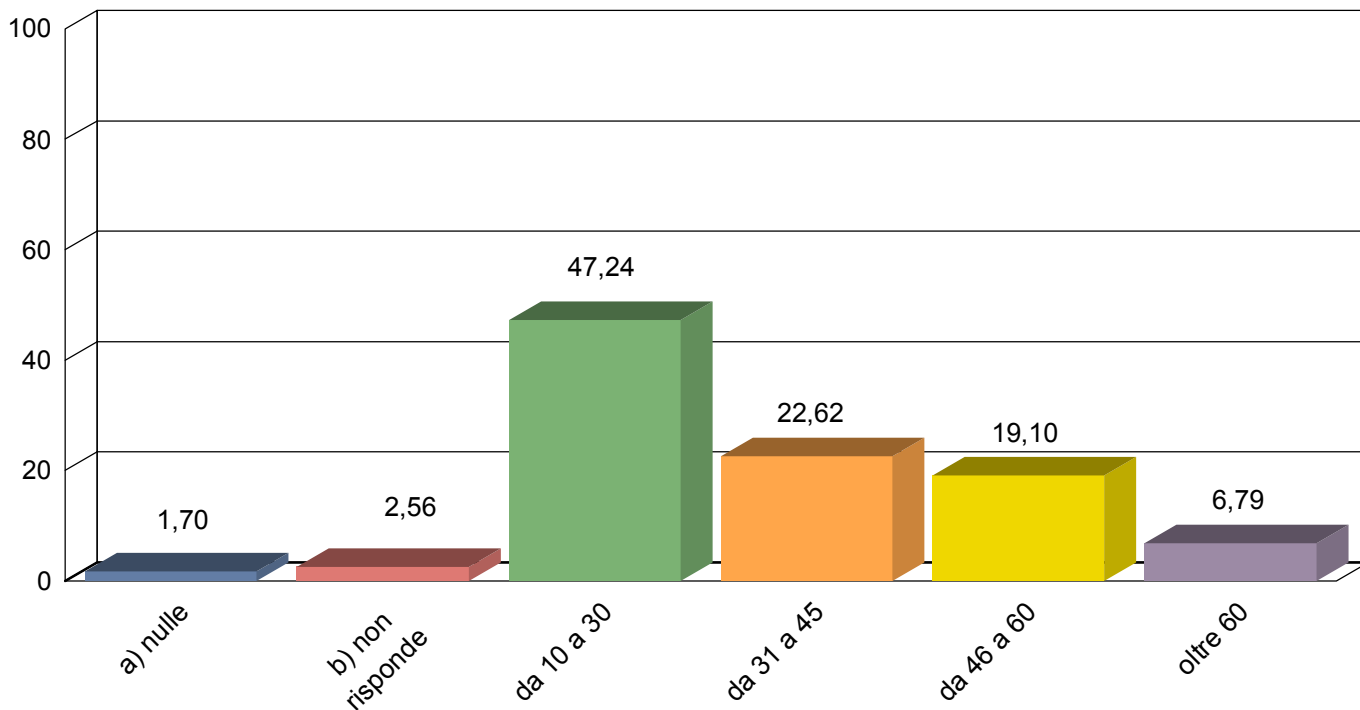
**GIUGNO 2014**

**(campione esaminato: 3006 viaggiatori)**

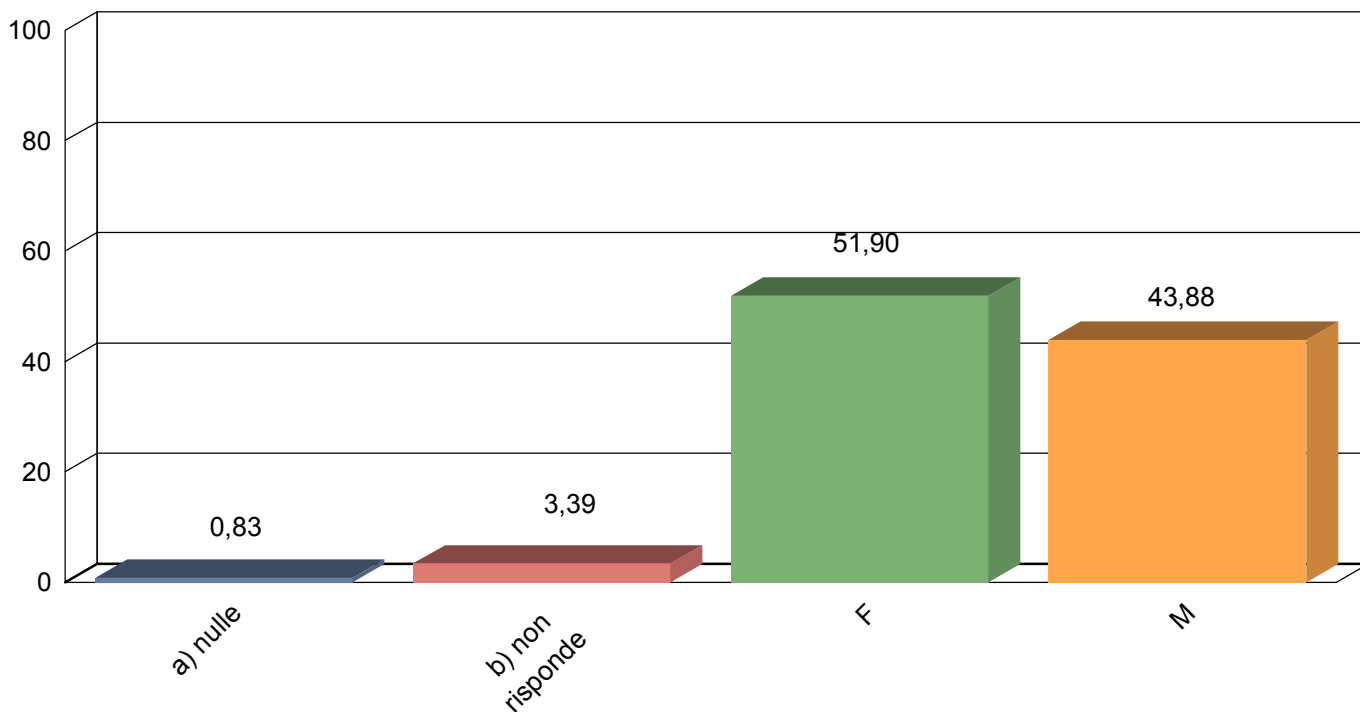




## Età

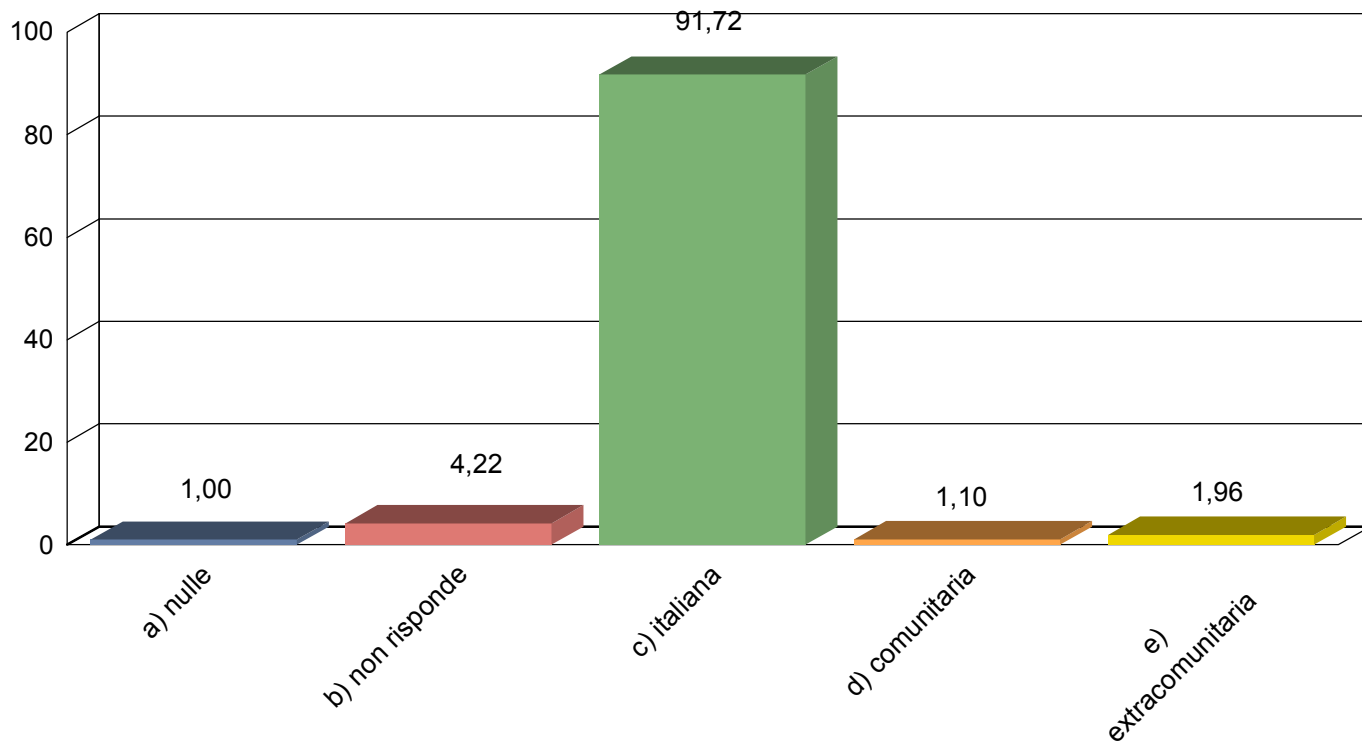


## Sesso

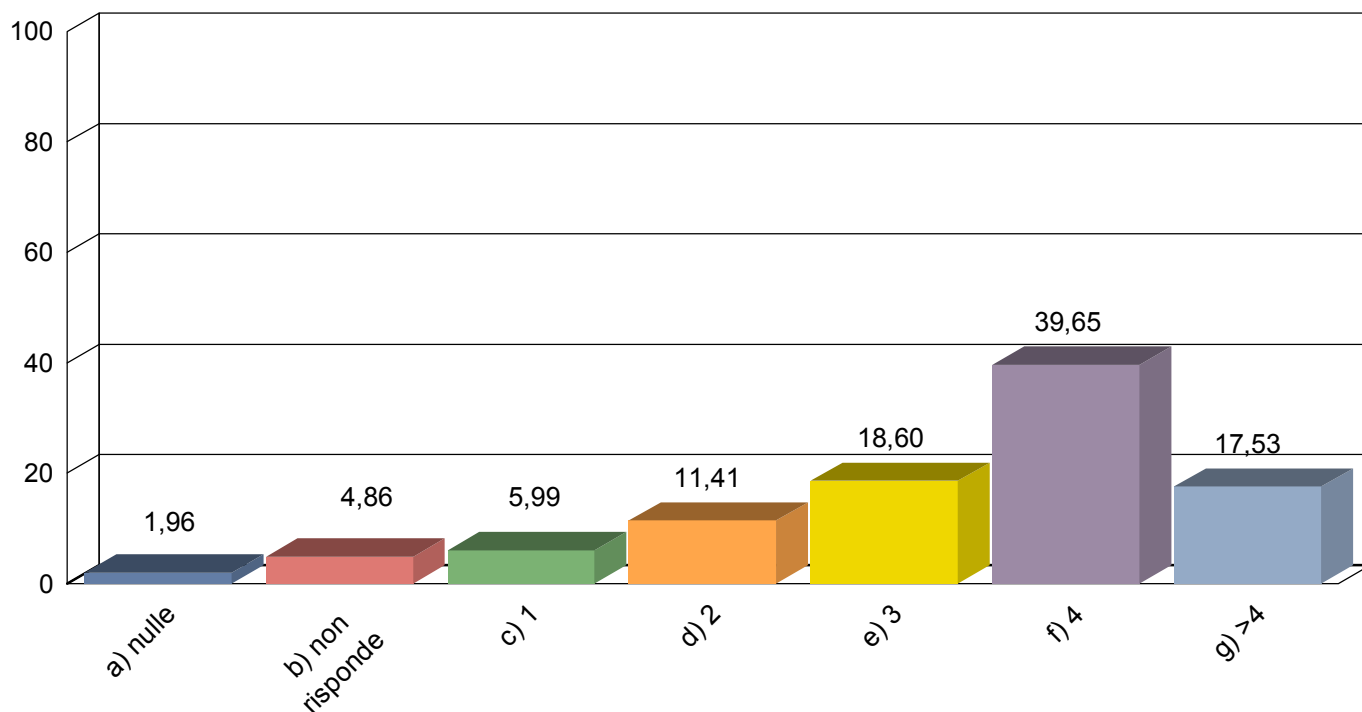




## Nazionalità

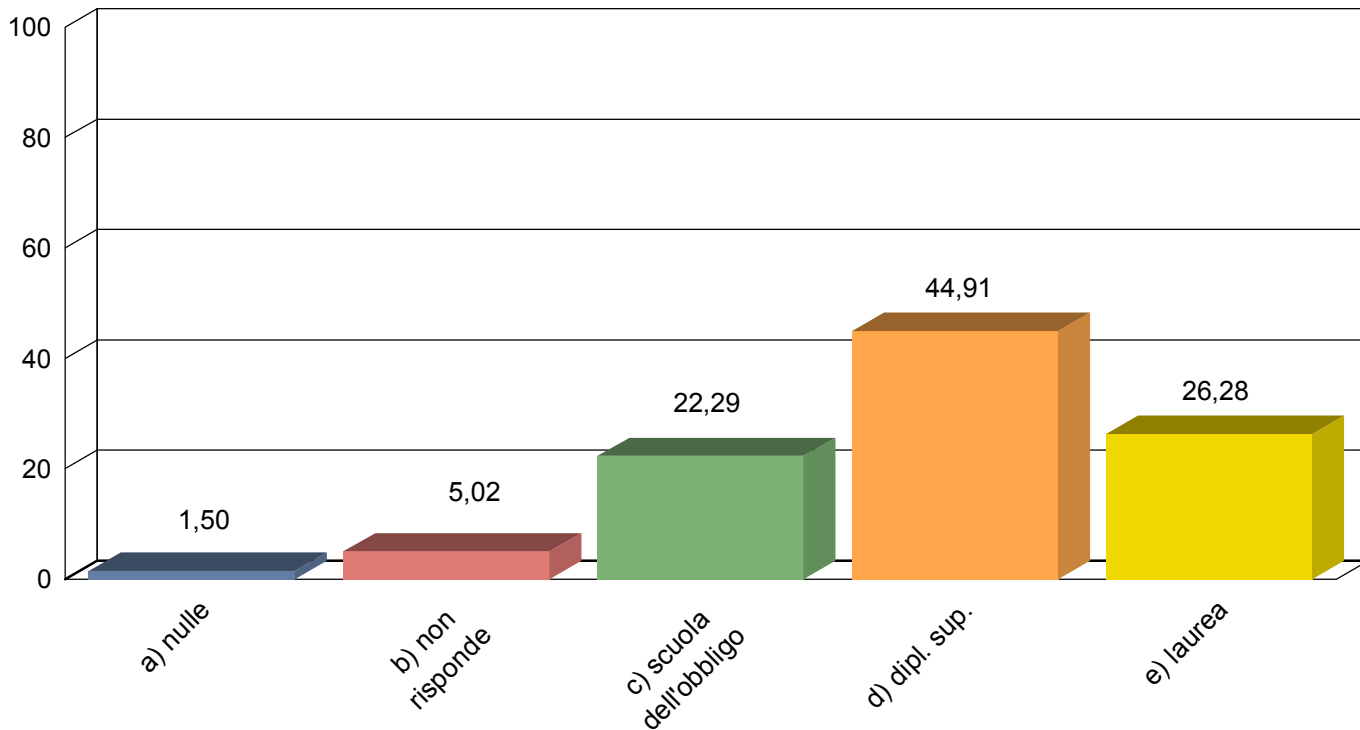


## Nucleo familiare

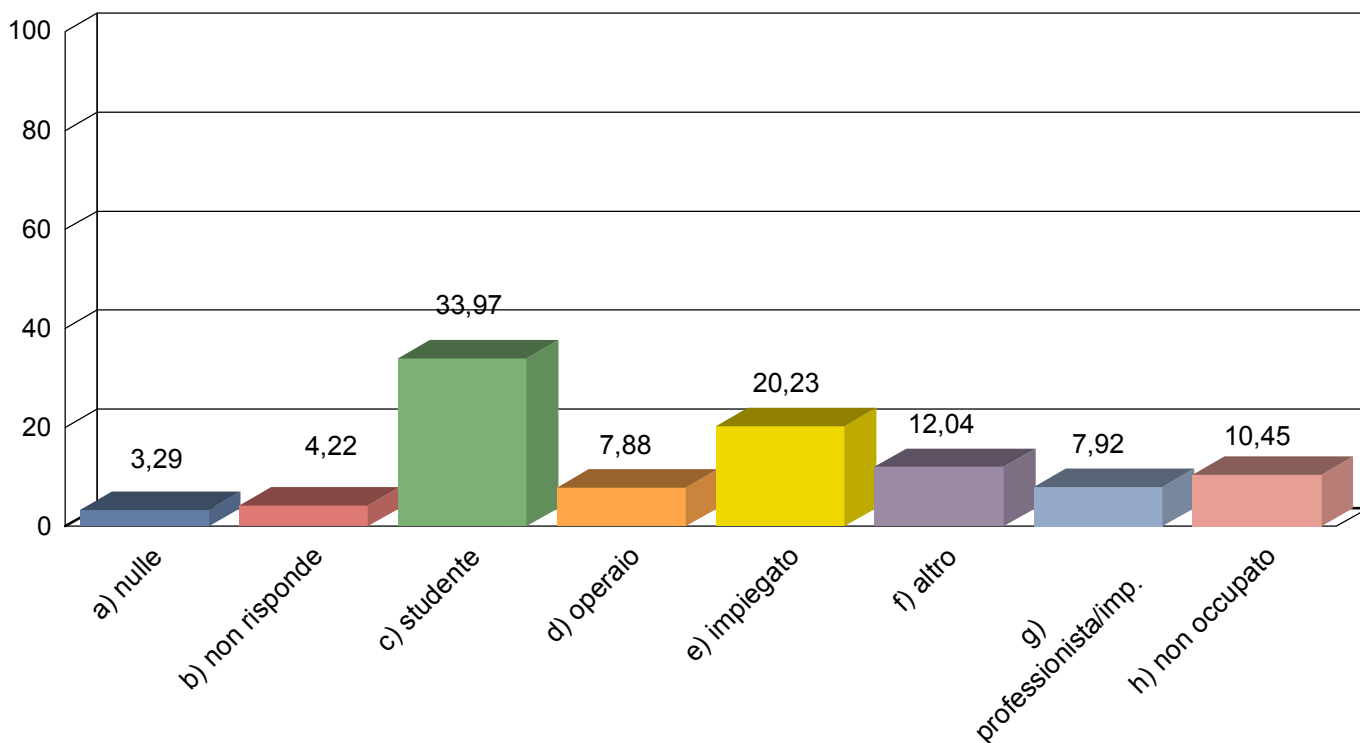




## Titolo di studio

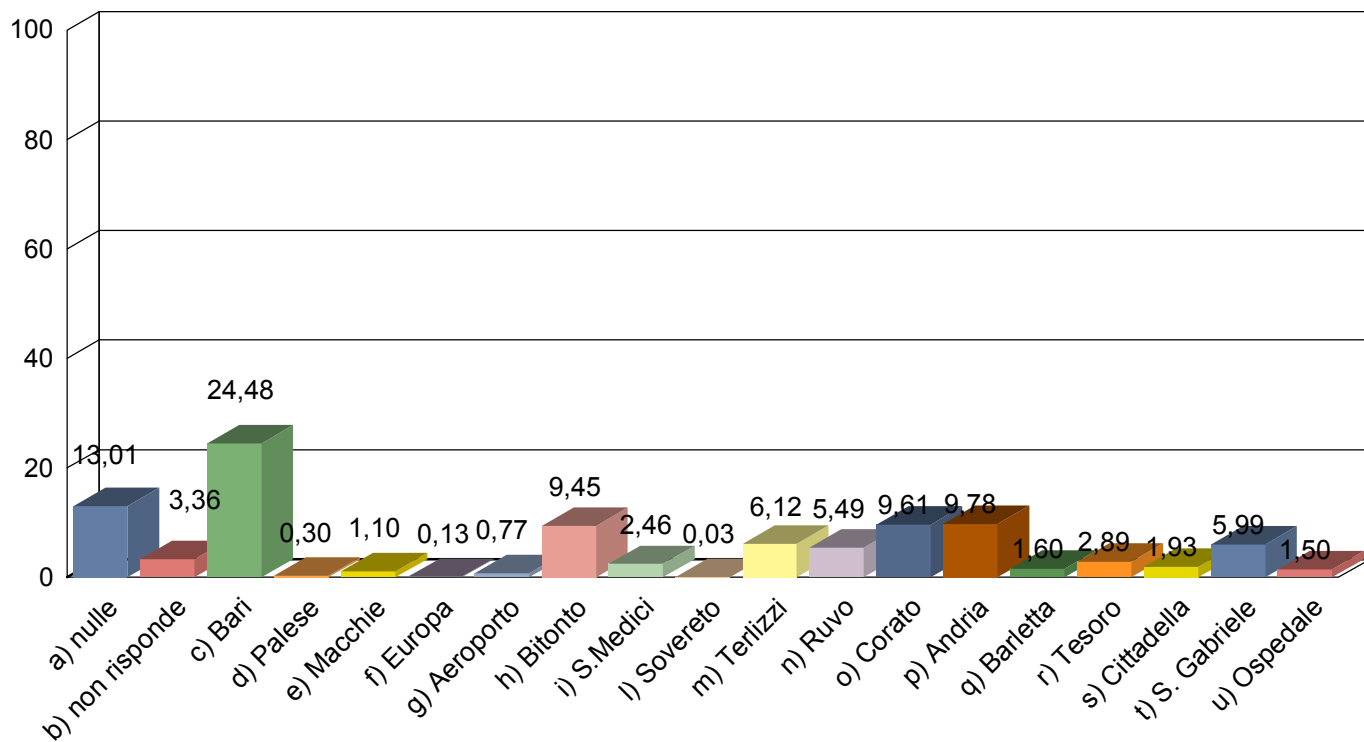


## Occupazione

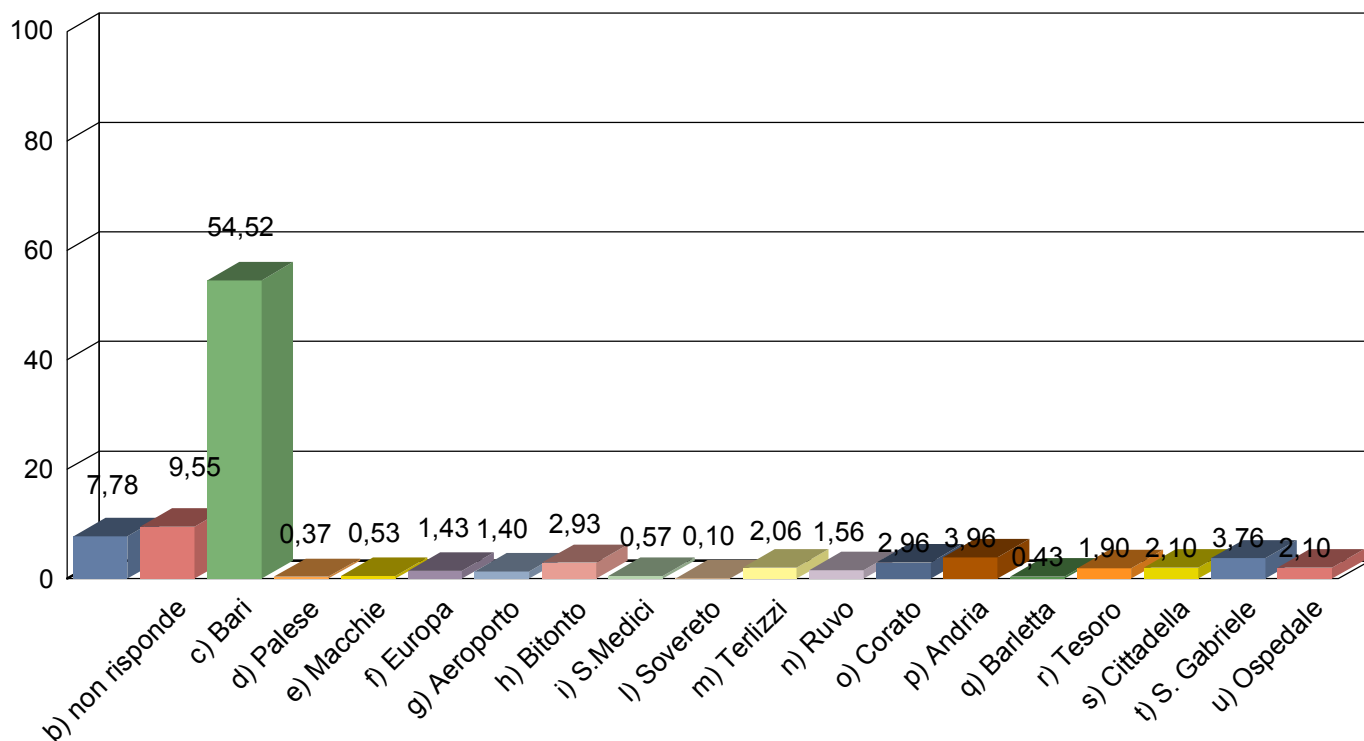




## Città di partenza di questo viaggio

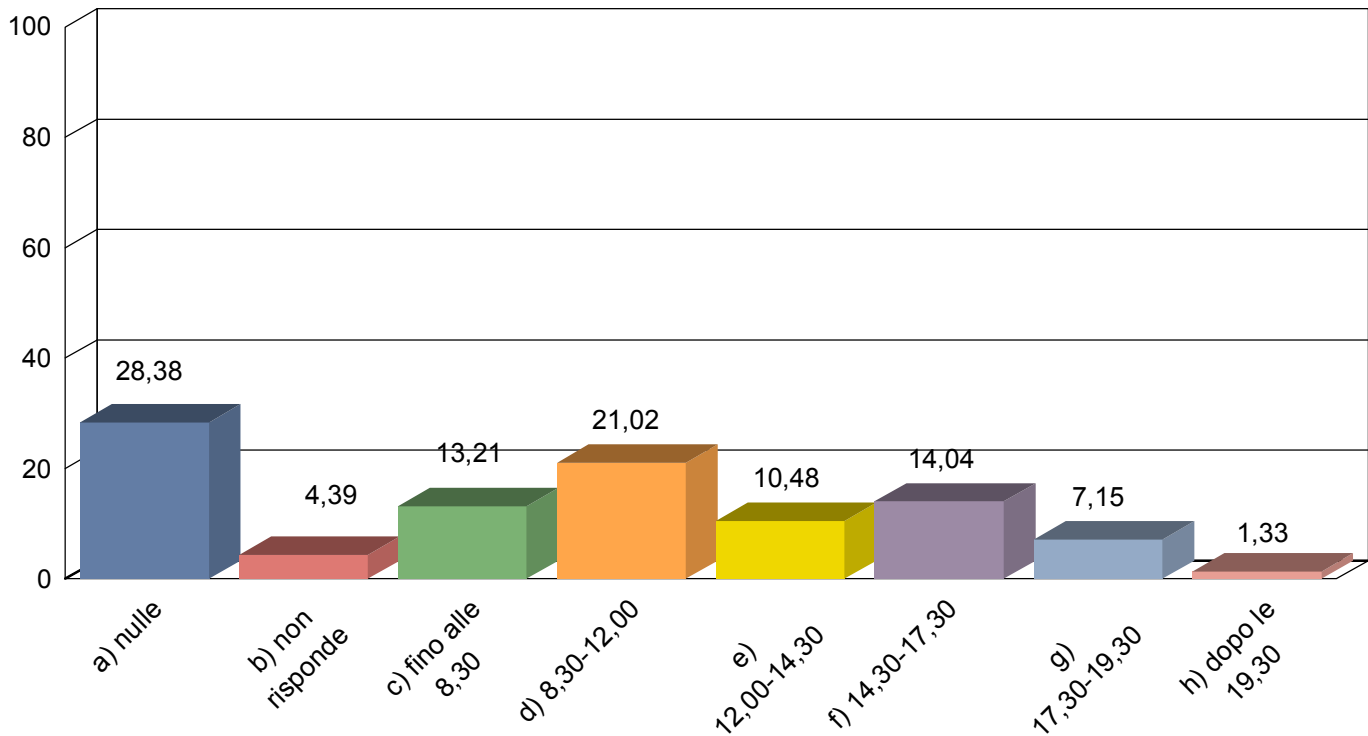


## Città di arrivo di questo viaggio

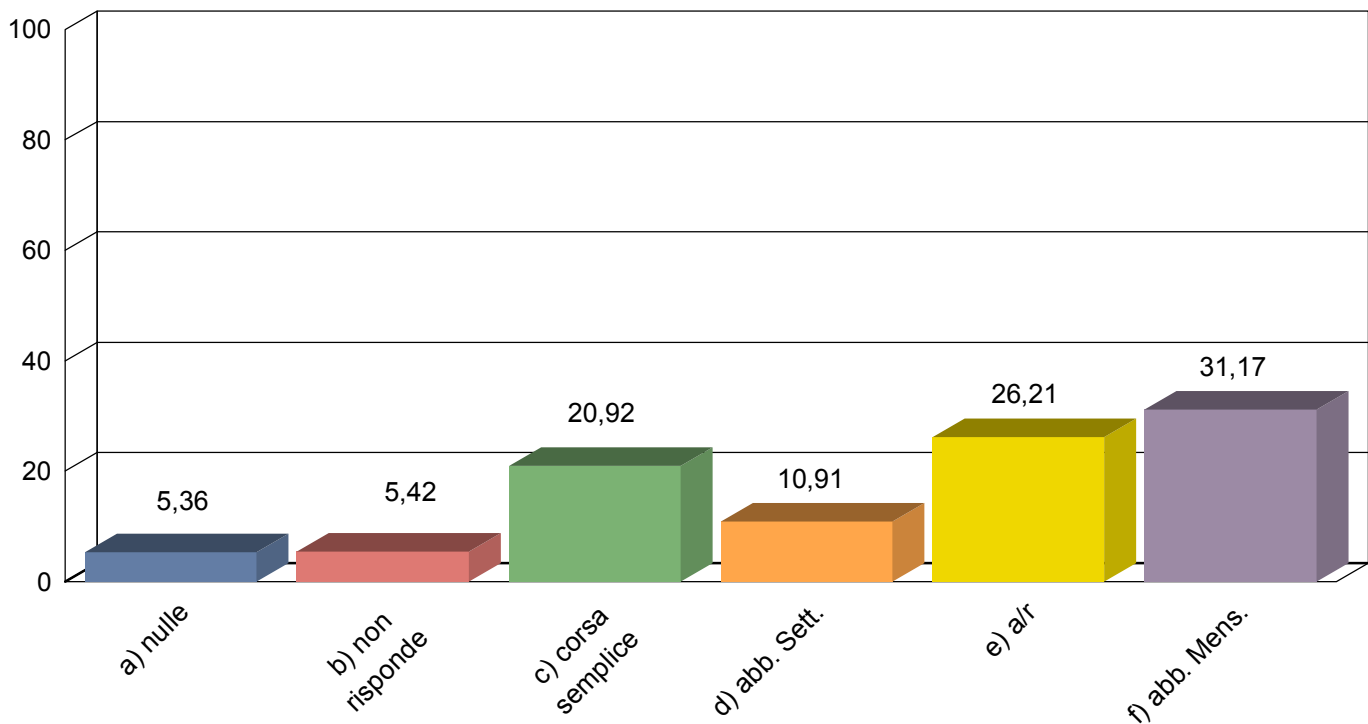




## In quale fascia oraria effettua questo viaggio

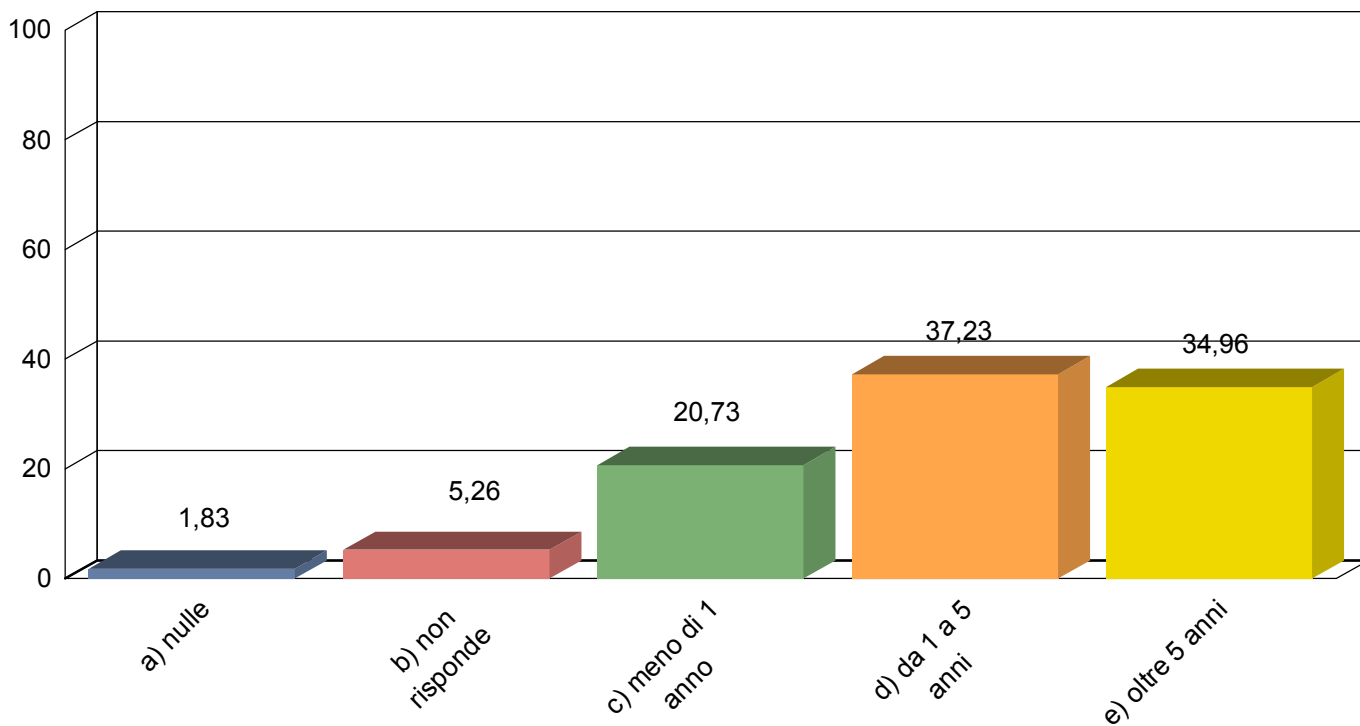


## Tipo di biglietto utilizzato

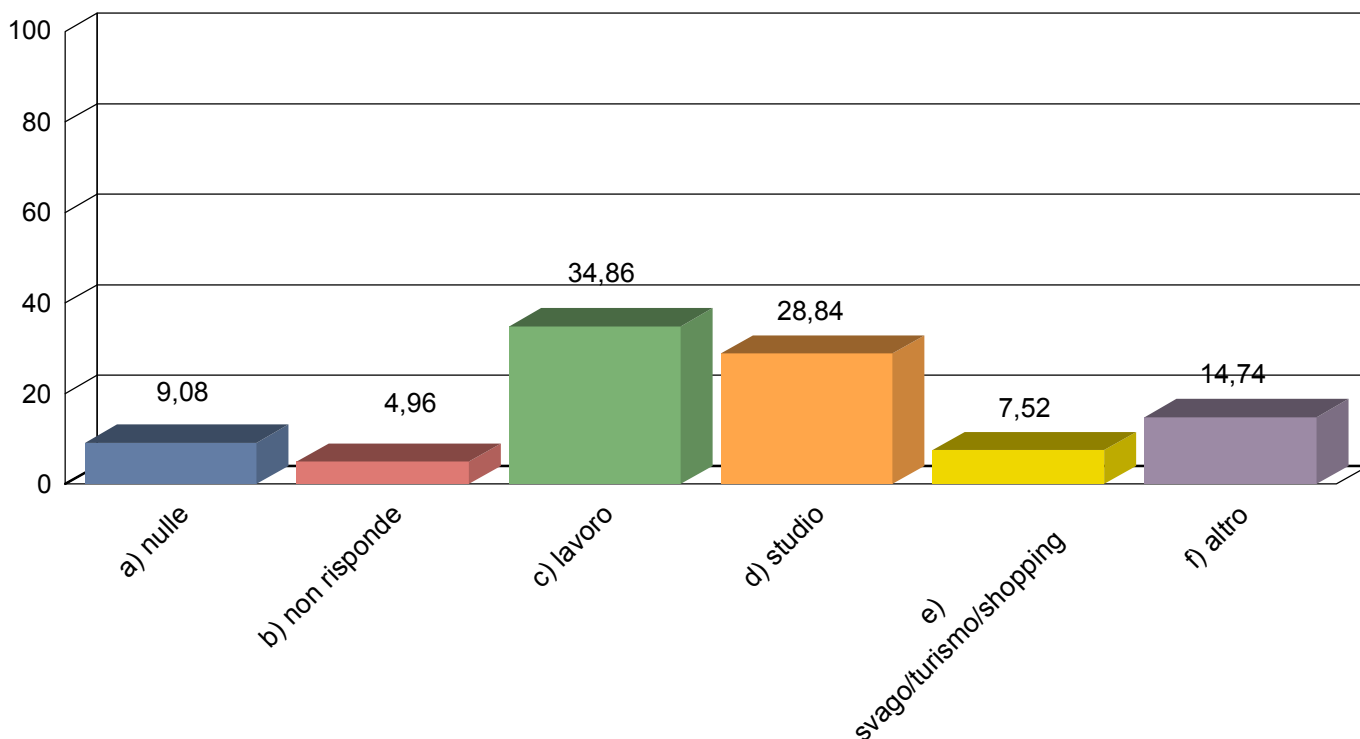




## Da quanto tempo utilizza il treno

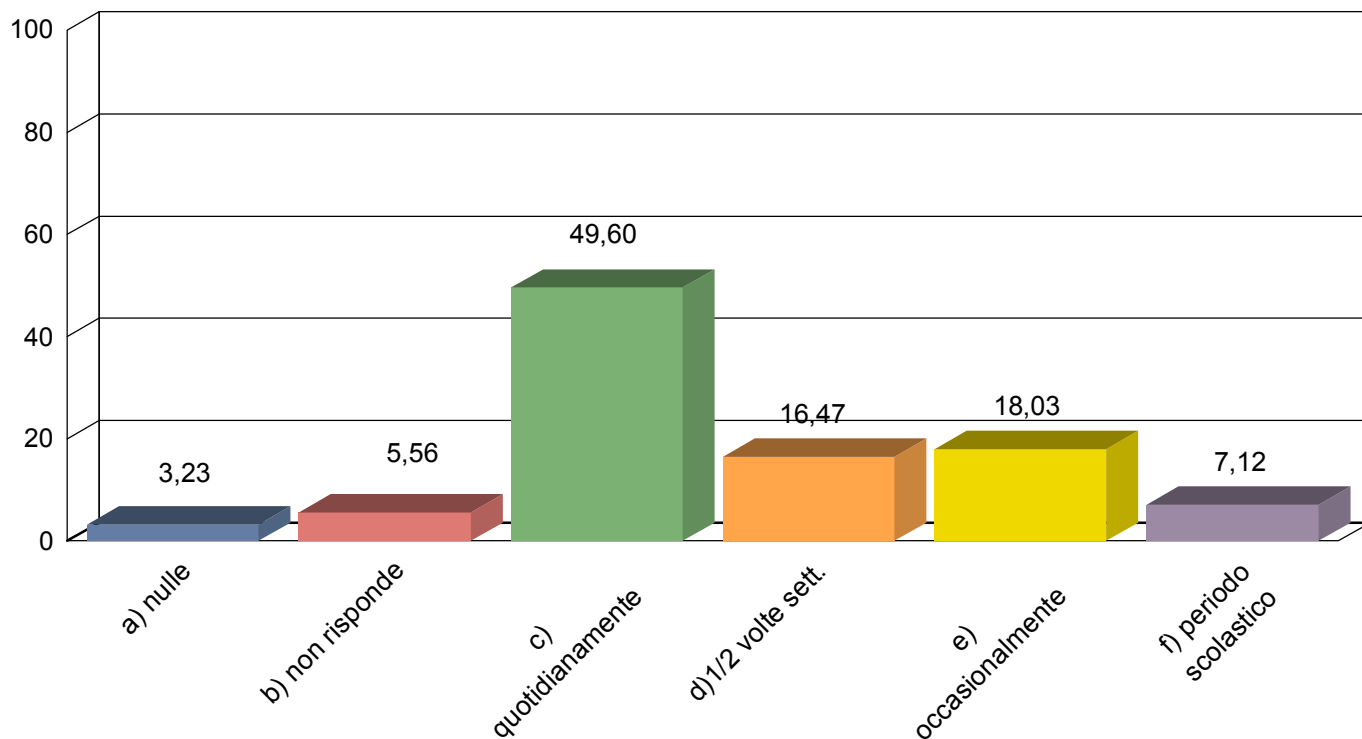


## Scopo del viaggio

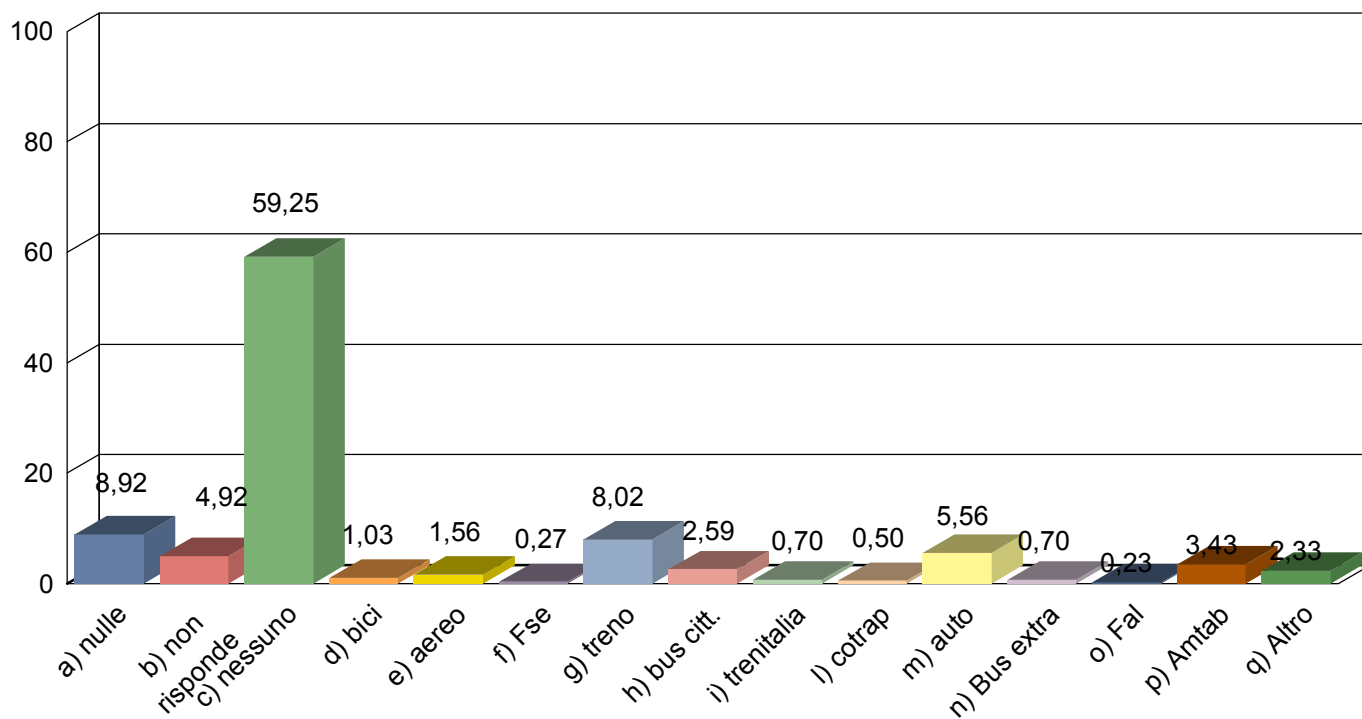




## Frequenza d'utilizzo



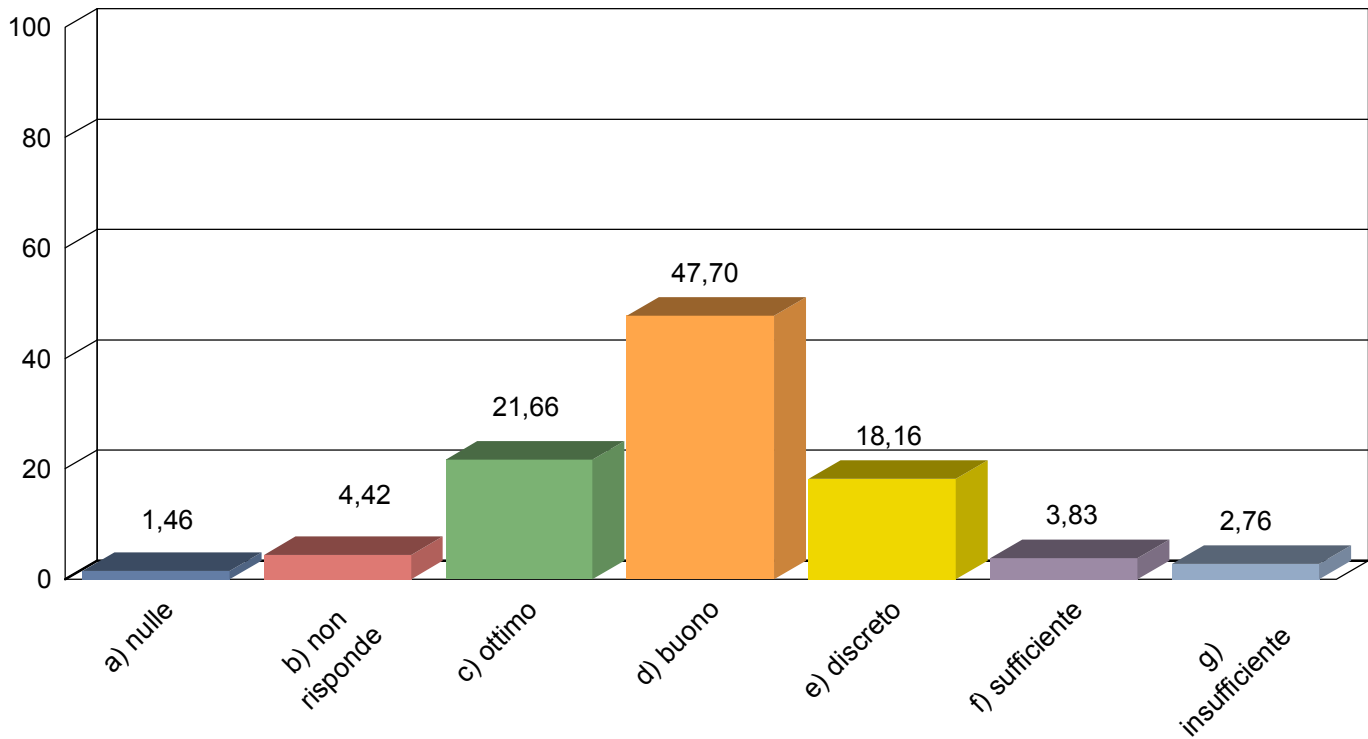
## Con che mezzi prosegue questo viaggio



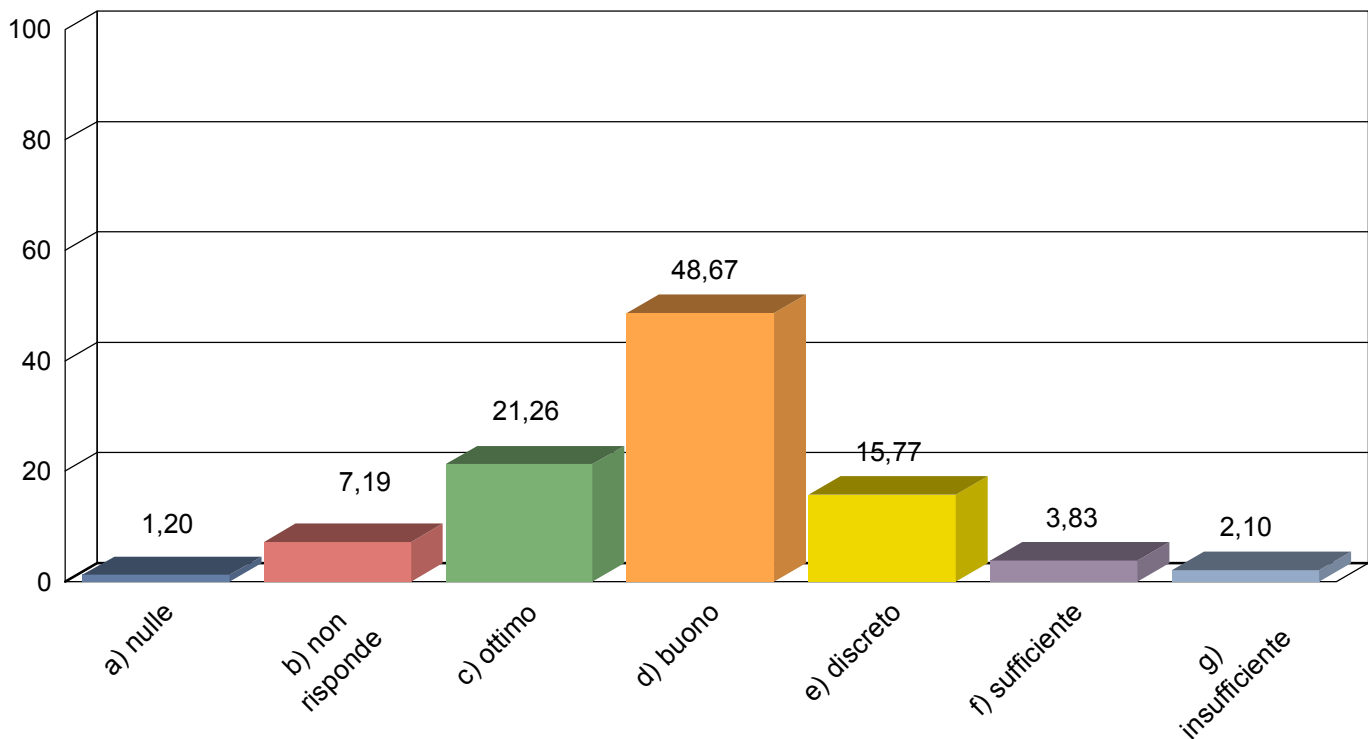




## Puntualità delle corse

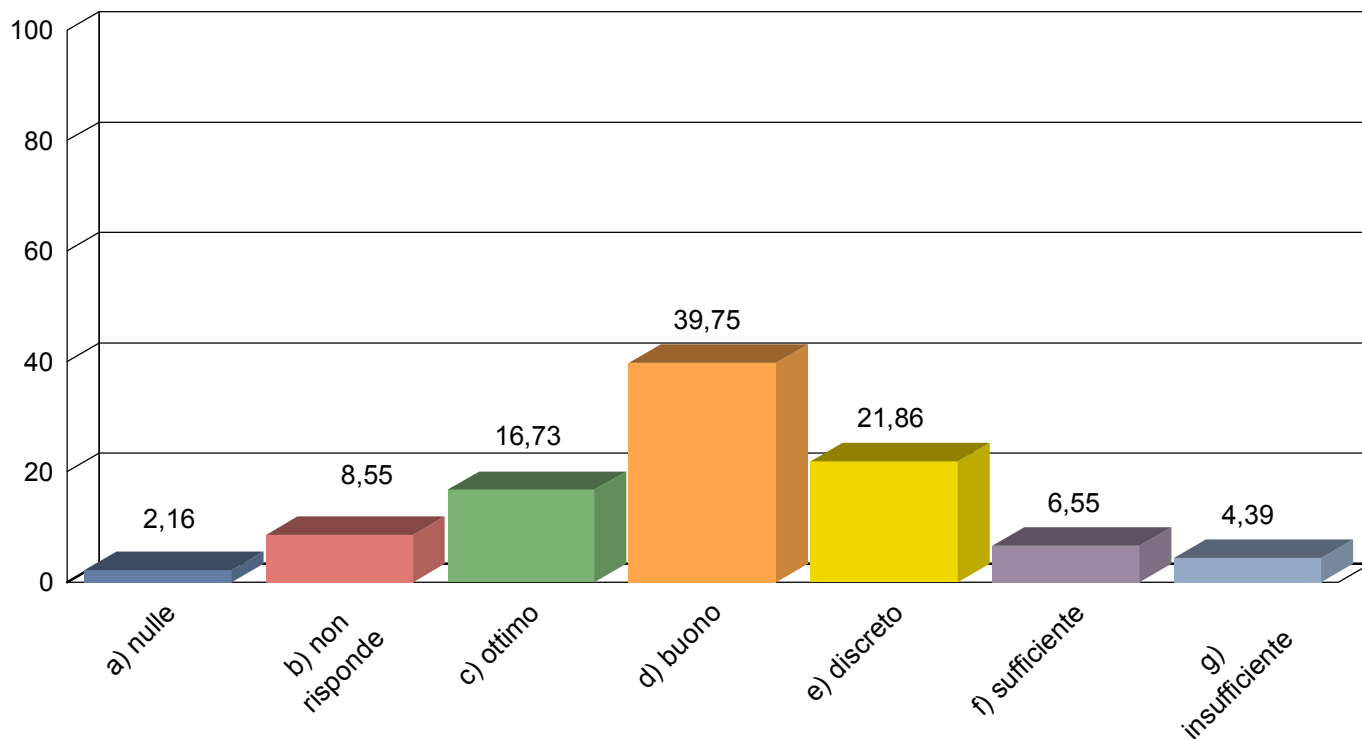


## Regolarità delle corse

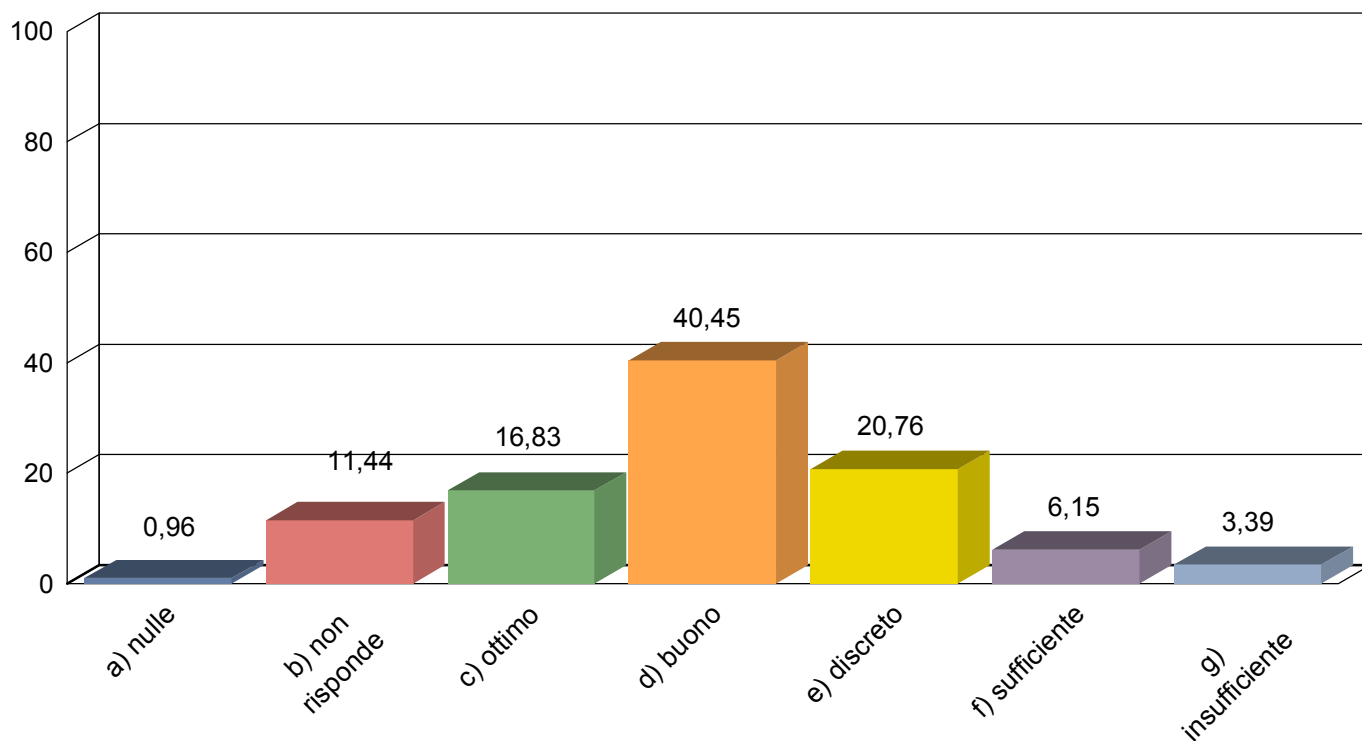




## Frequenza delle corse

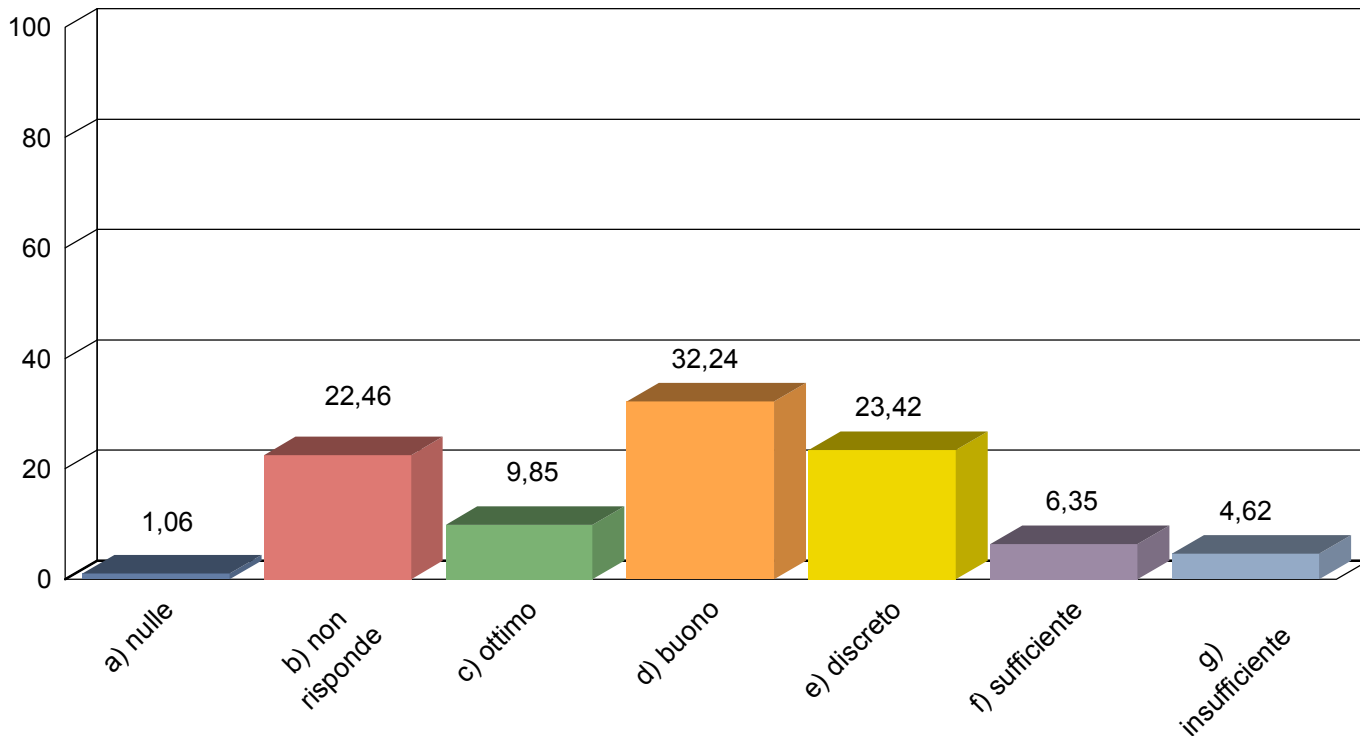


## Tempi di percorrenza

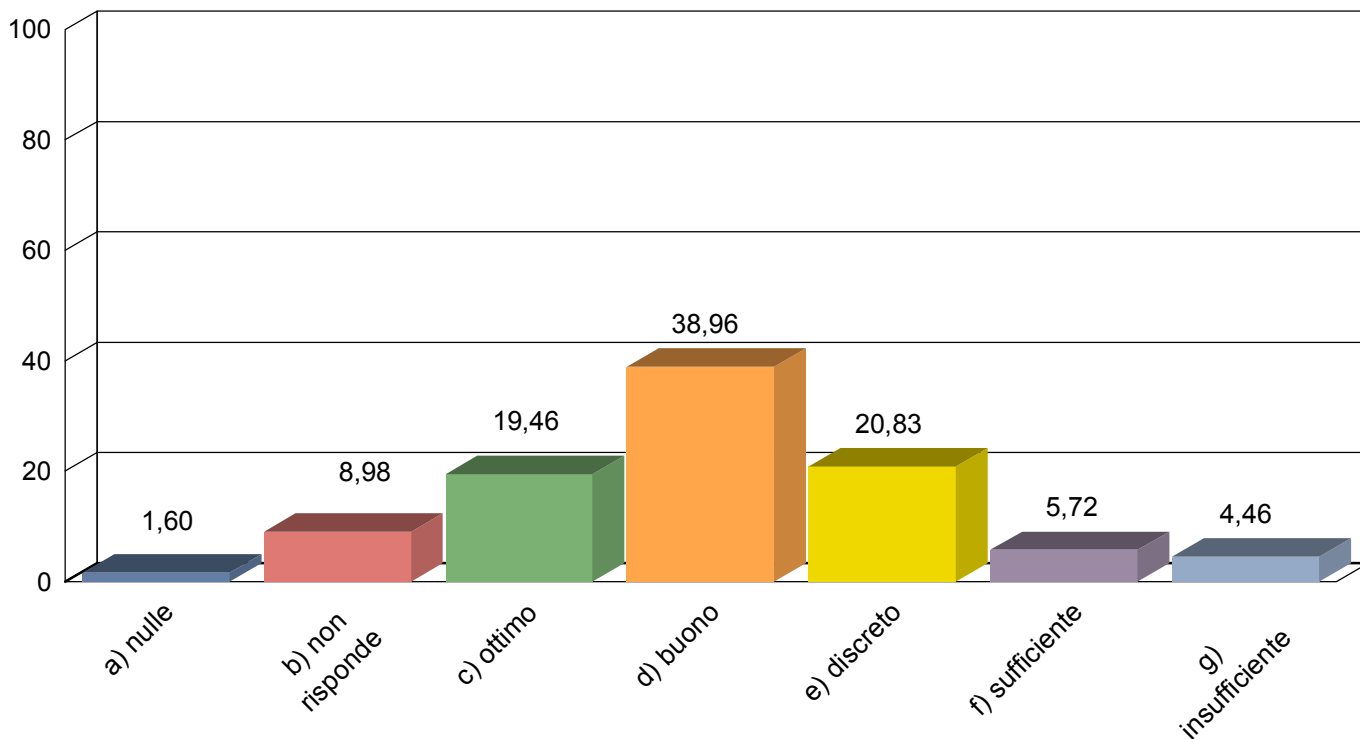




## Coincidenze con altri mezzi di trasporto

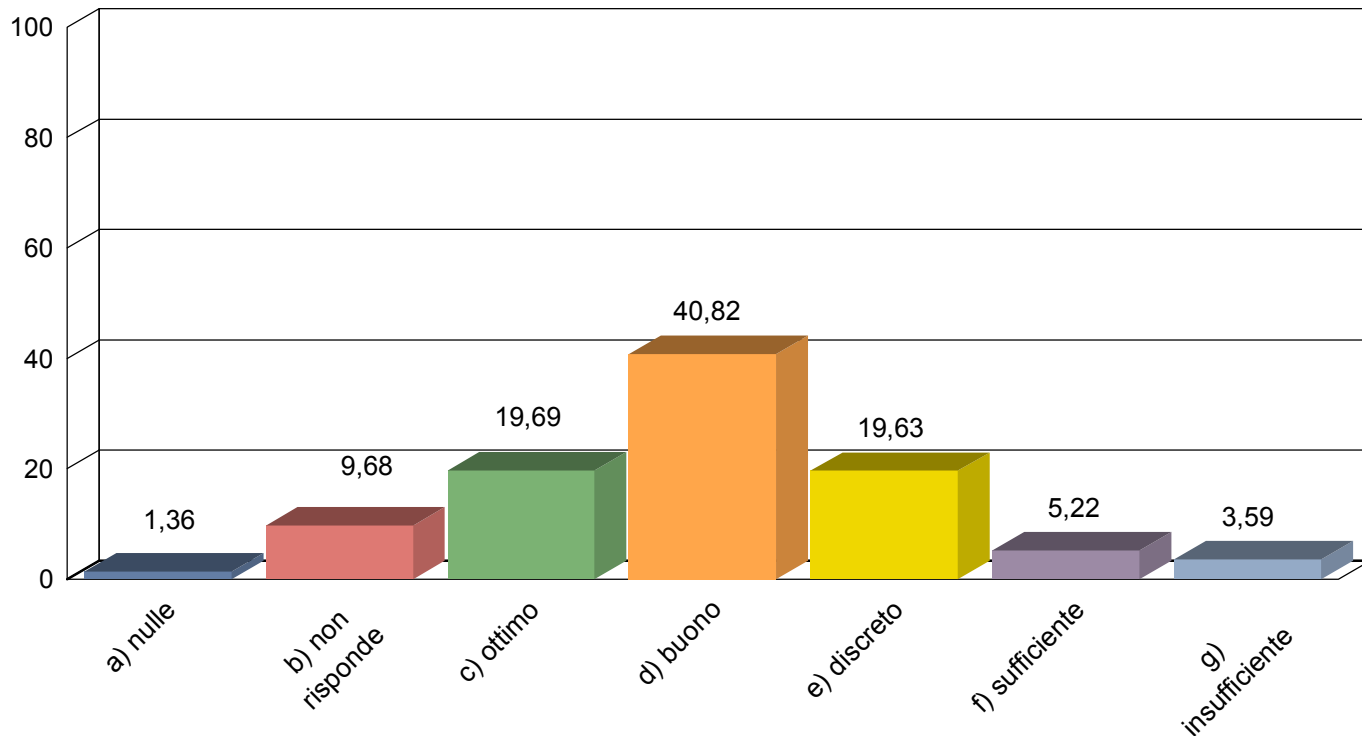


## Informazioni nelle stazioni

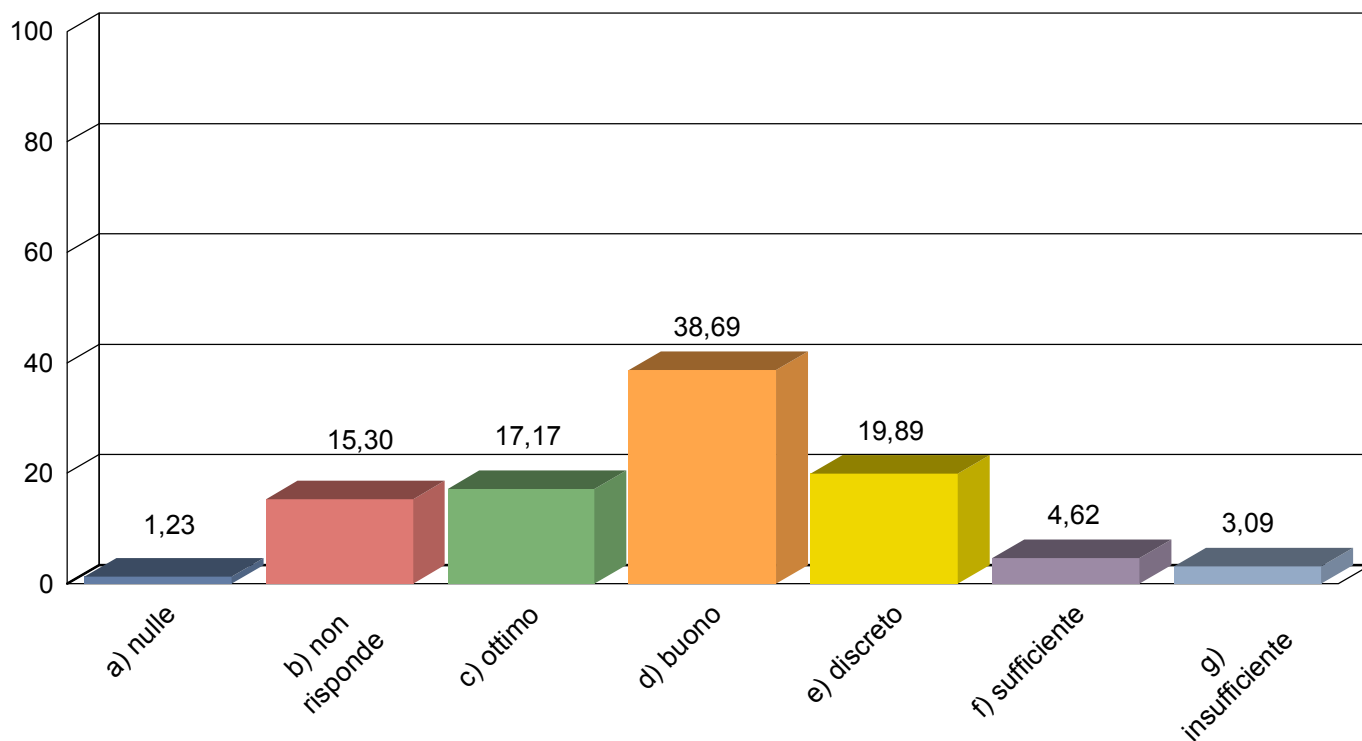




## Informazioni a bordo

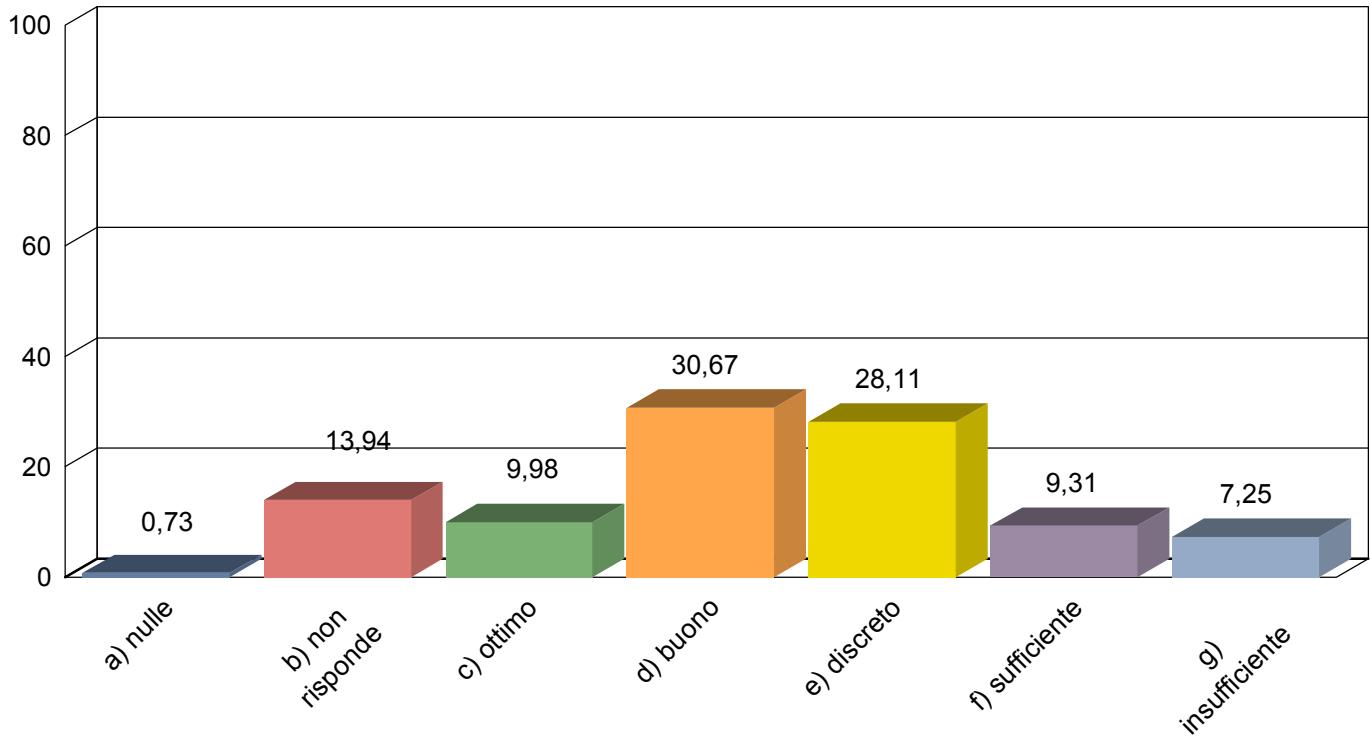


## Informazioni via web (sito, carta servizi, etc.)

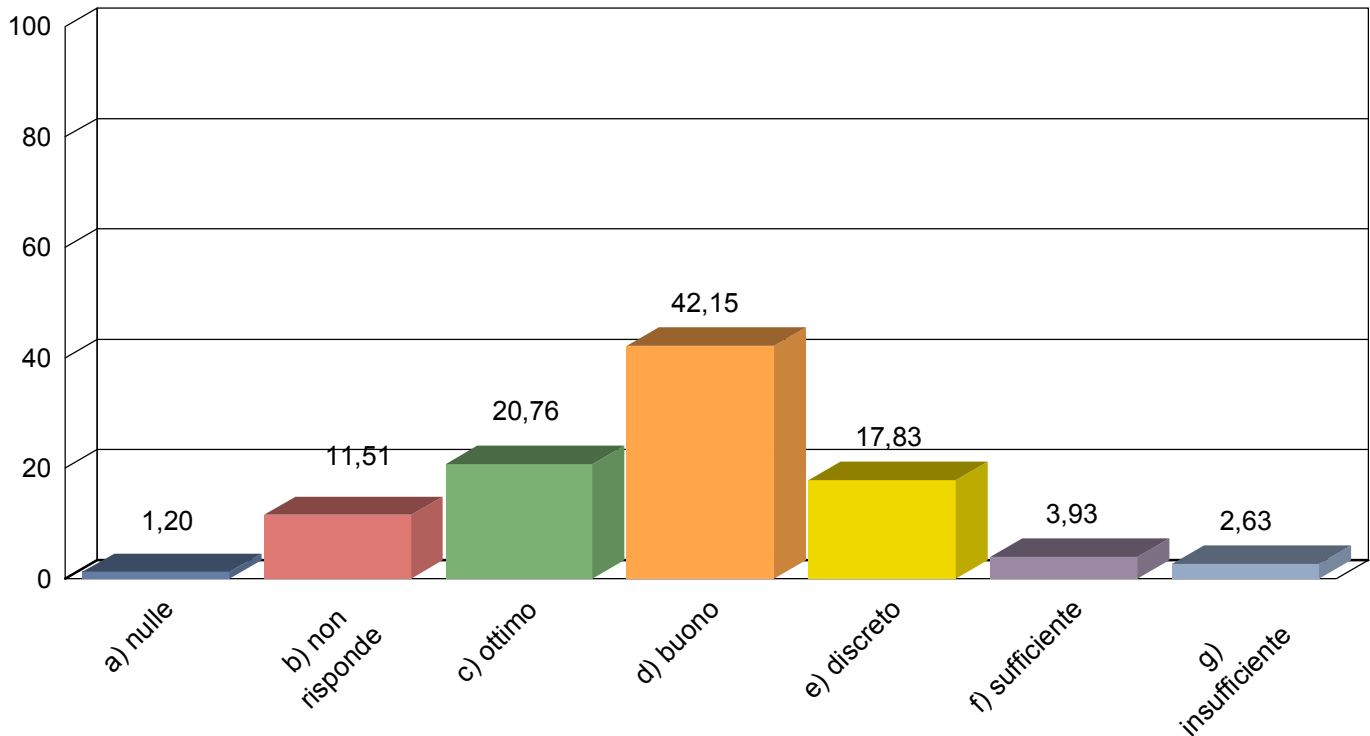




## Rapidità nel fornire informazioni in caso di disservizio

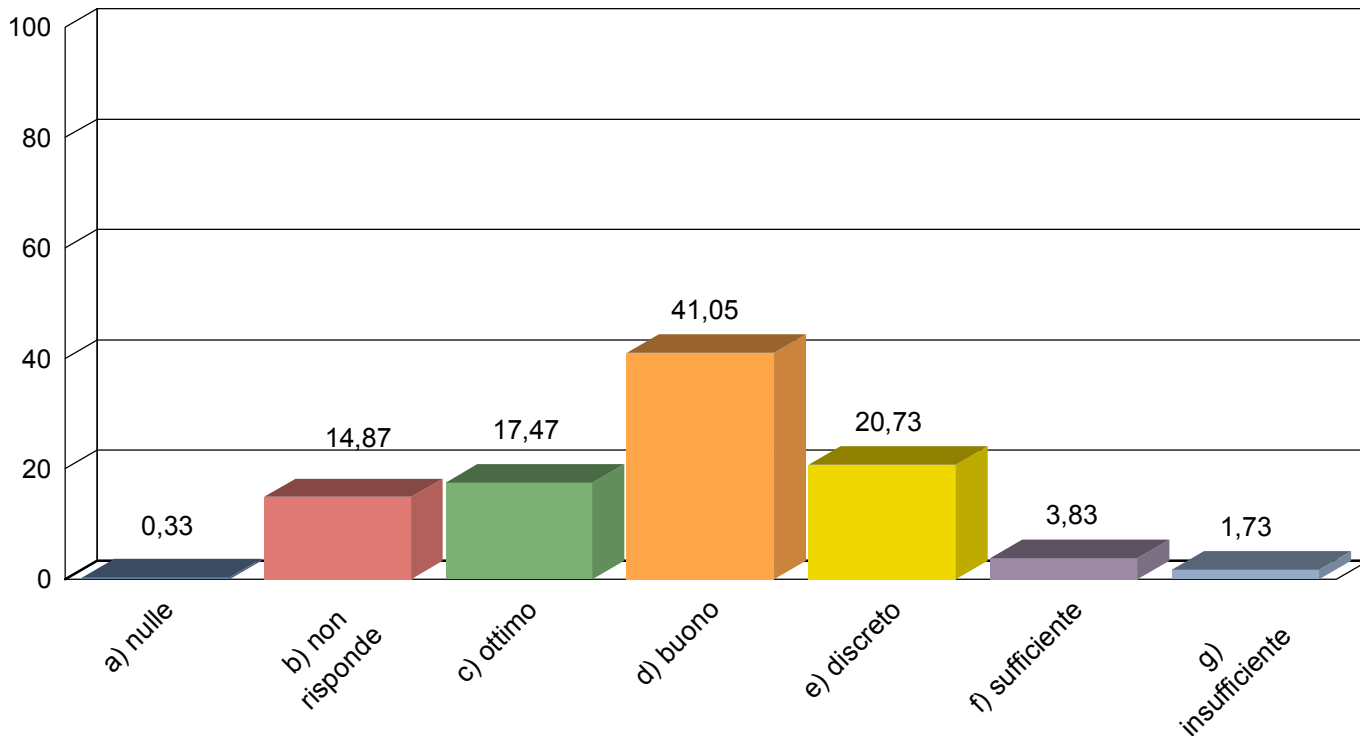


## Reperibilità orari e tariffe

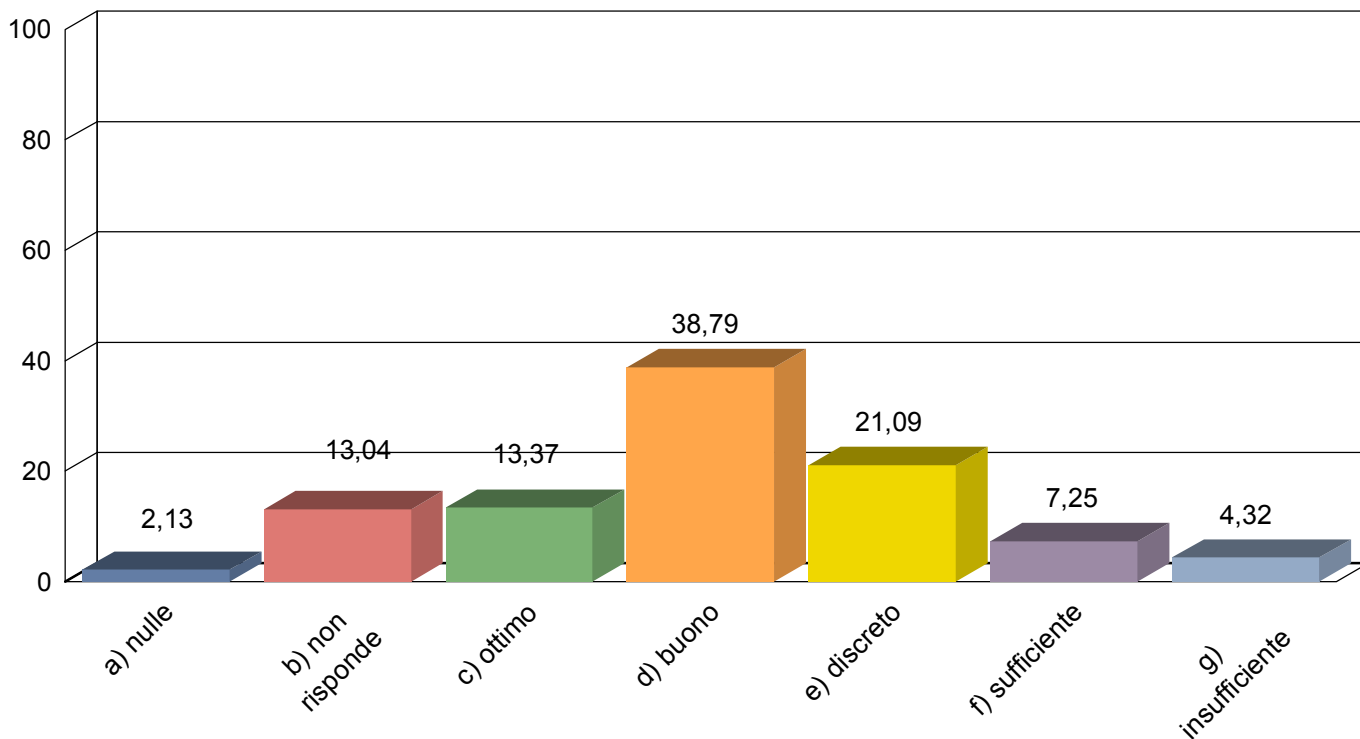




## Reperibilità titoli di viaggio

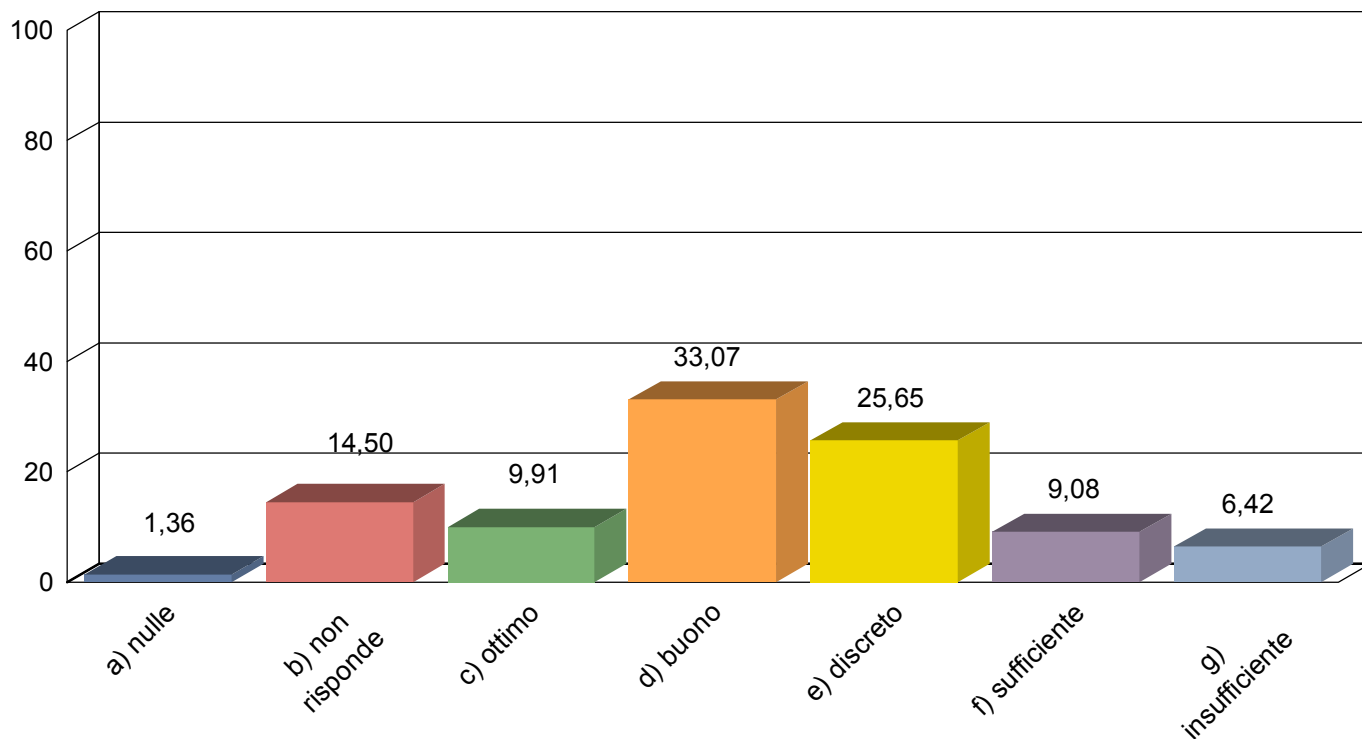


## Frequenza servizio nei giorni feriali

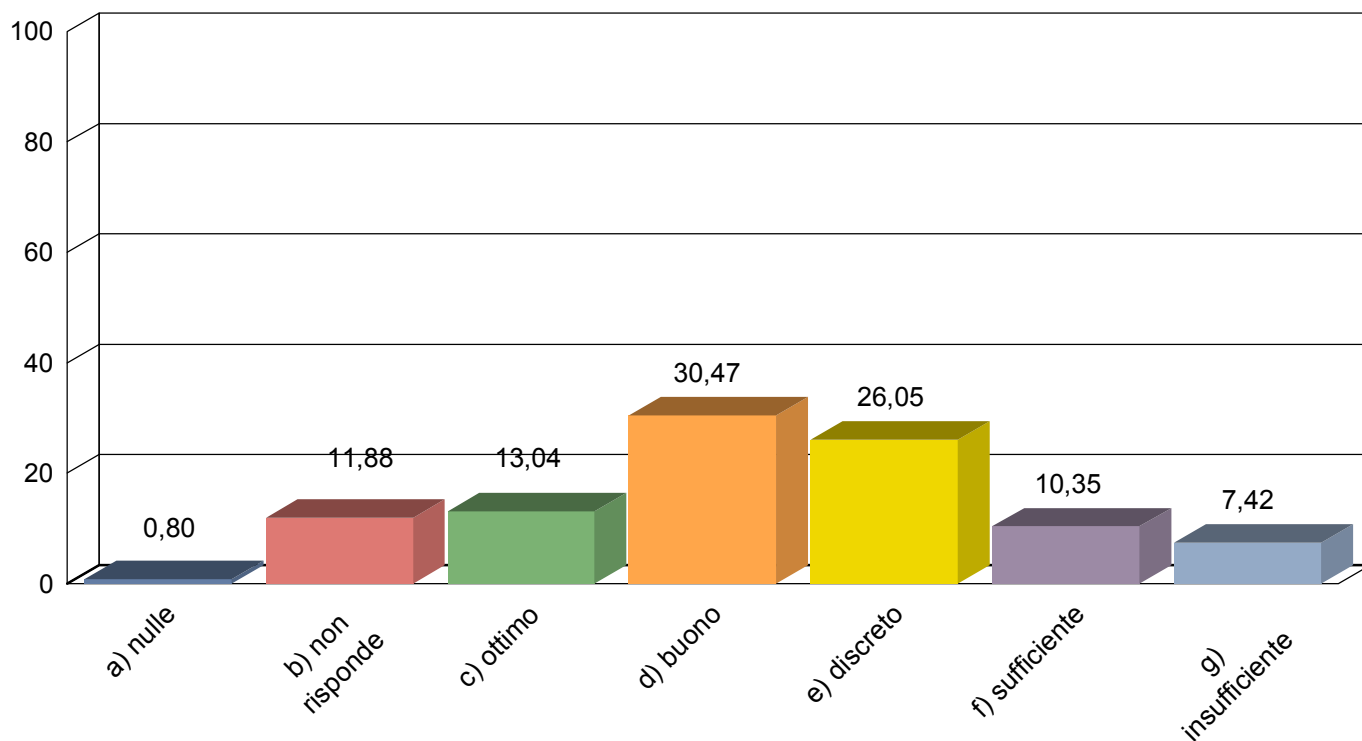




## Copertura del servizio in estate e festivi

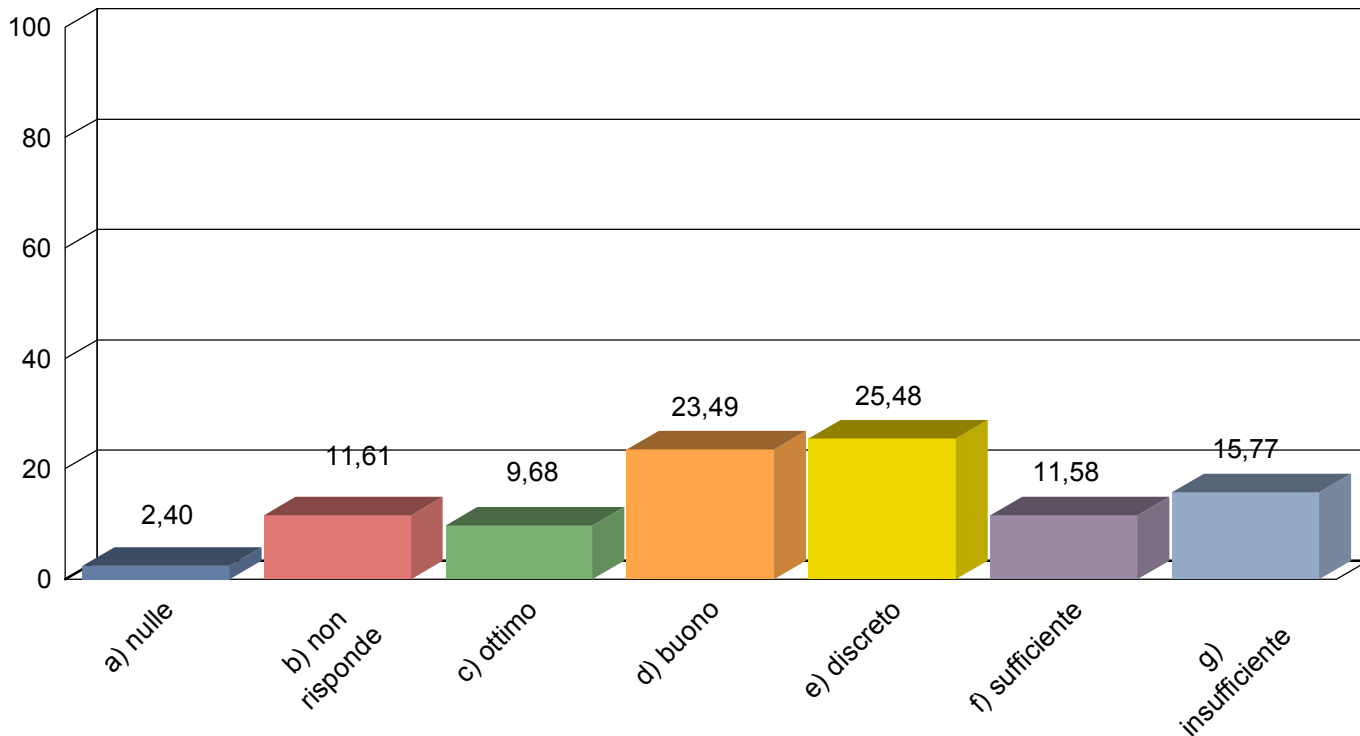


## Funzionamento obliteratecrici

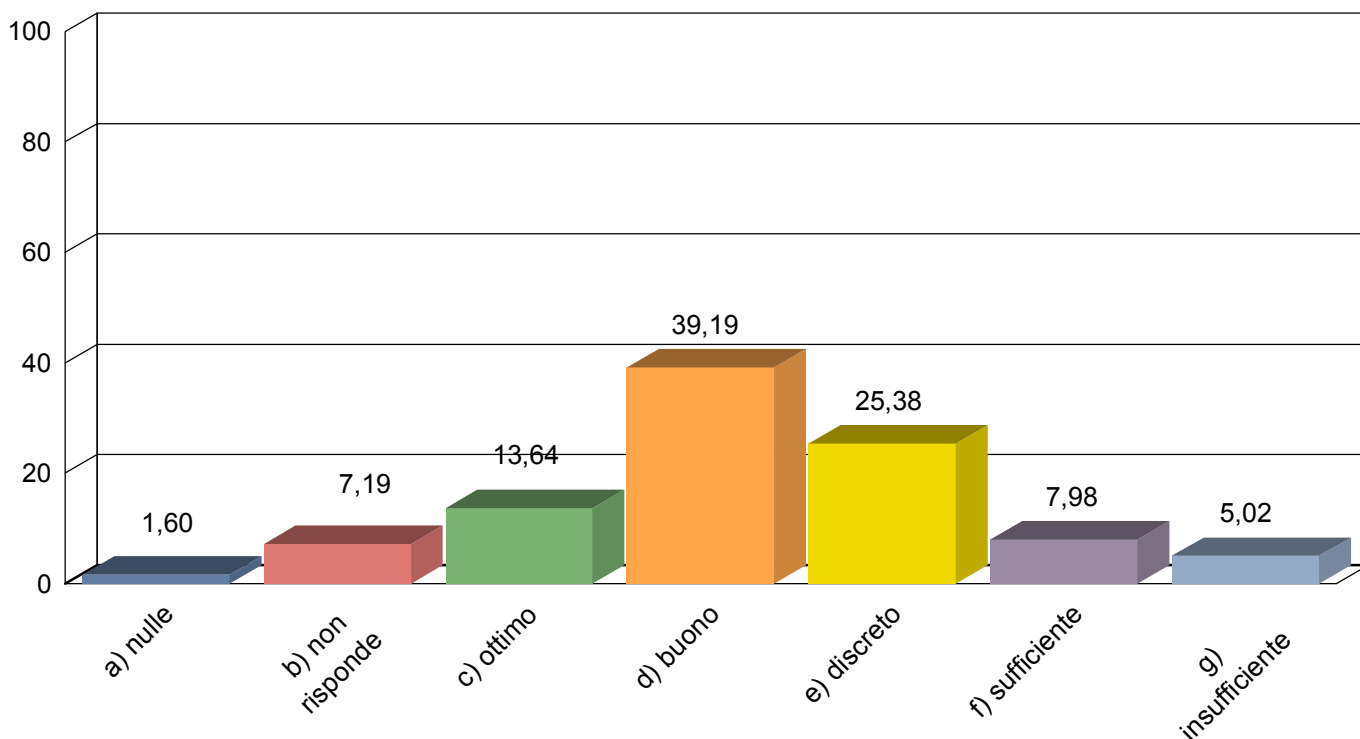




## Funzionamento e pulizia bagni di stazioni



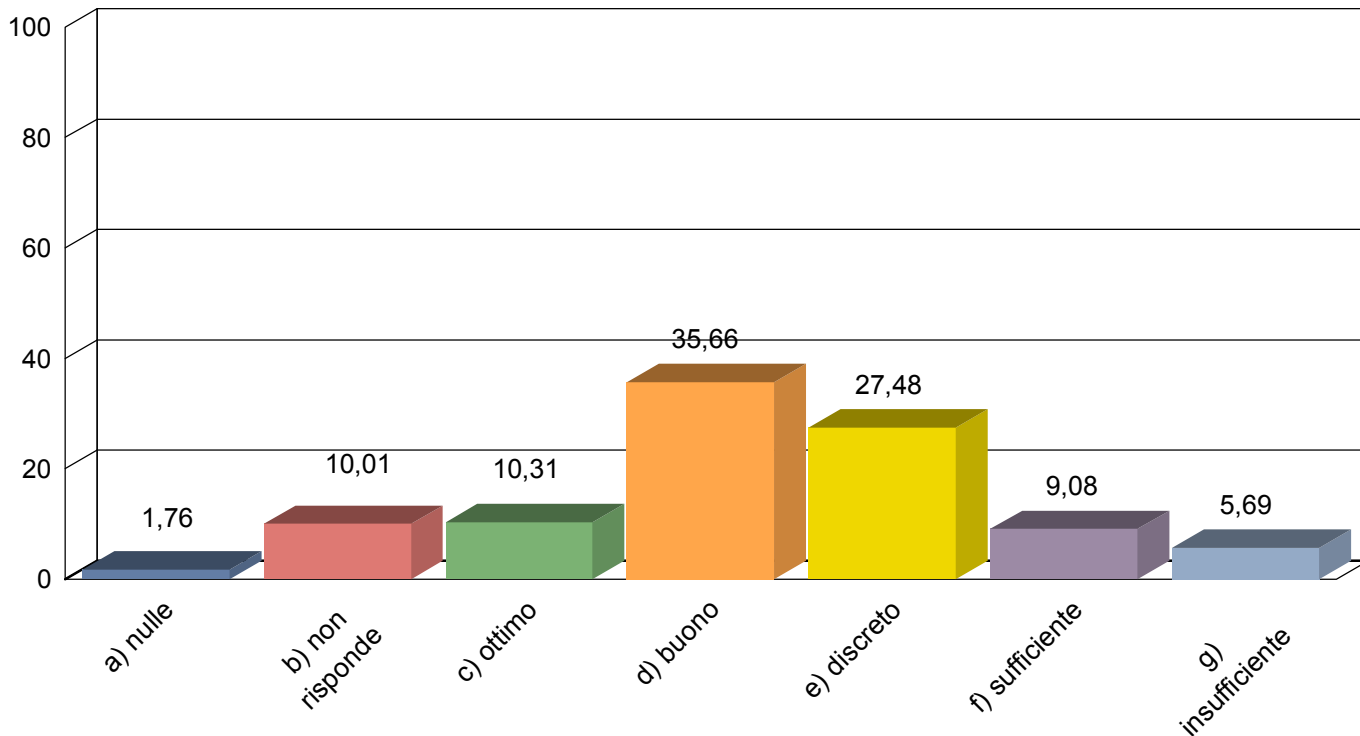
## Pulizia del mezzo di trasporto



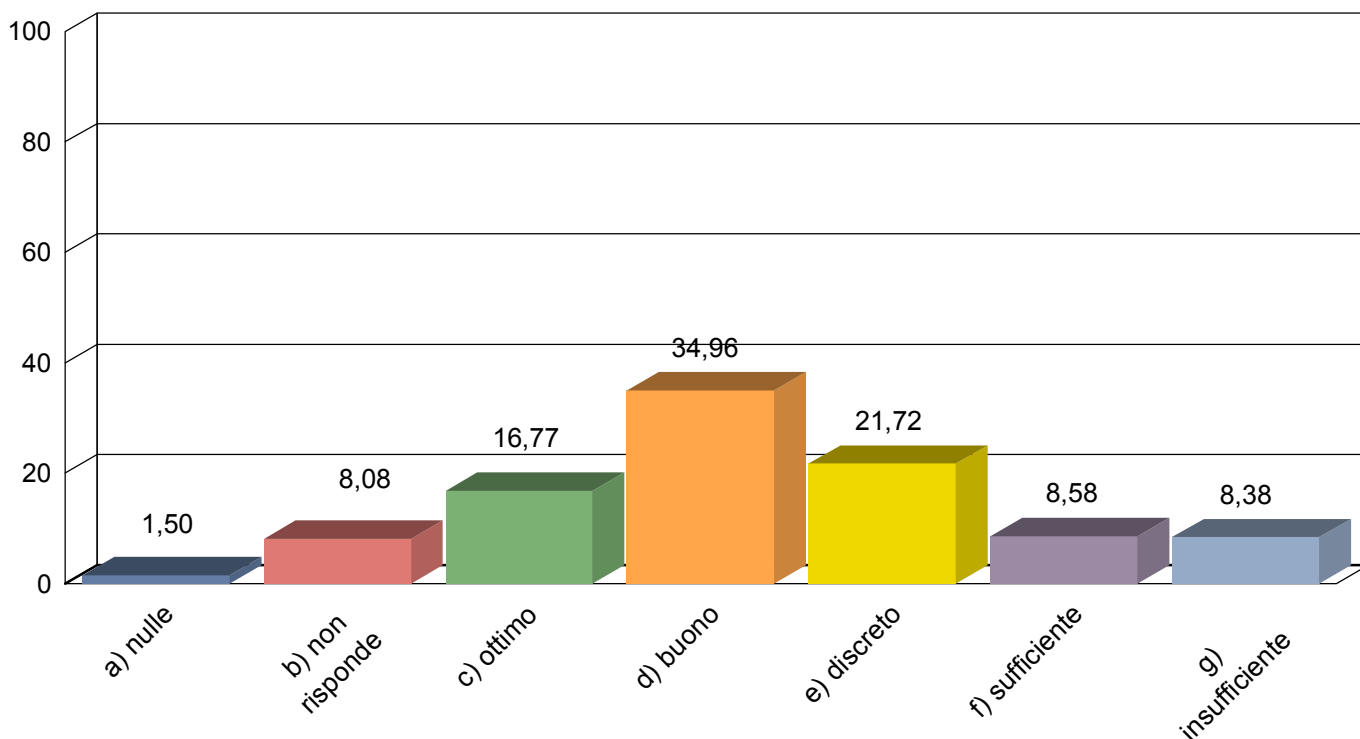




## Pulizia stazioni

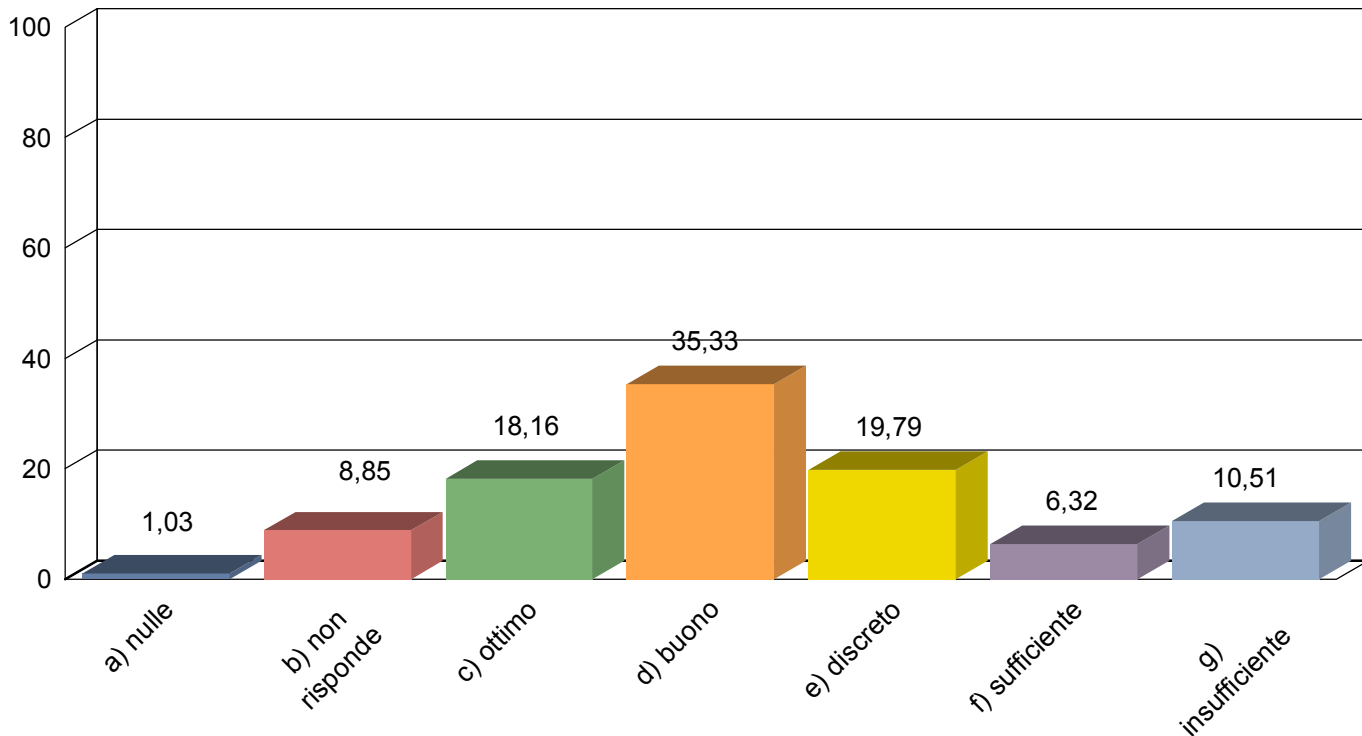


## Efficienza climatizzazione estate / inverno

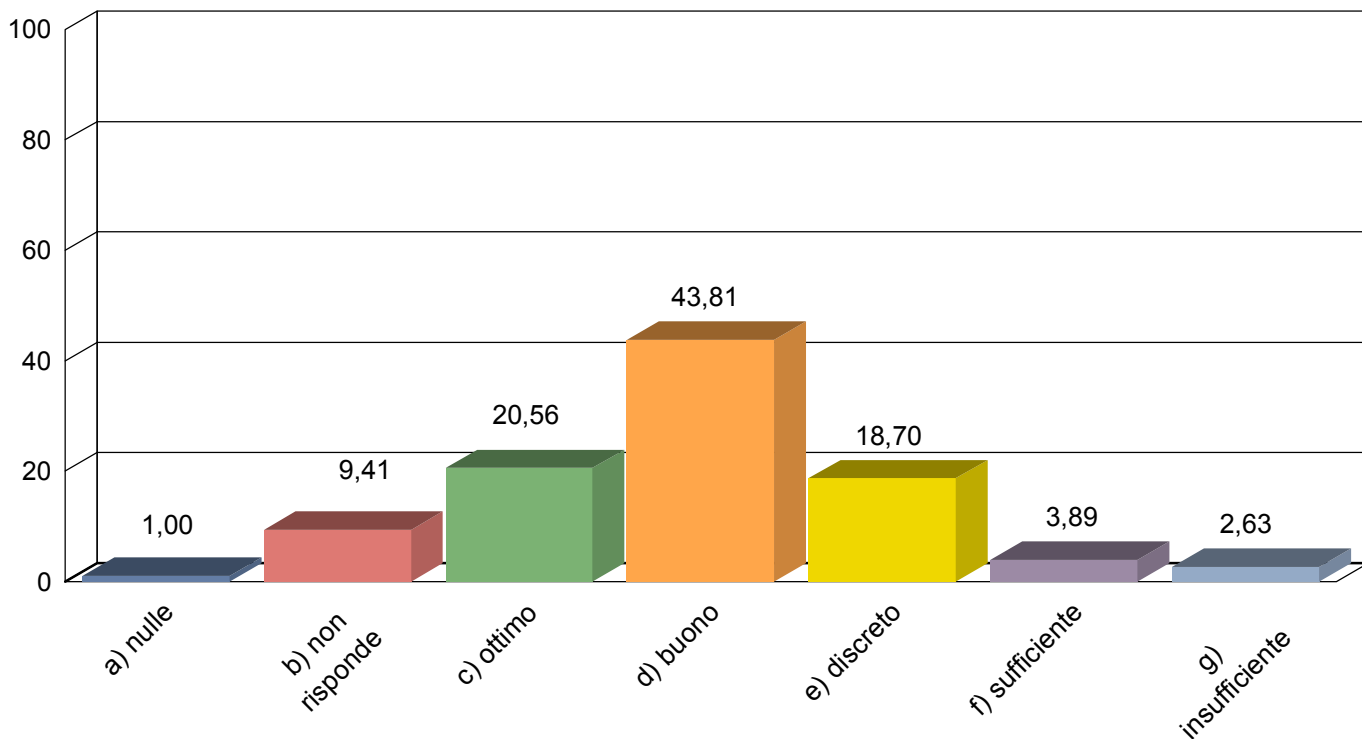




## Gradimento intrattenimento musicale

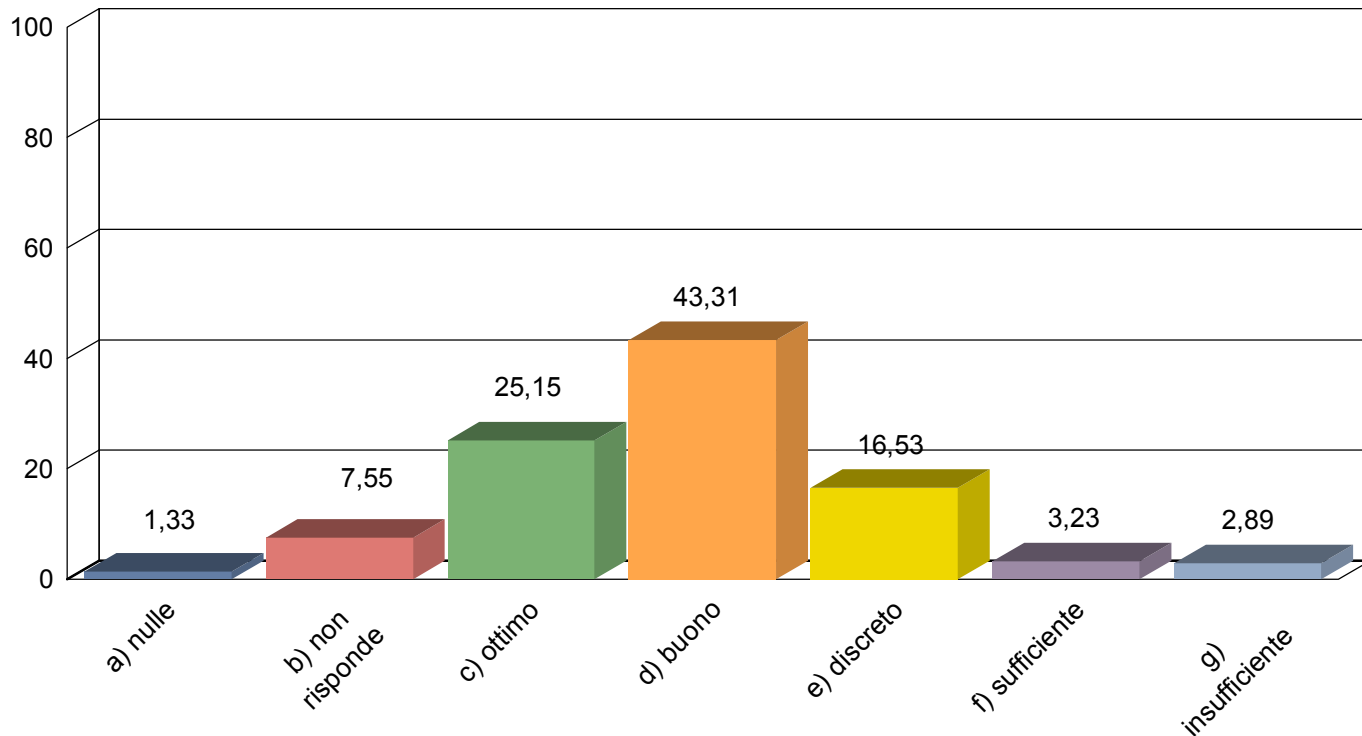


## Sicurezza sul mezzo di persone e cose

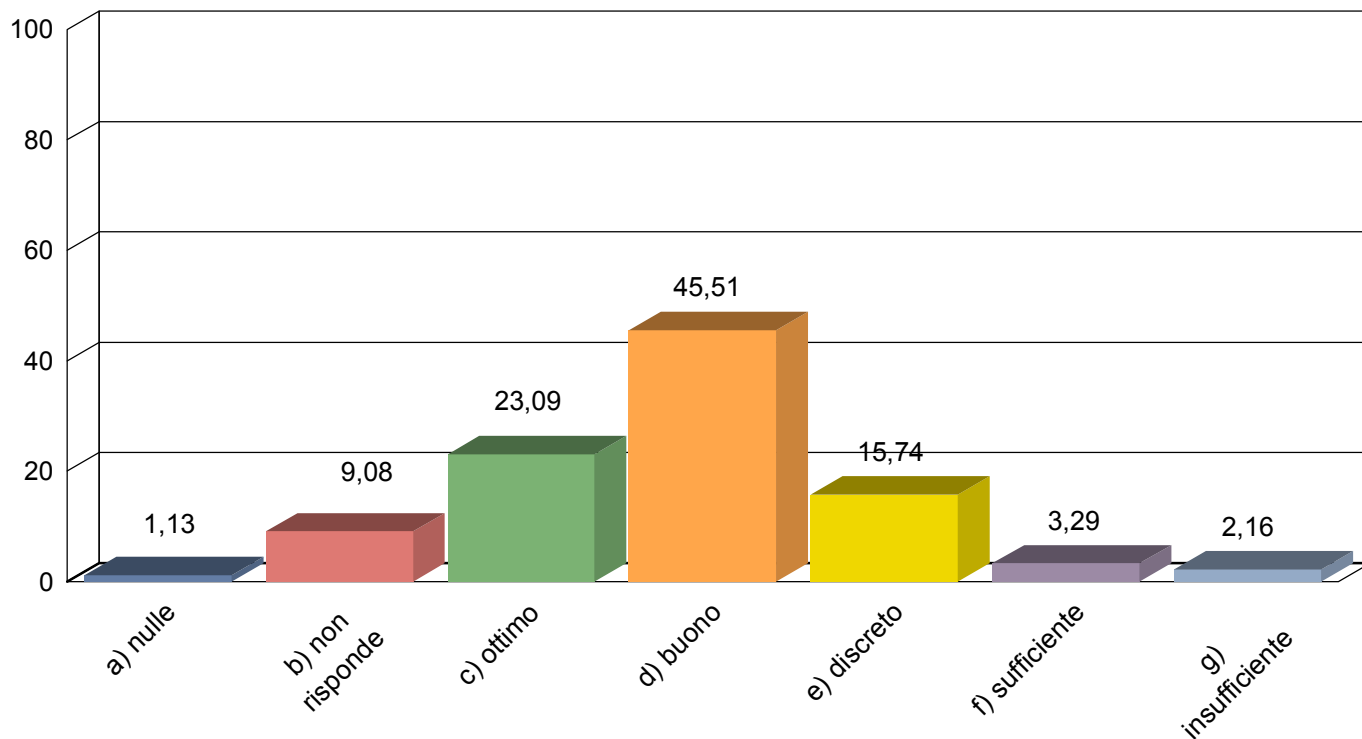




## Cortesia / Disponibilità del personale

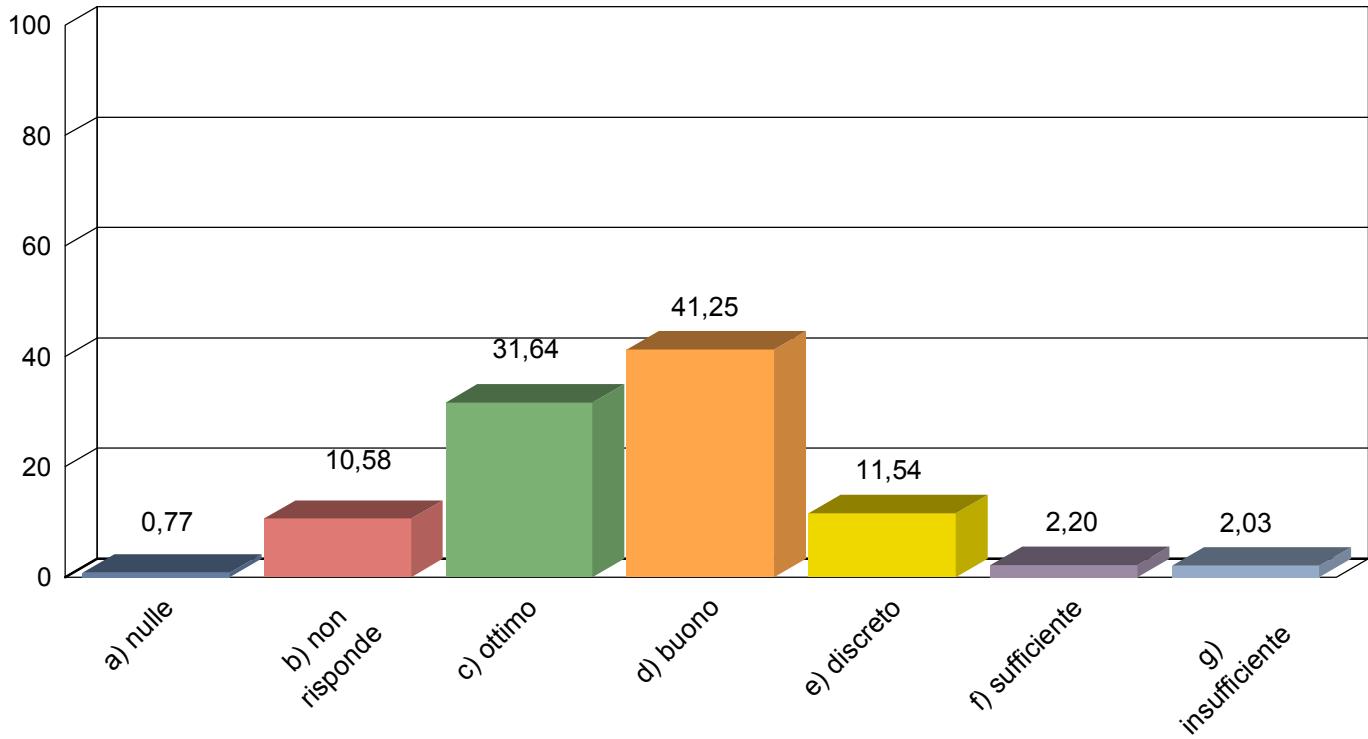


## Competenza del personale





## Riconoscibilità del personale



# Indagine conoscitiva sulla soddisfazione dei viaggiatori

Linea: FERROVIA GIUGNO 2014

