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**FERROTRAMVIARIA SPA**  
FERROVIE DEL NORD BARESE  
AUTOLINEE

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**Indagine conoscitiva sulla soddisfazione dei viaggiatori delle autolinee**

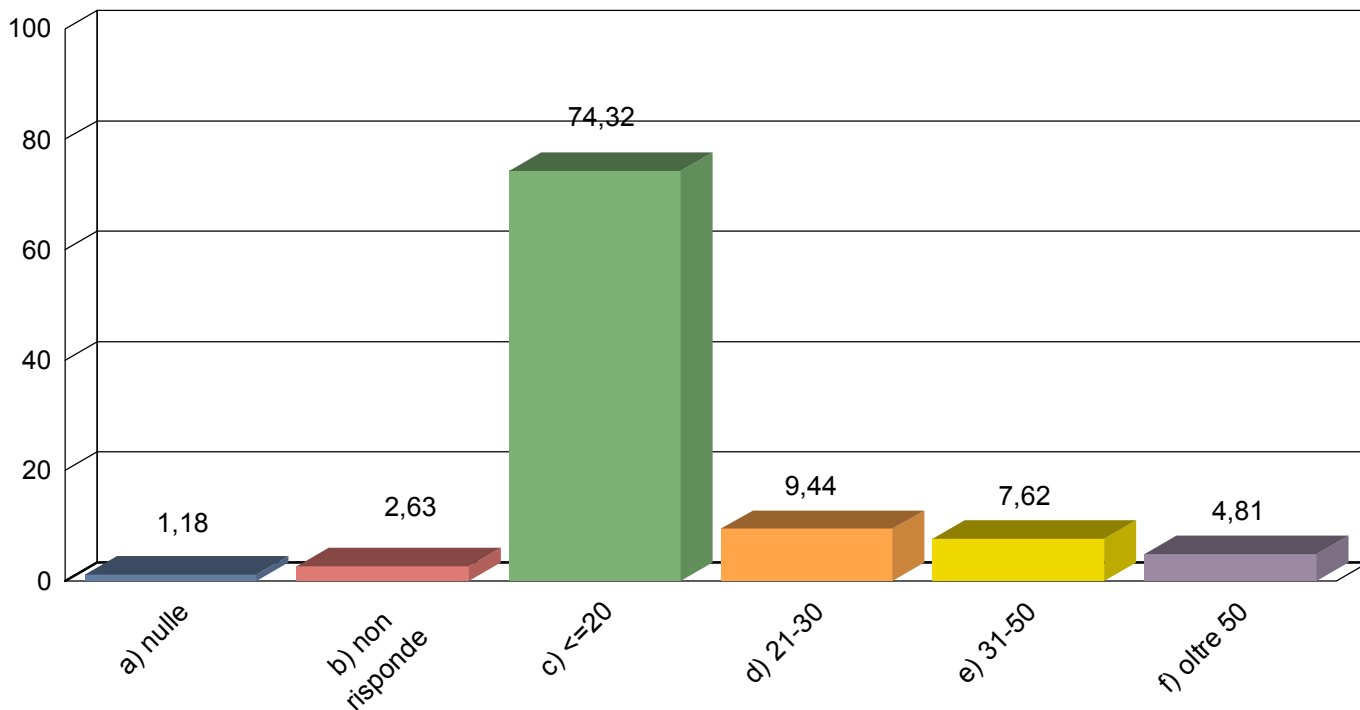
**DICEMBRE 2014**

**(campione esaminato: 1102 viaggiatori)**

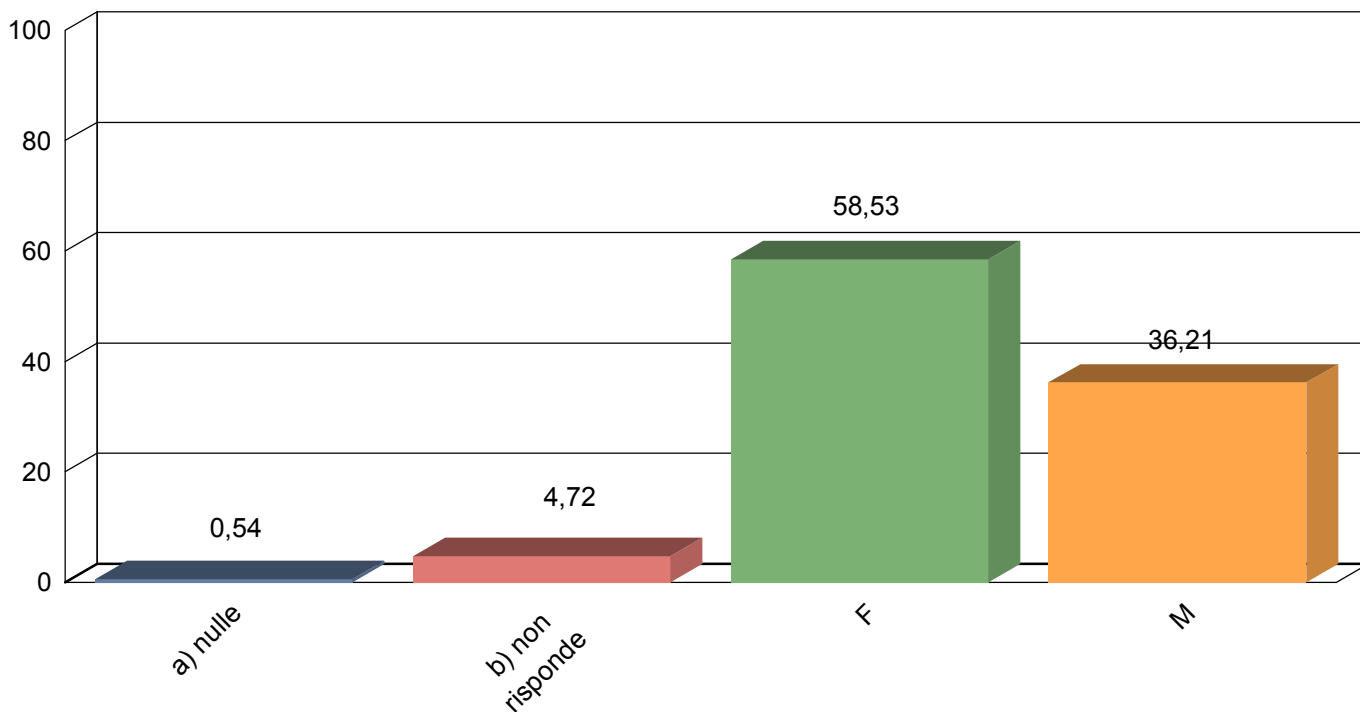




## Età

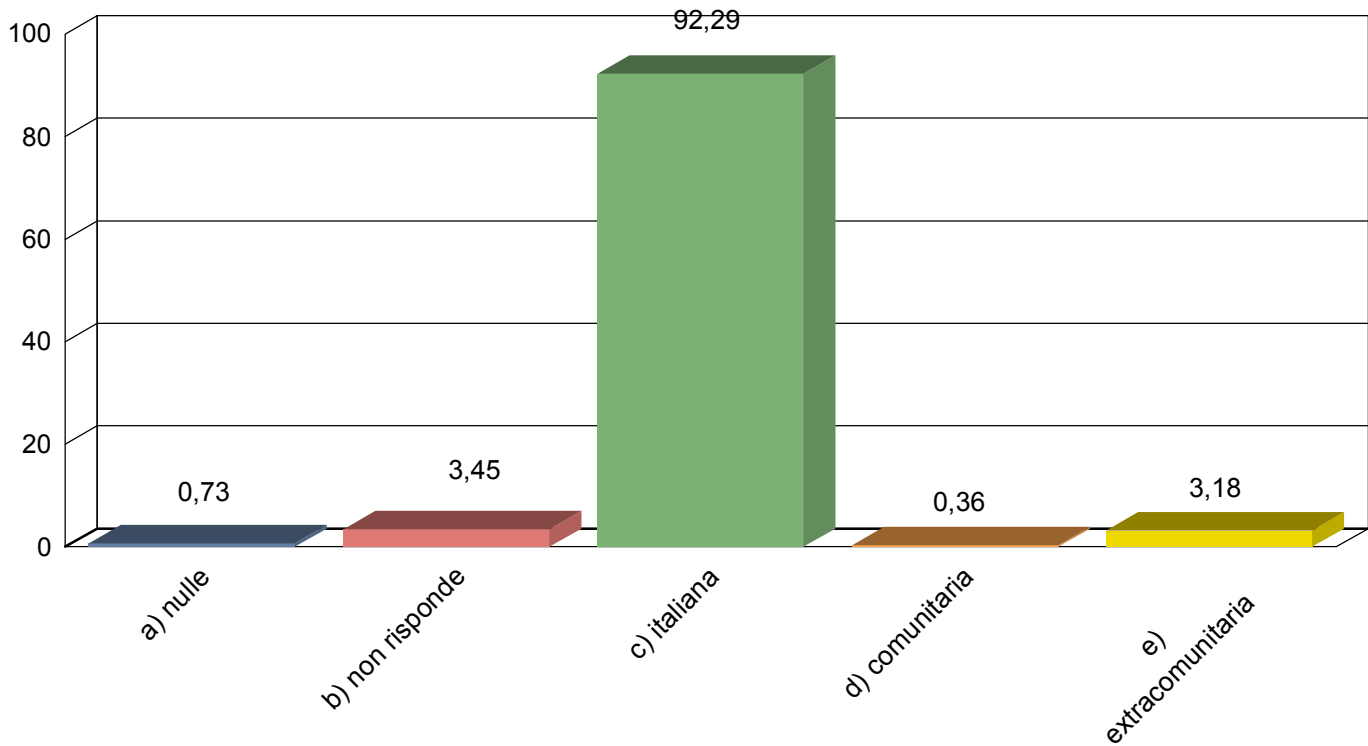


## Sesso

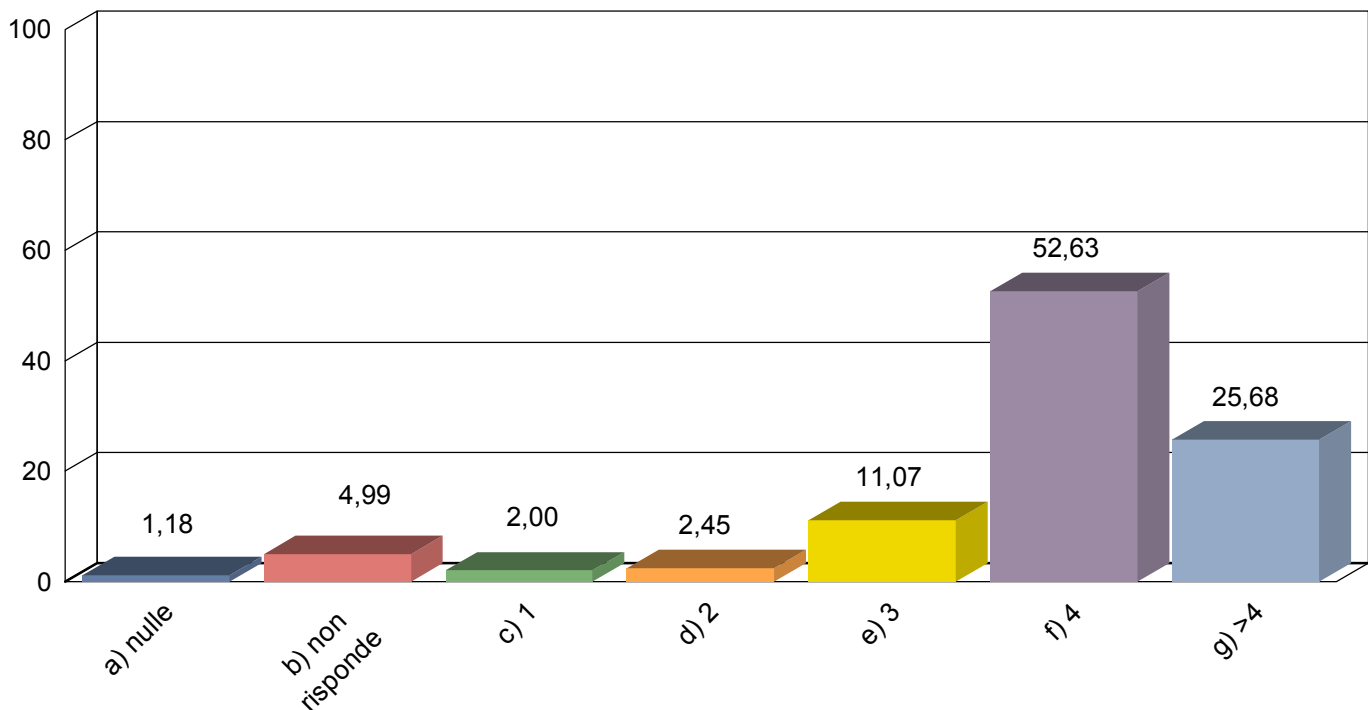




## Nazionalità

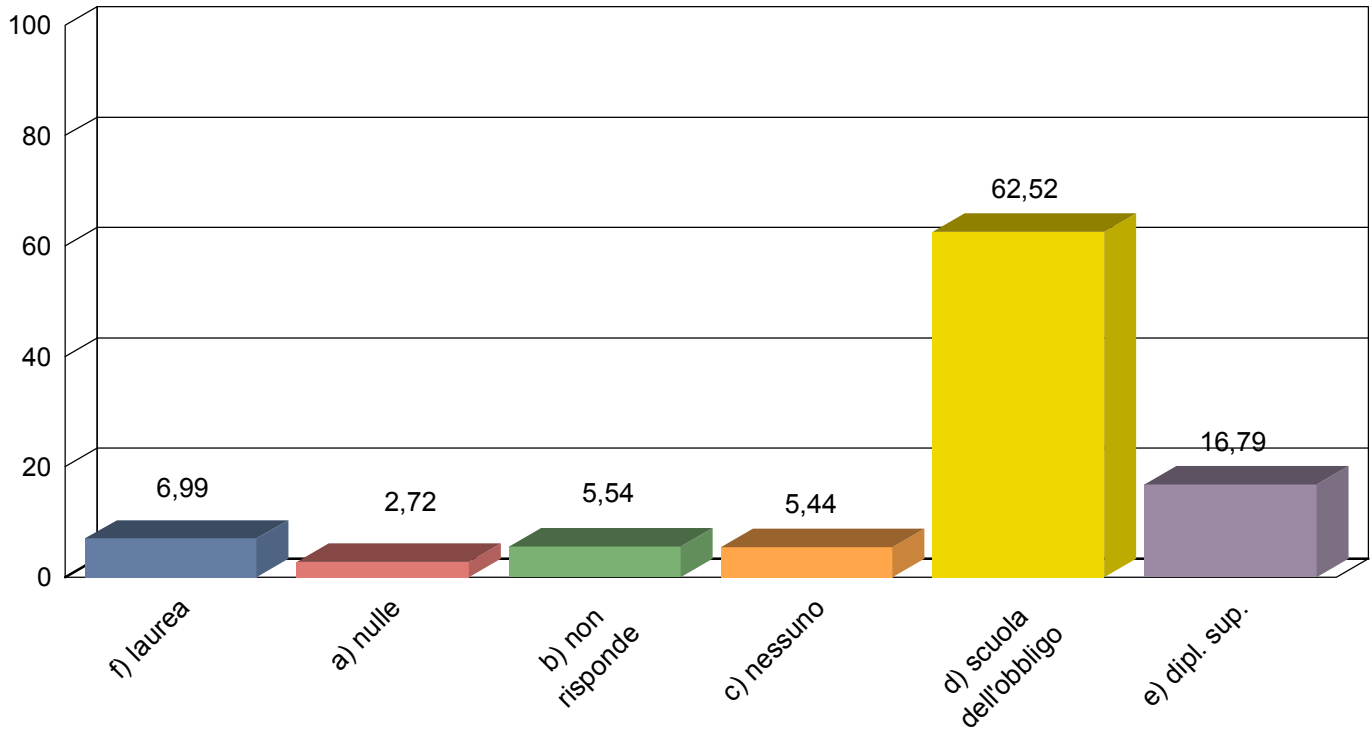


## Nucleo familiare

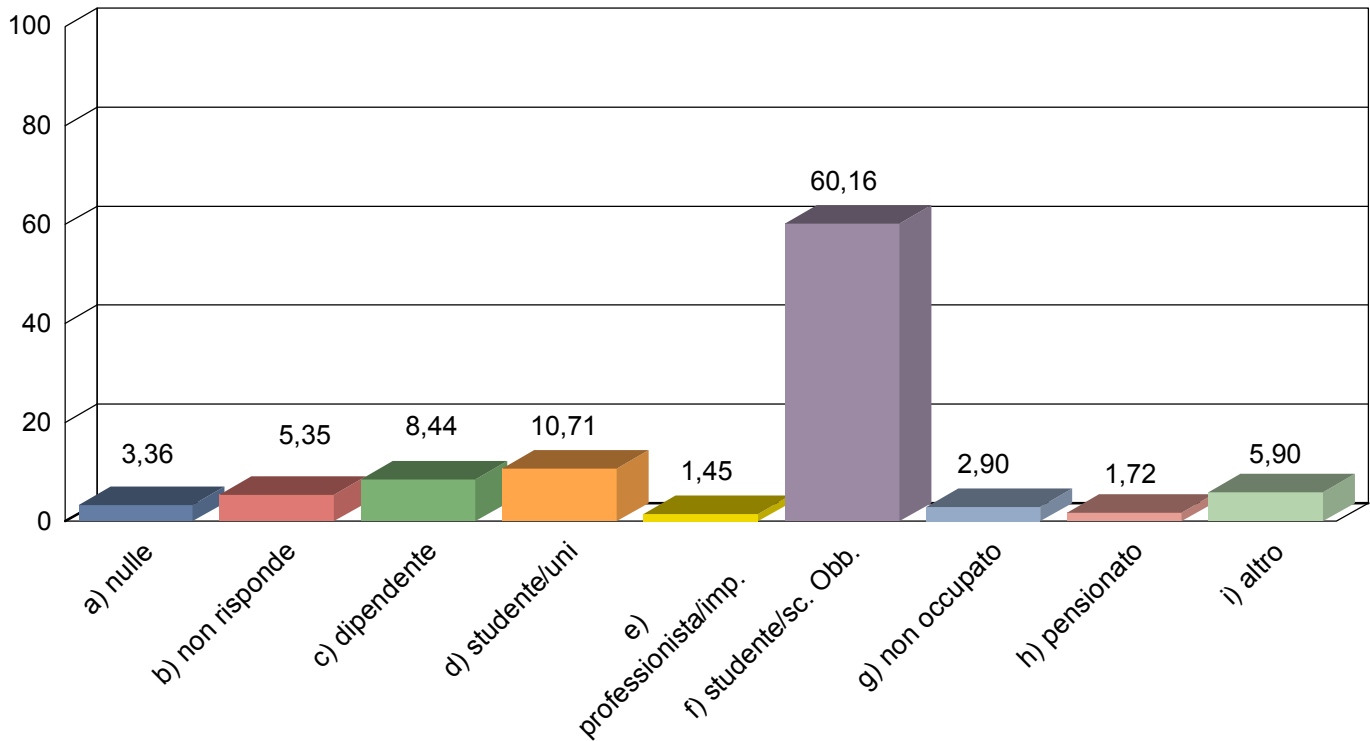




## Titolo di studio

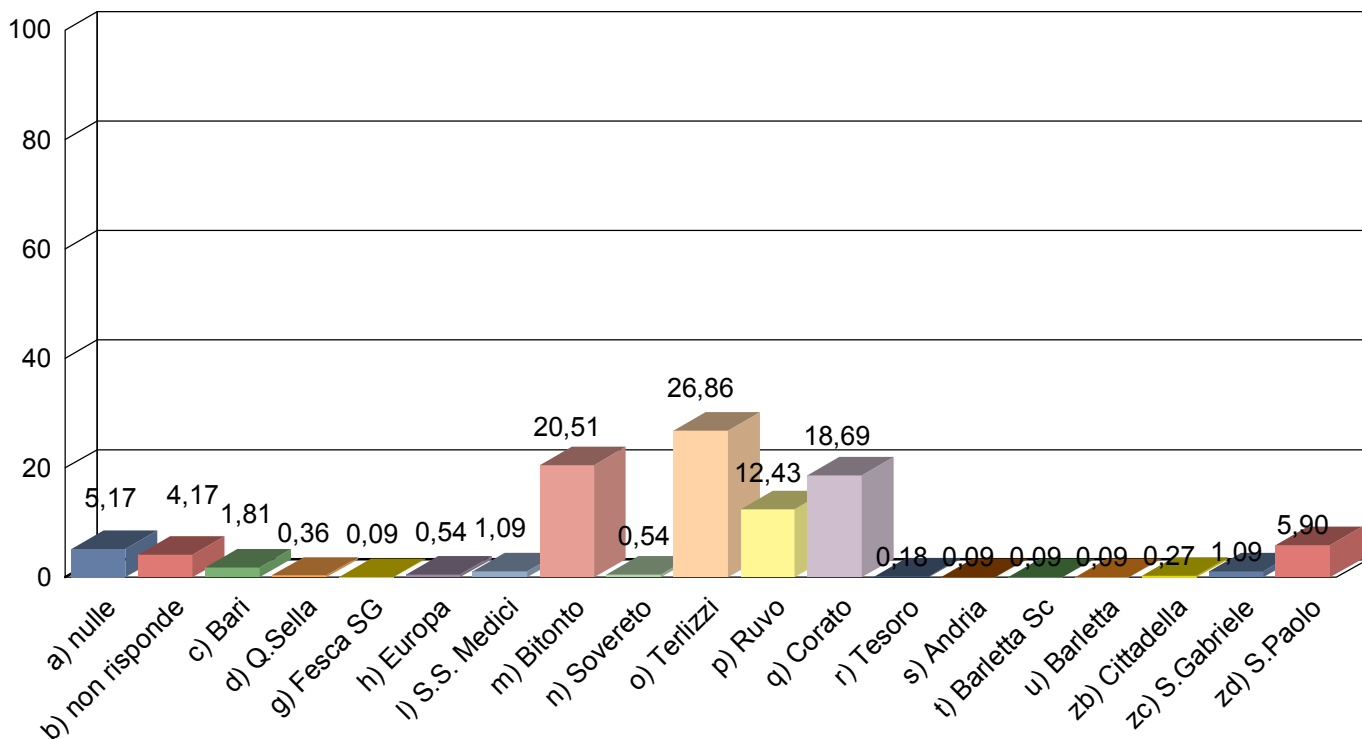


## Occupazione

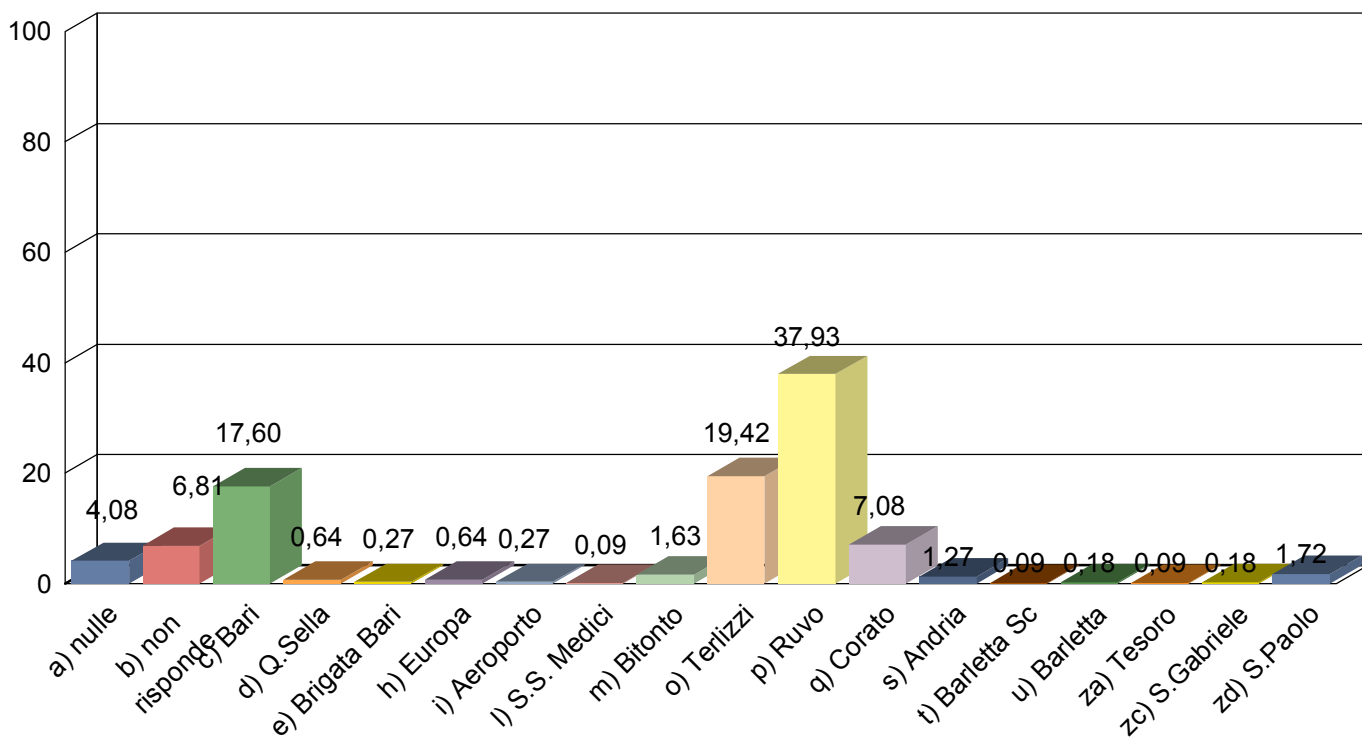




## Città di partenza di questo viaggio

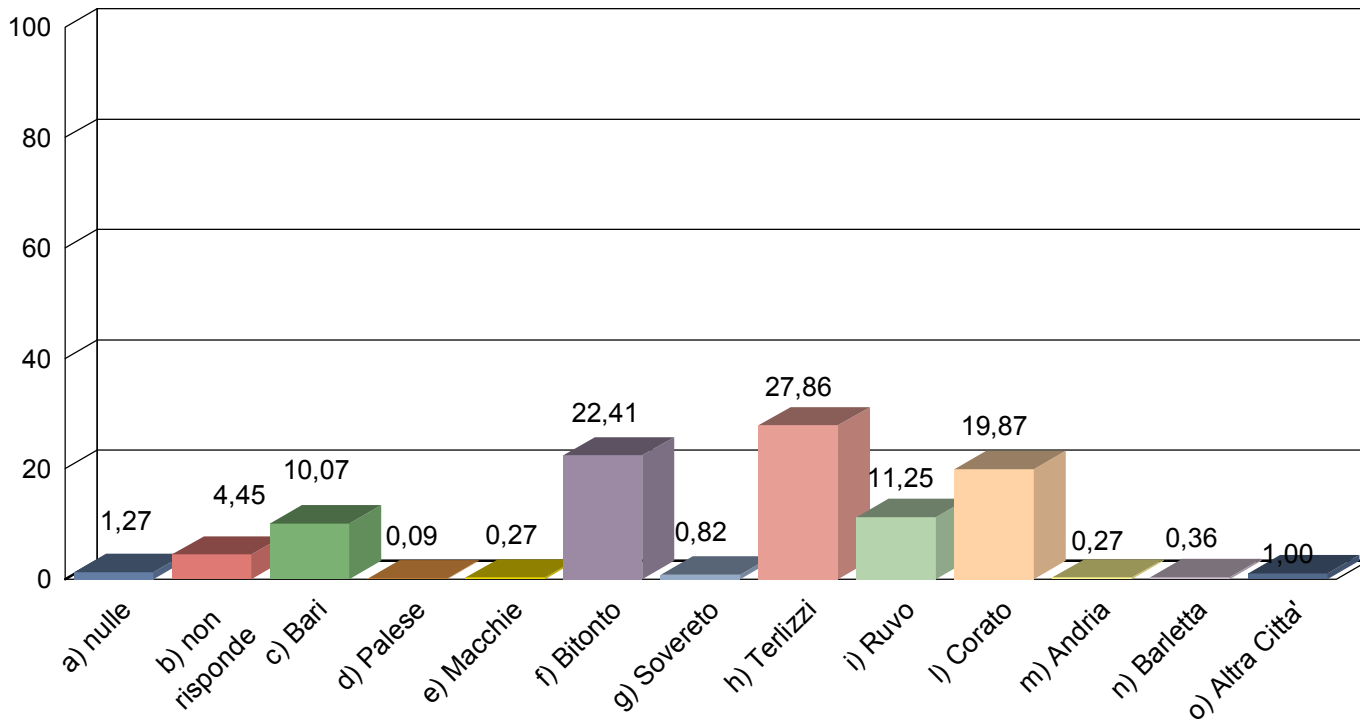


## Città di arrivo di questo viaggio

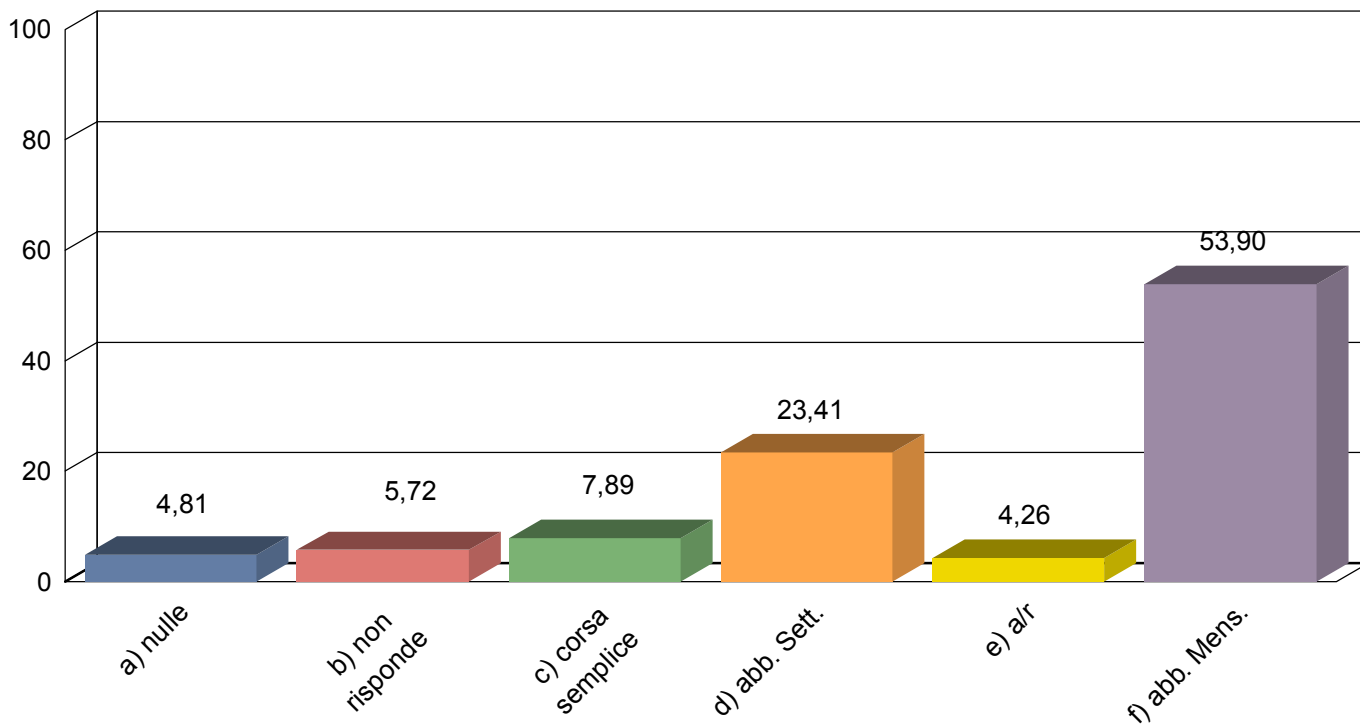




## Citta' di residenza

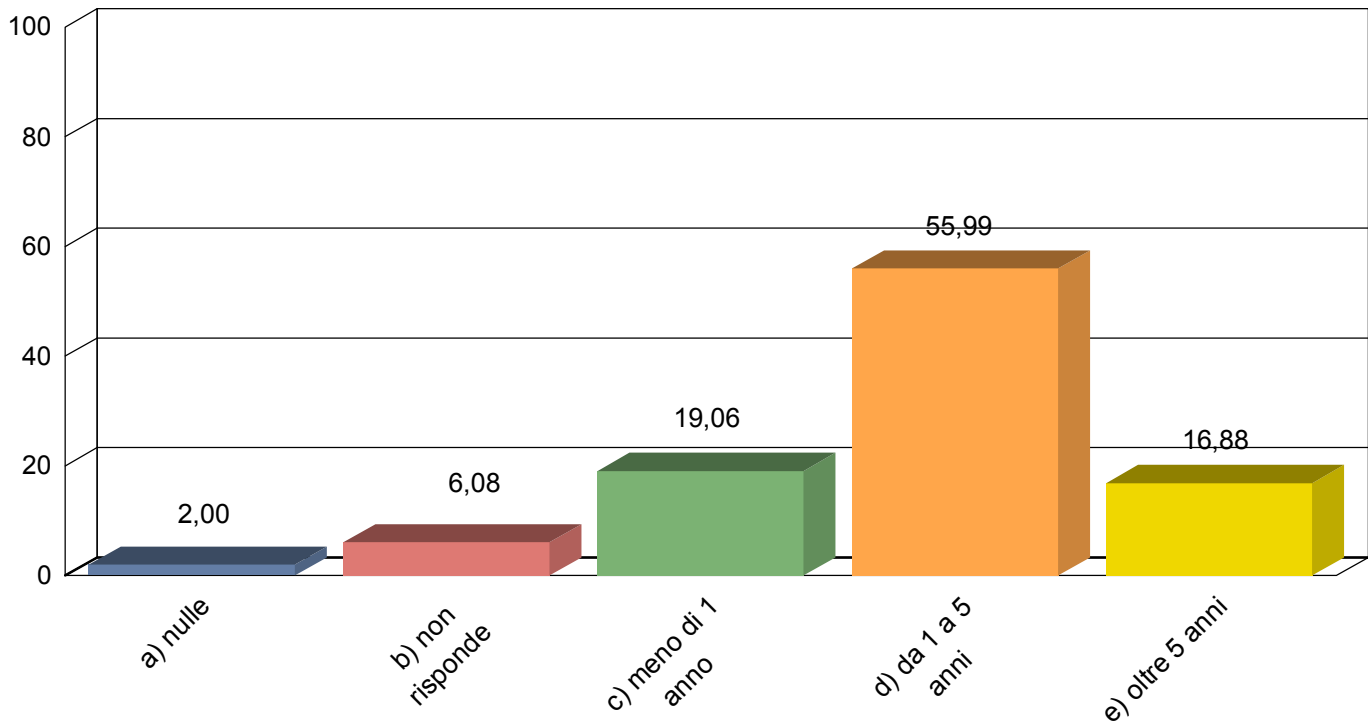


## Tipo di biglietto utilizzato

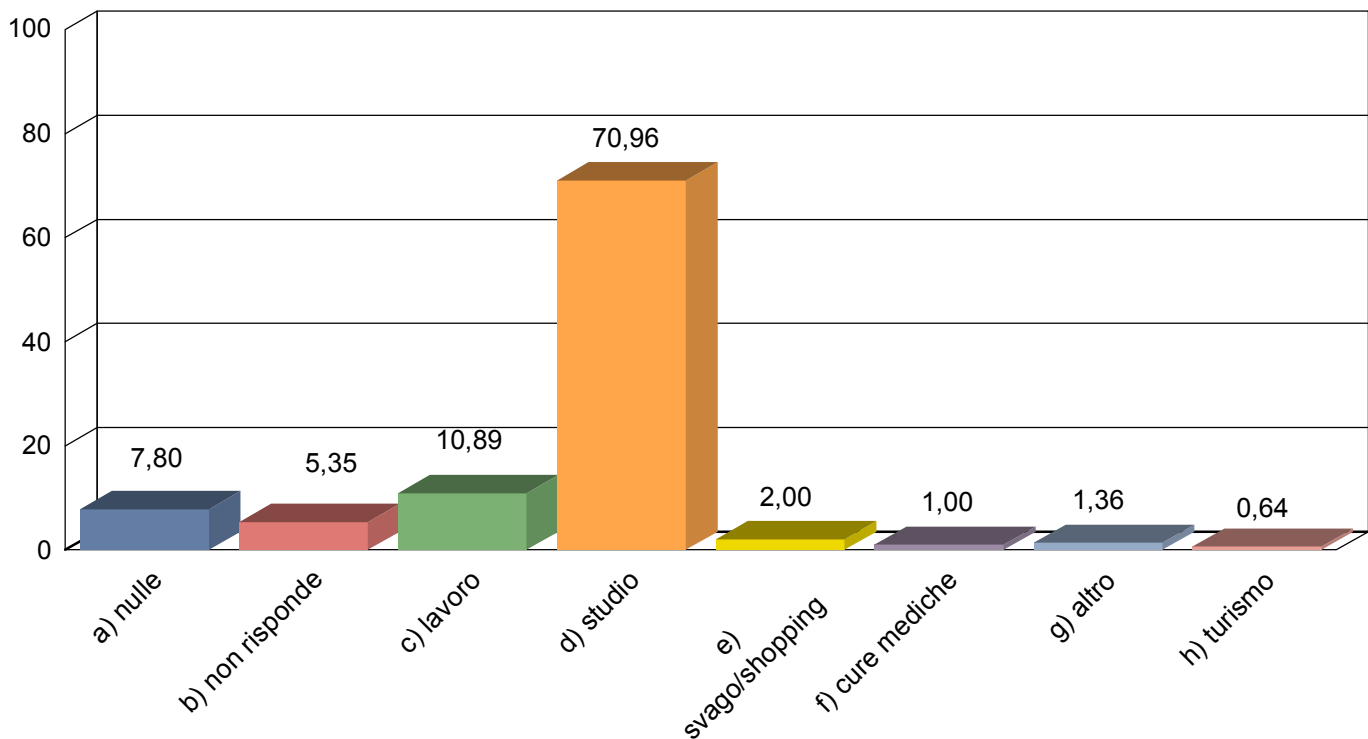




## Da quanto tempo utilizza il bus

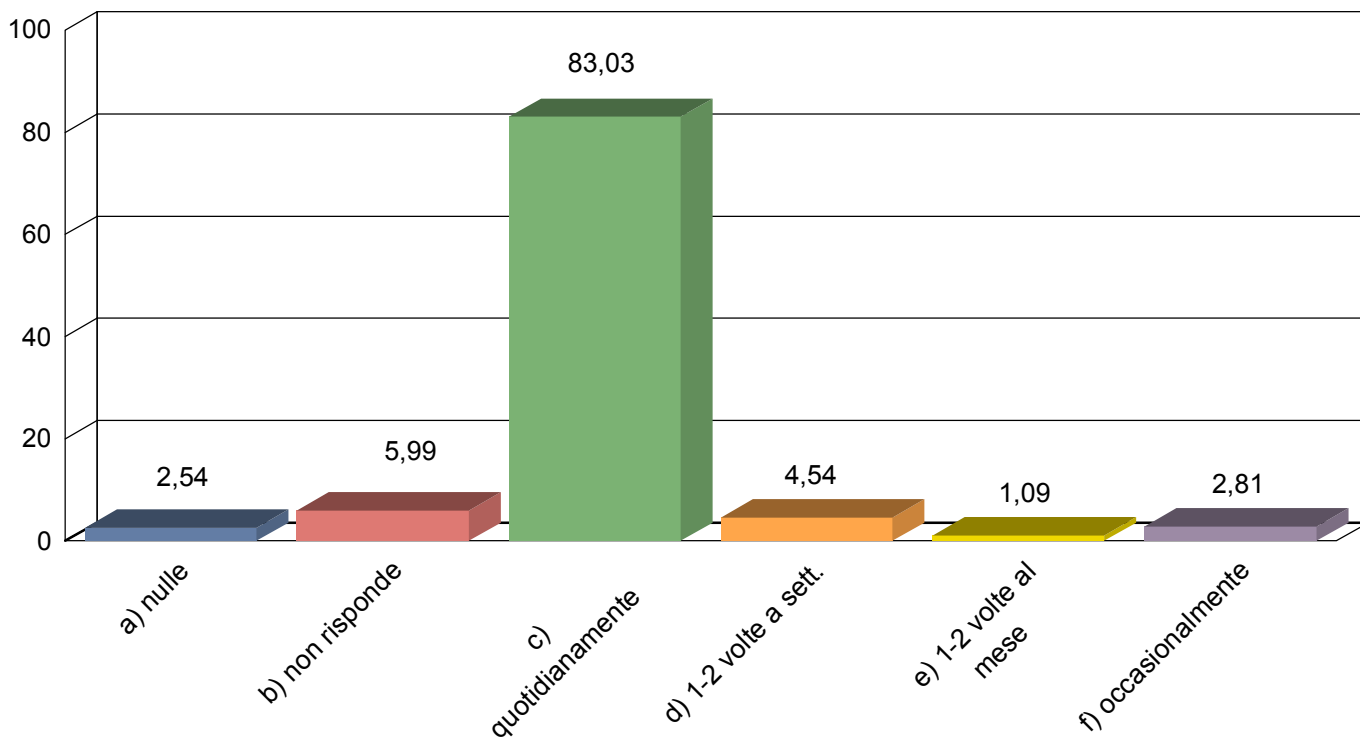


## Scopo del viaggio

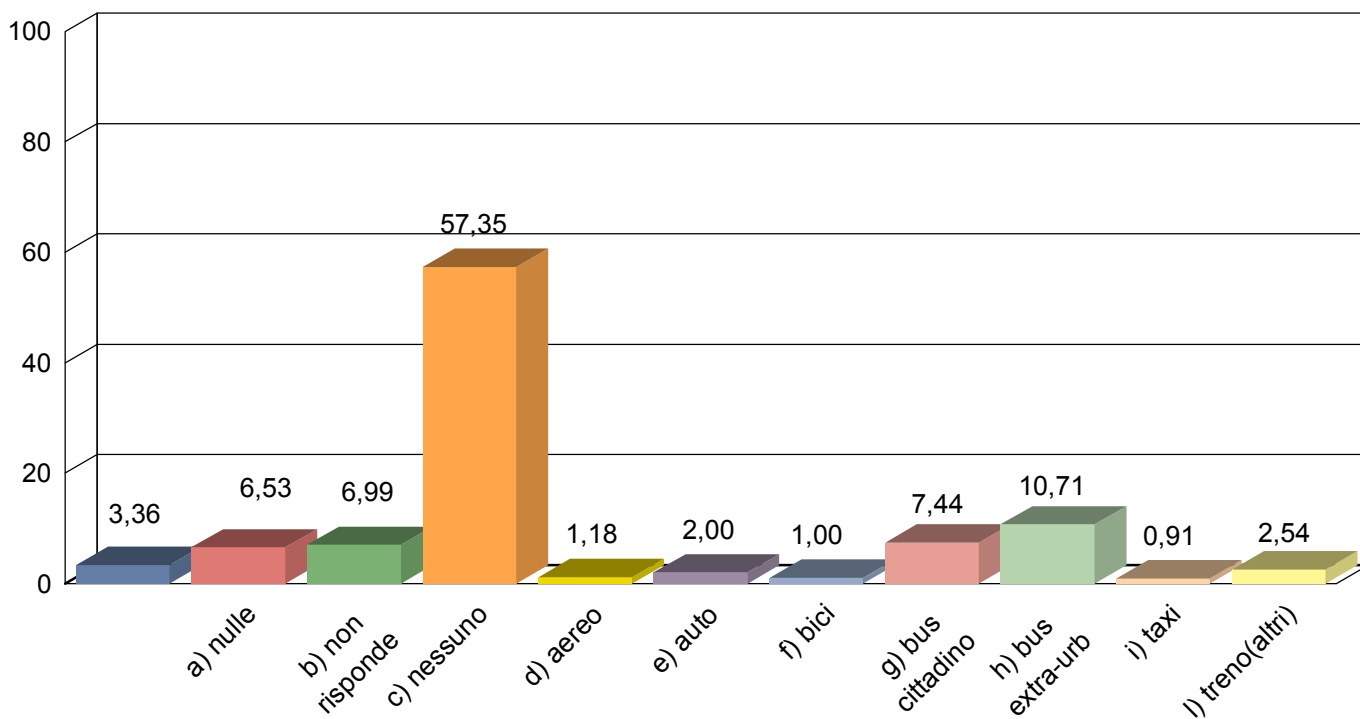




## Frequenza di utilizzo



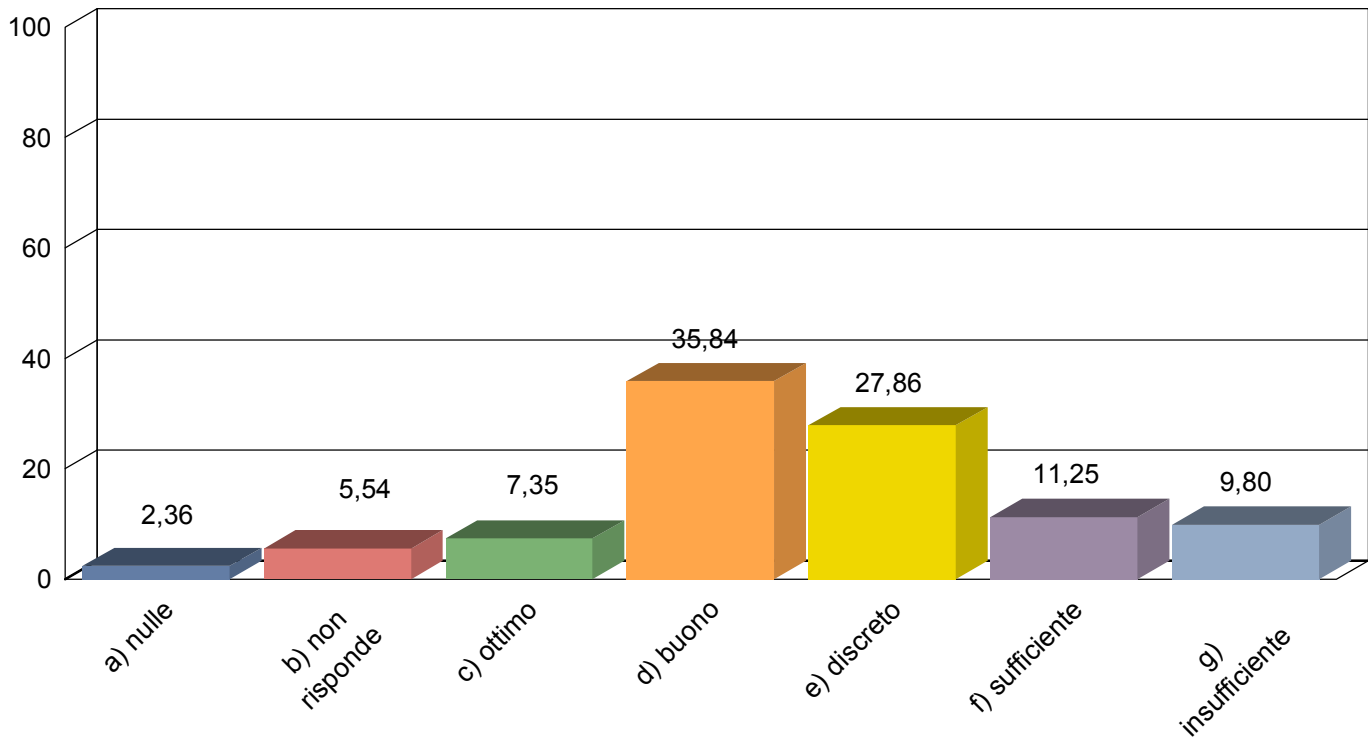
## Con che mezzi prosegue questo viaggio



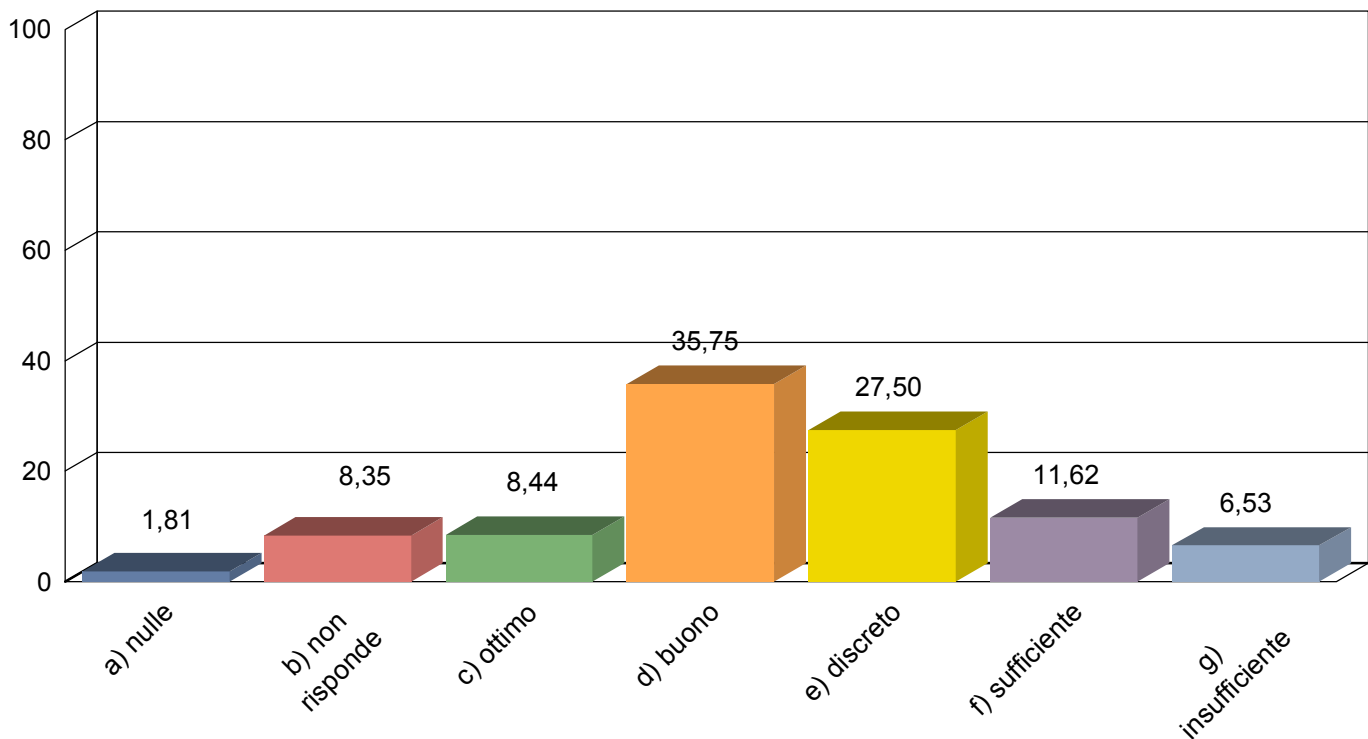




## Puntualità delle corse

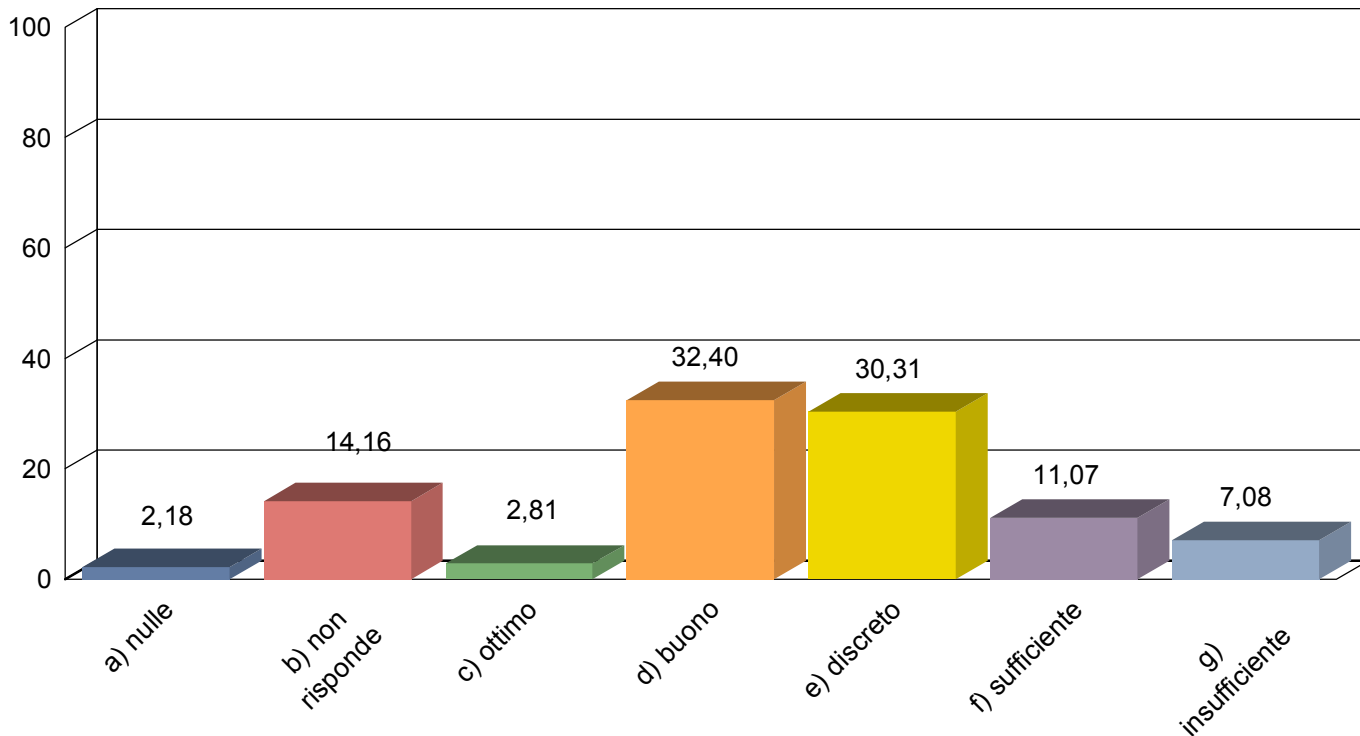


## Frequenza delle corse

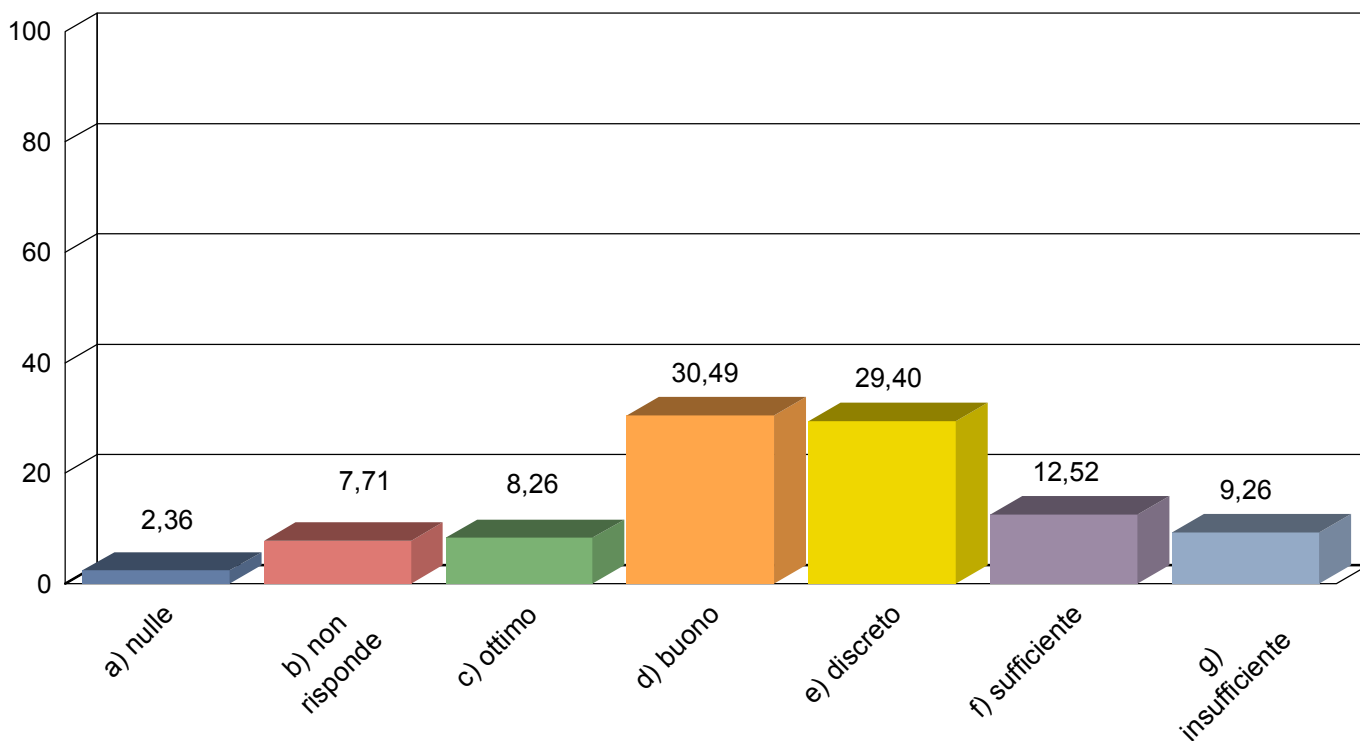




## Adeguatezza coincidenze

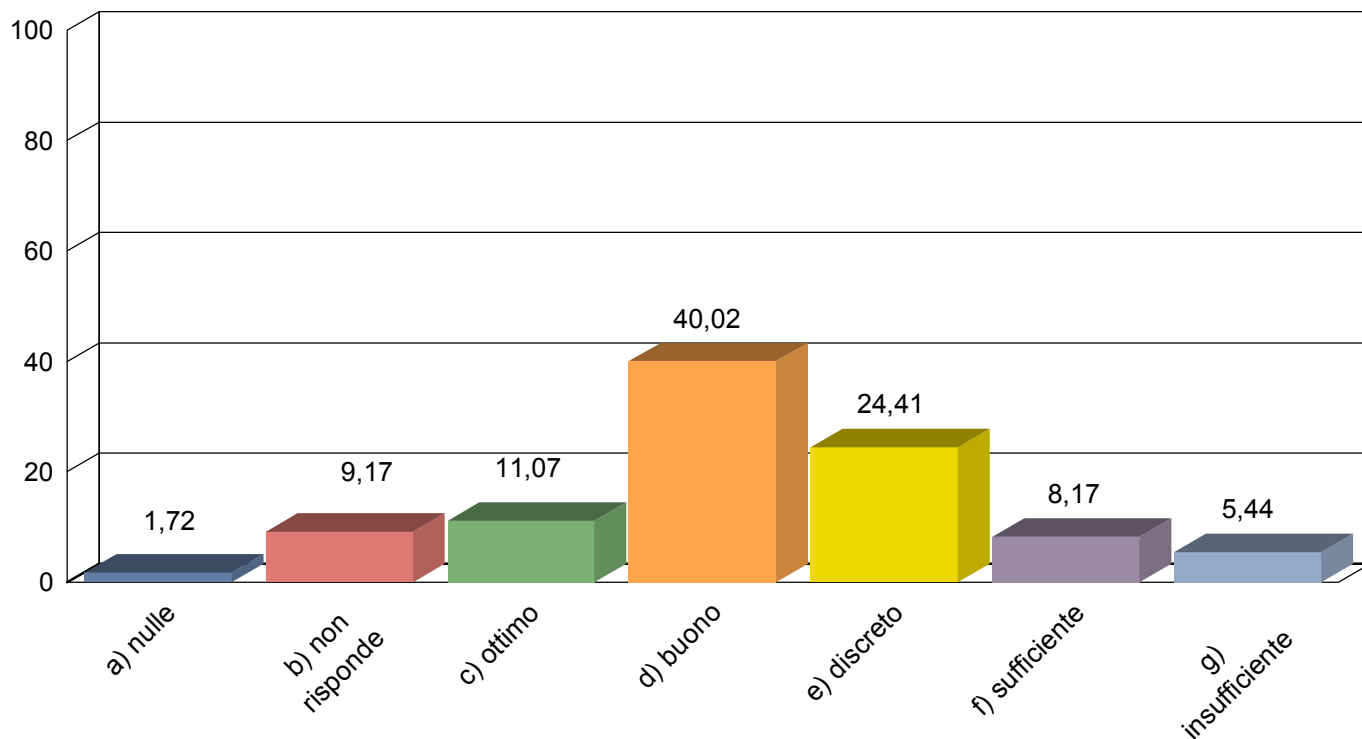


## Informazioni a bordo

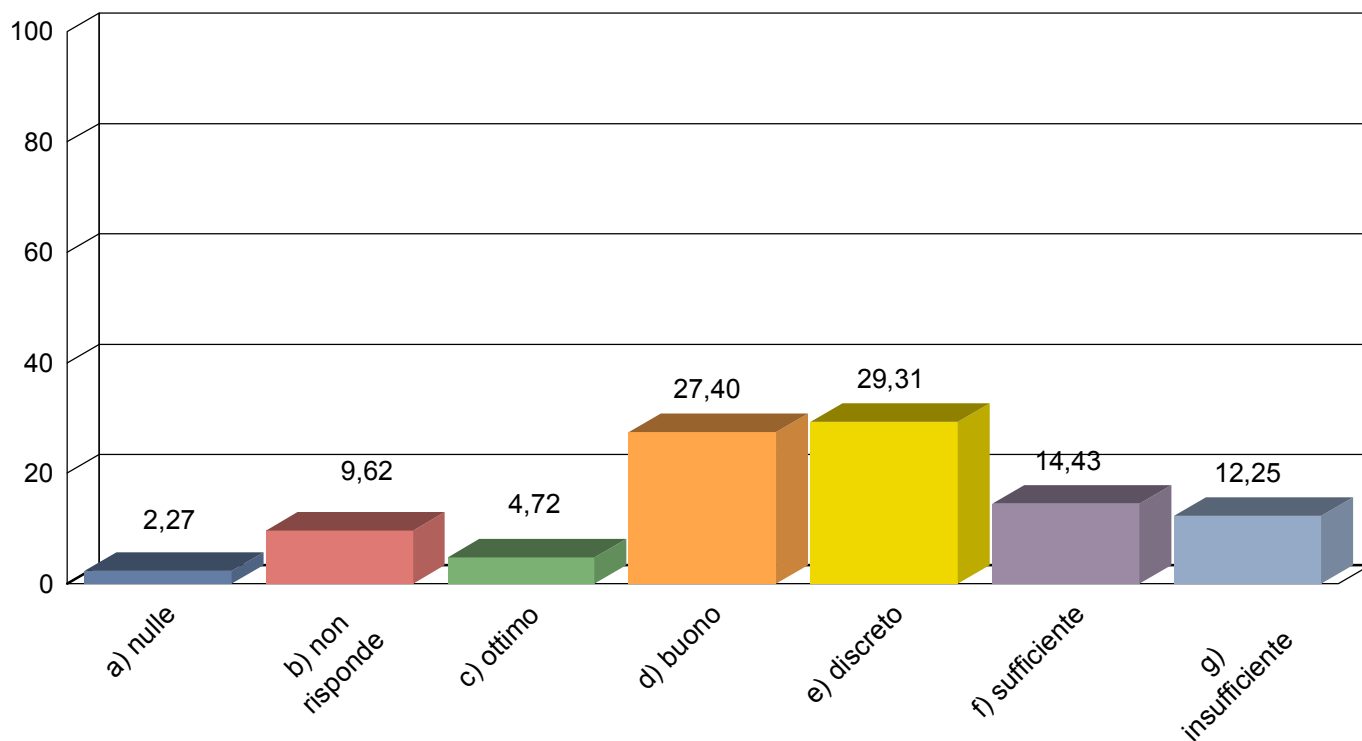




## Informazioni via web (sito, carta ecc)

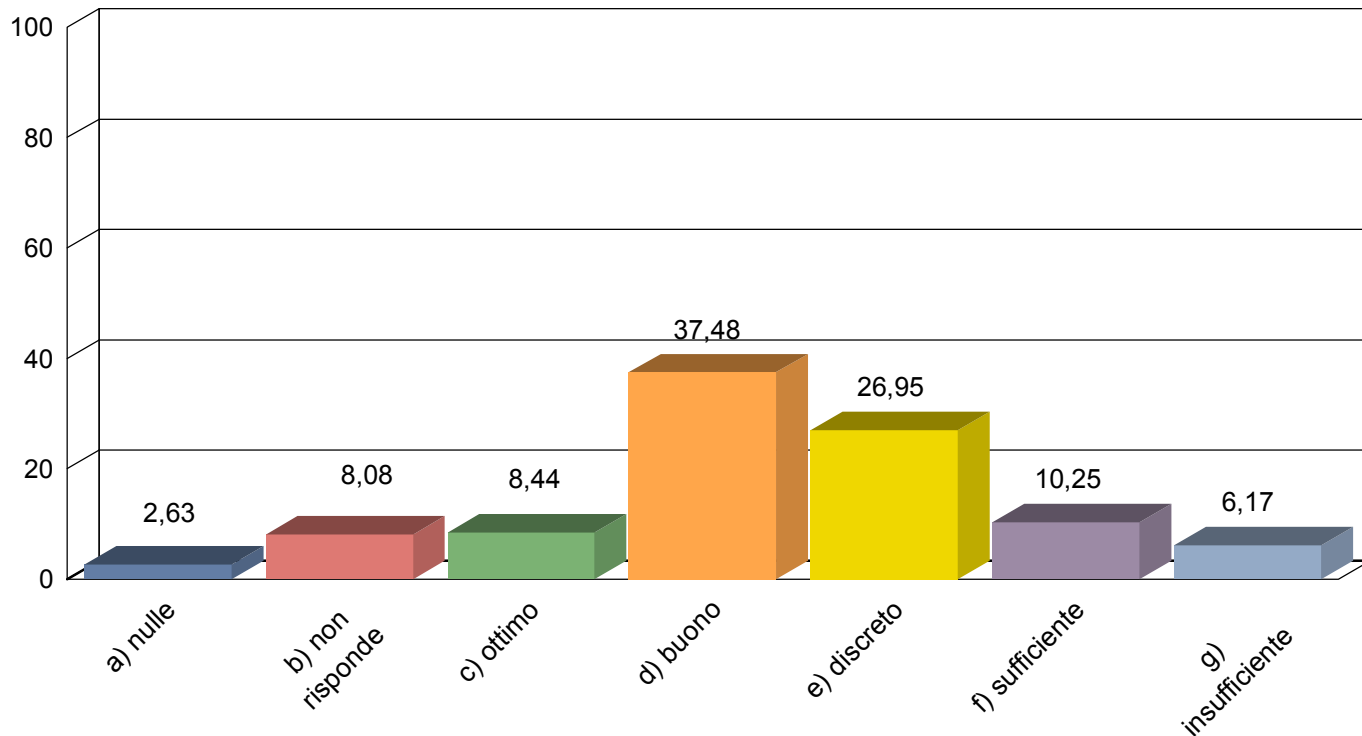


## Rapidita' nel fornire informazioni in caso di disservizio

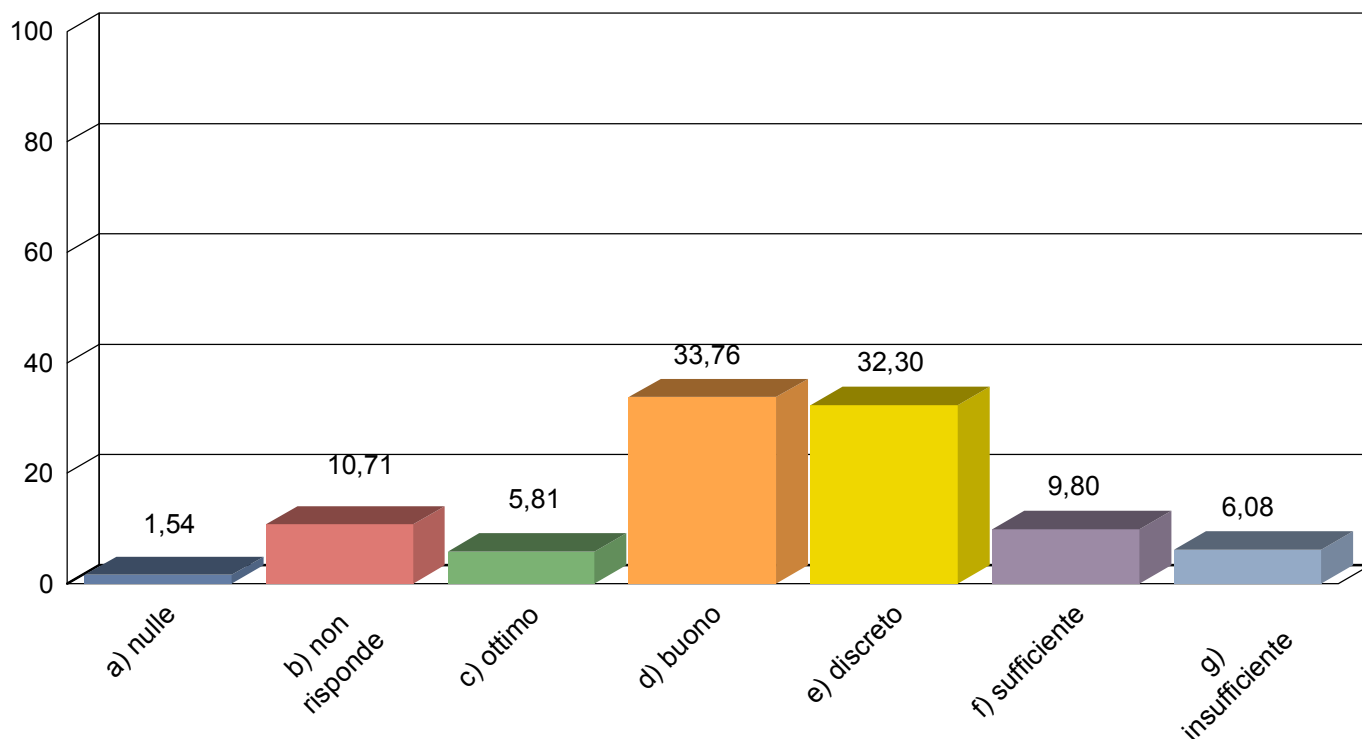




## Reperibilità orari e tariffe

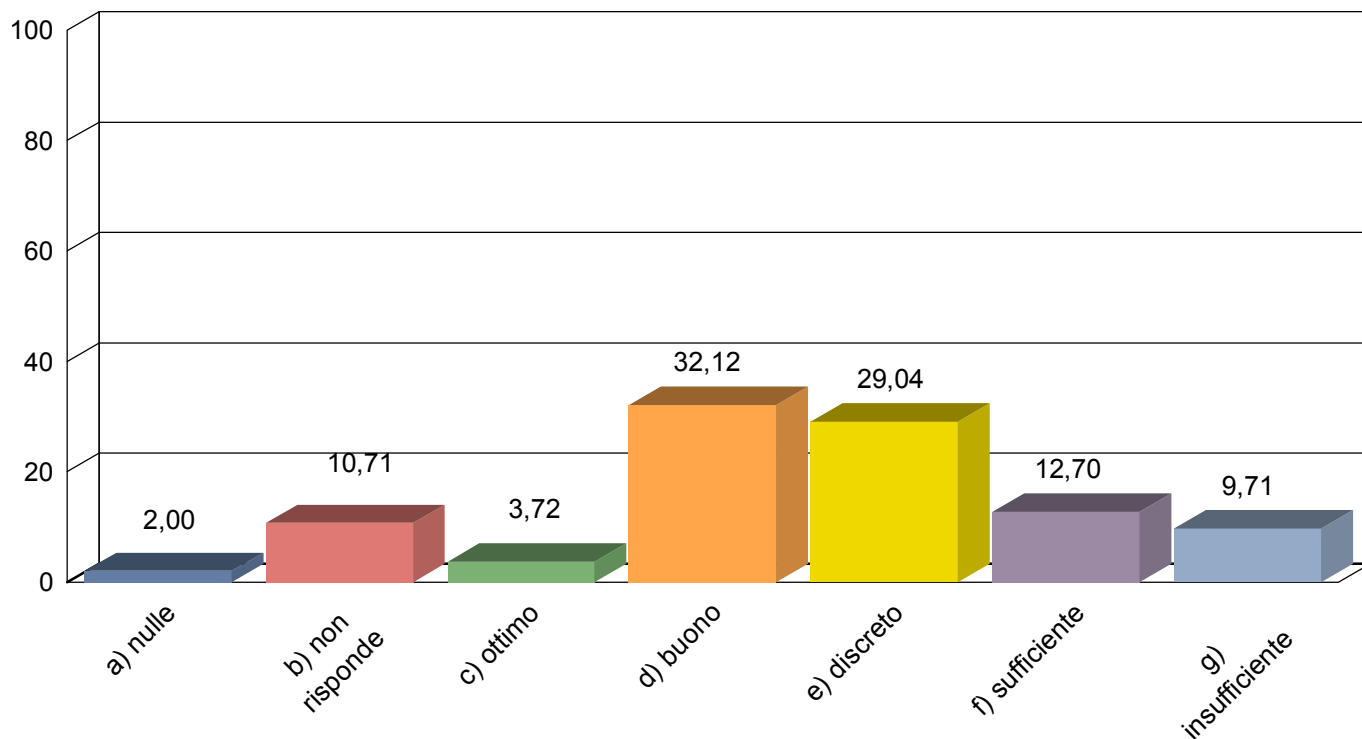


## Reperibilità titoli di viaggio

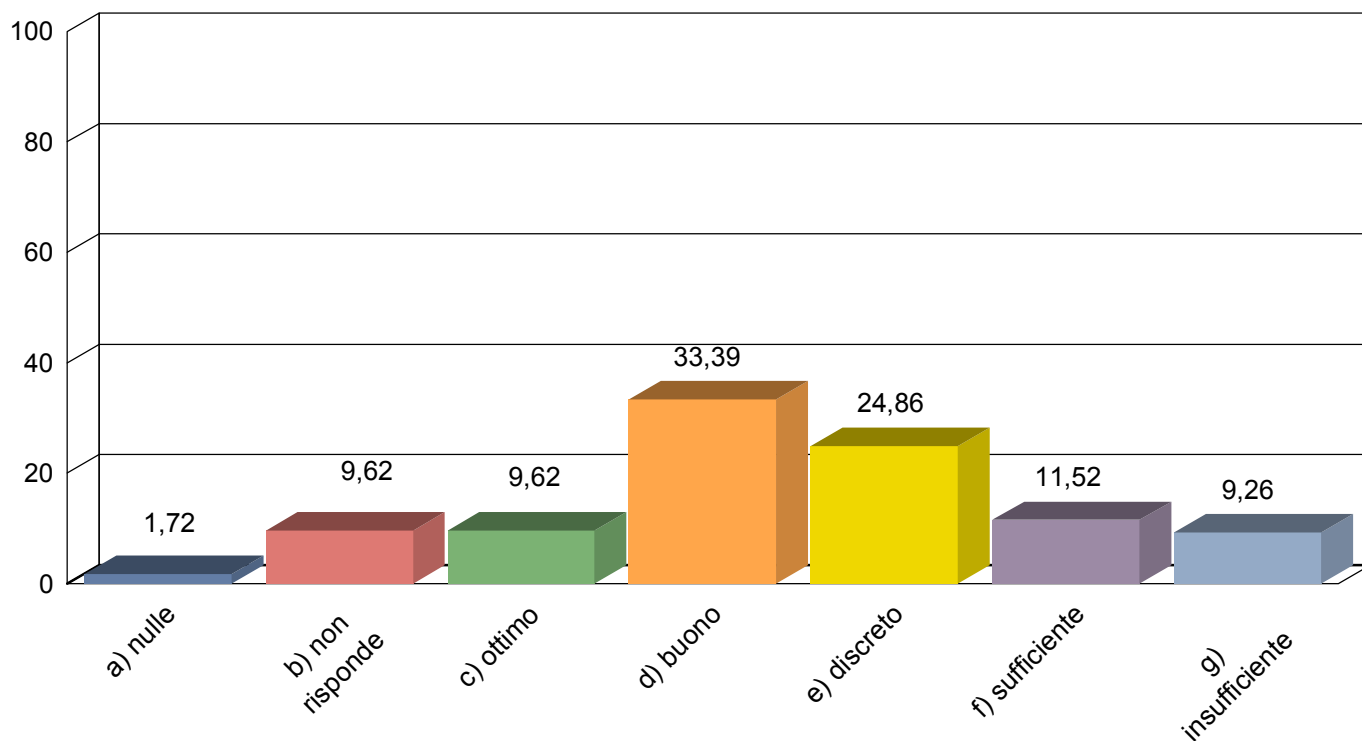




## Copertura del servizio in estate e festivi

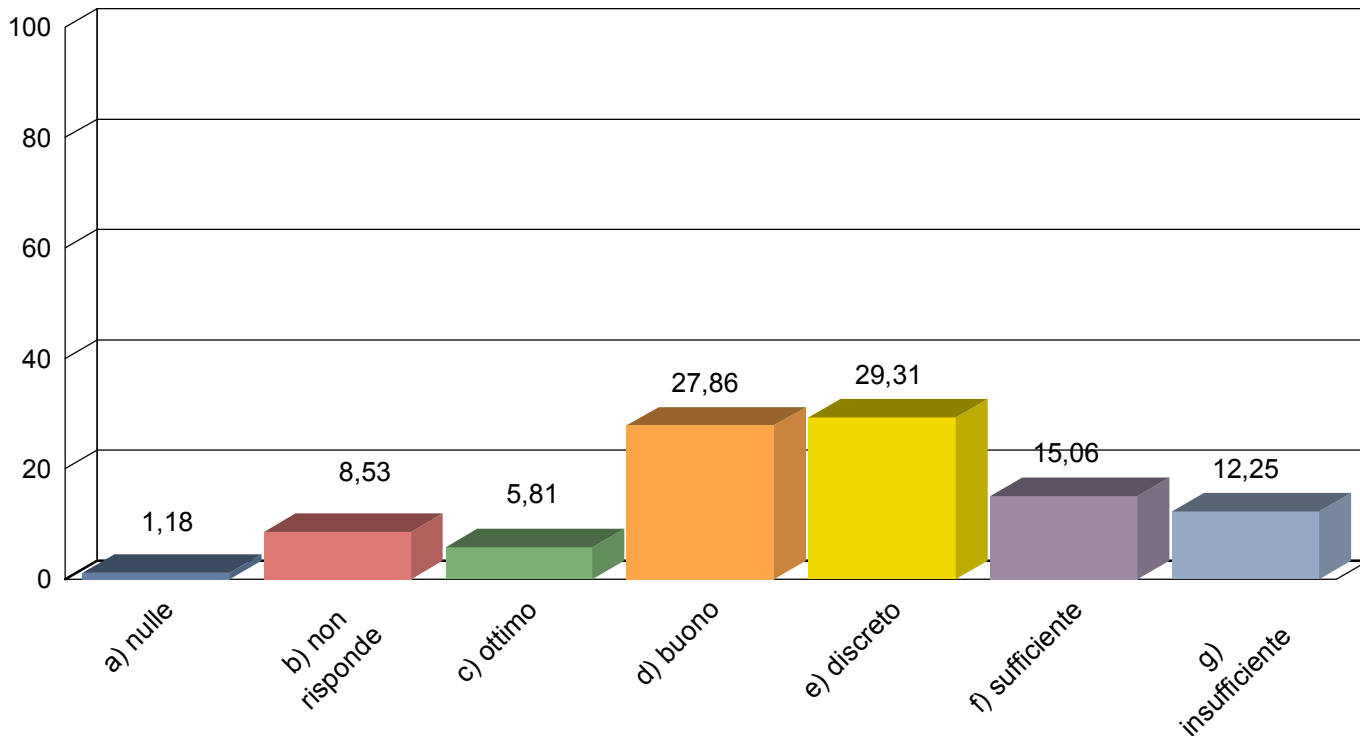


## Funzionamento oblitteratrici

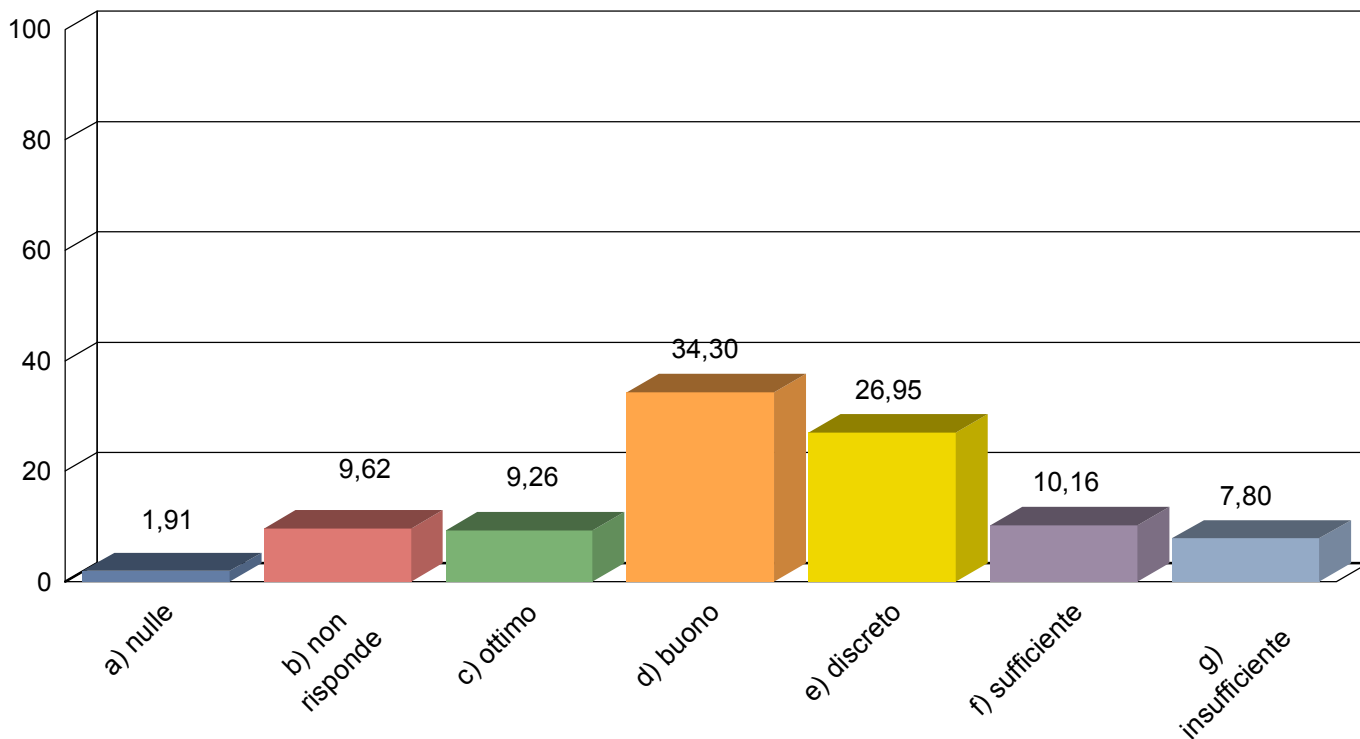




## Pulizia del mezzo di trasporto

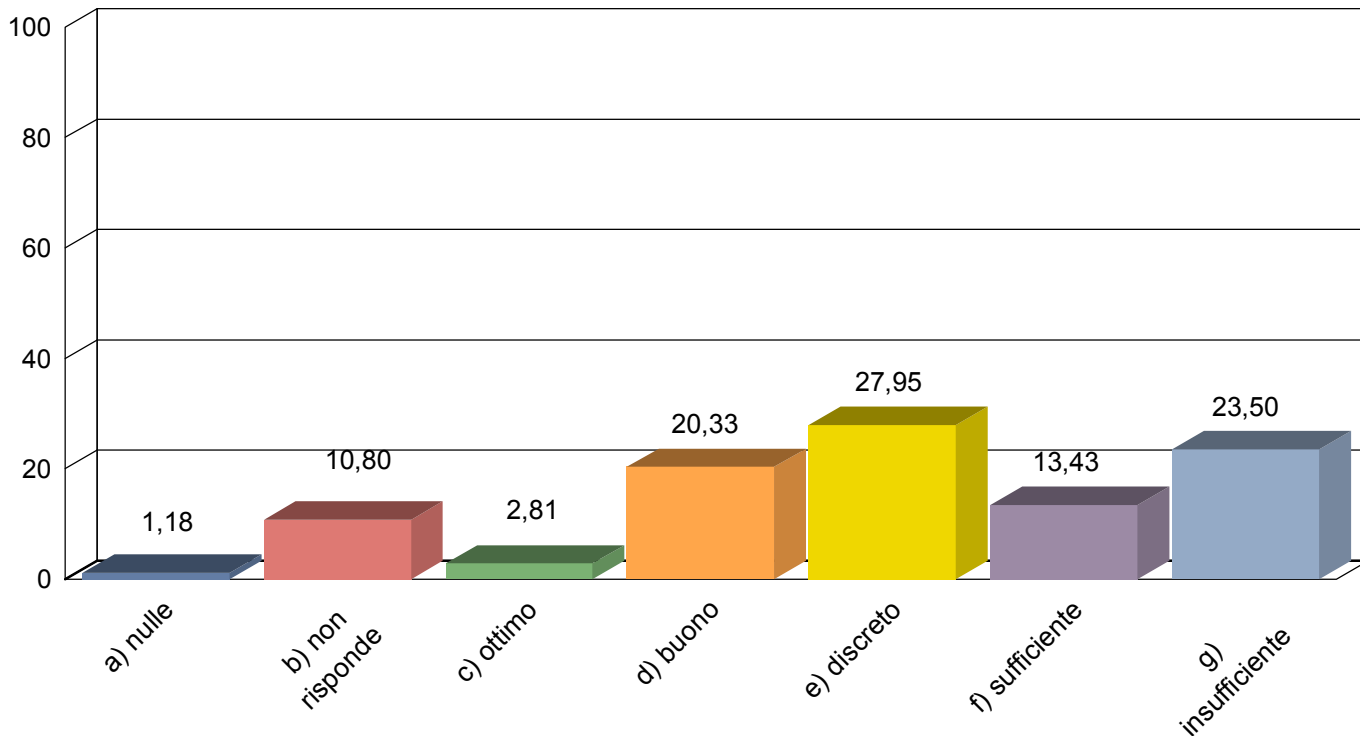


## Efficienza climatizzazione estate / inverno

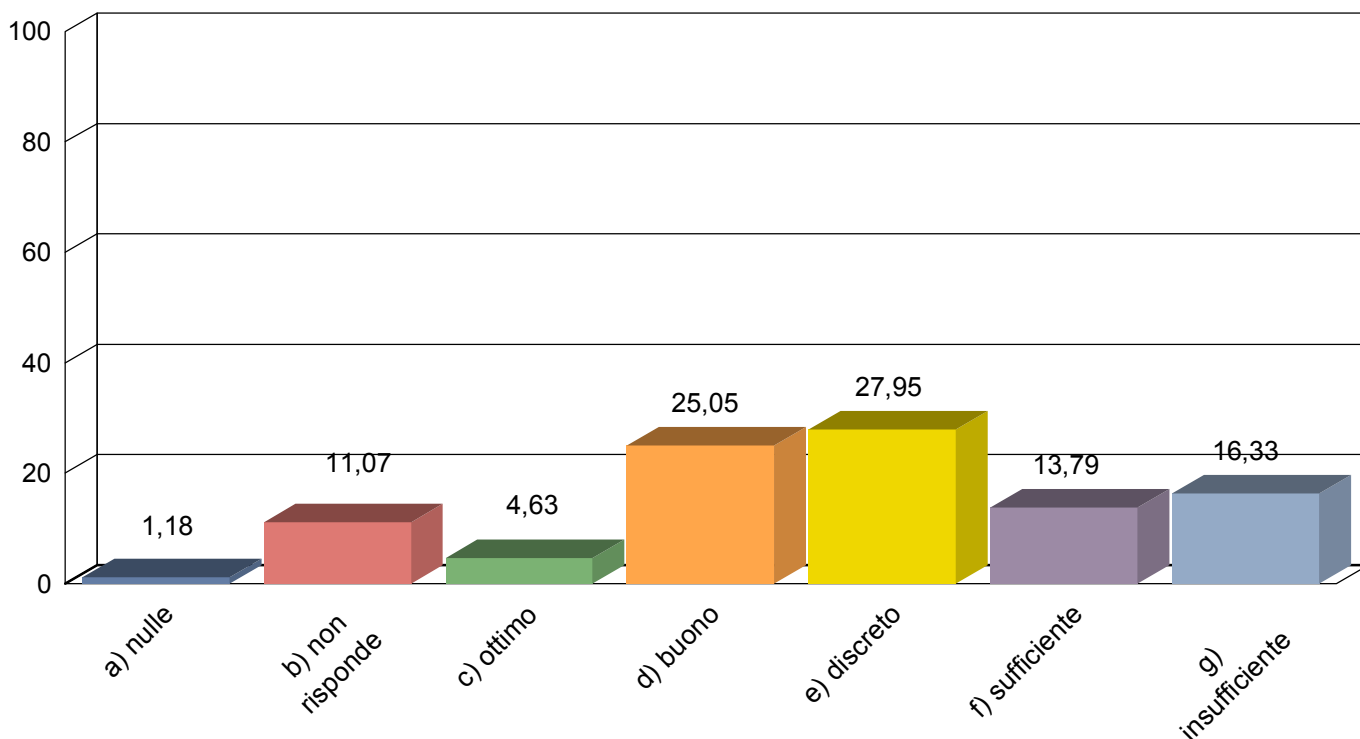




## Disponibilita' dei posti a sedere

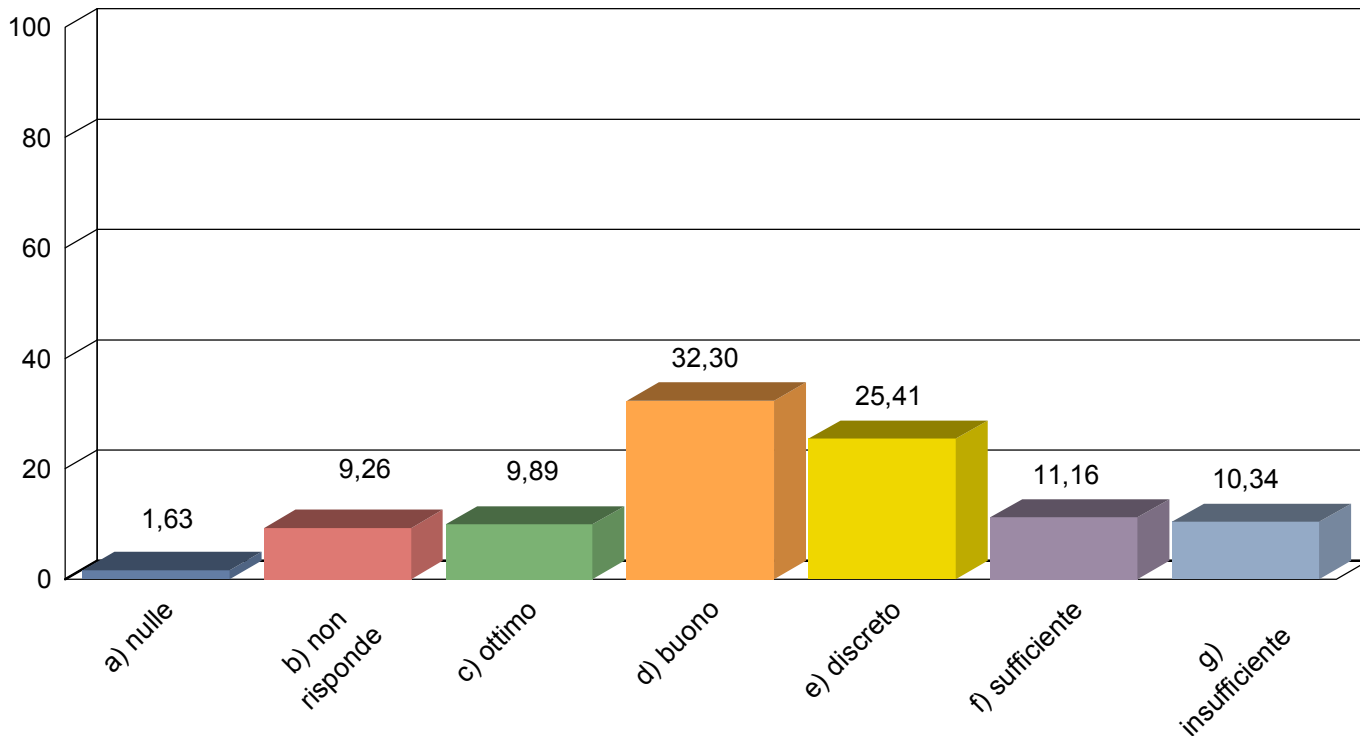


## Sicurezza sul mezzo di persone e cose

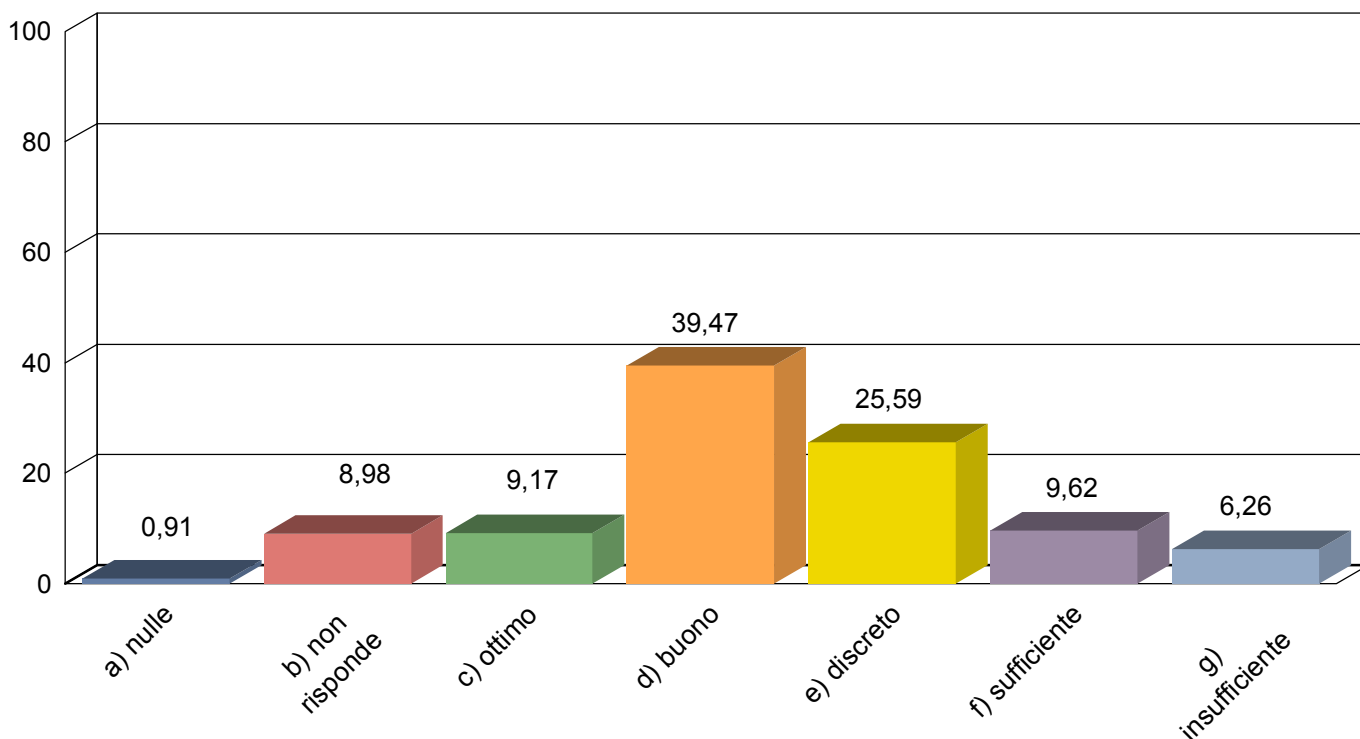




## Cortesia / Disponibilità del personale



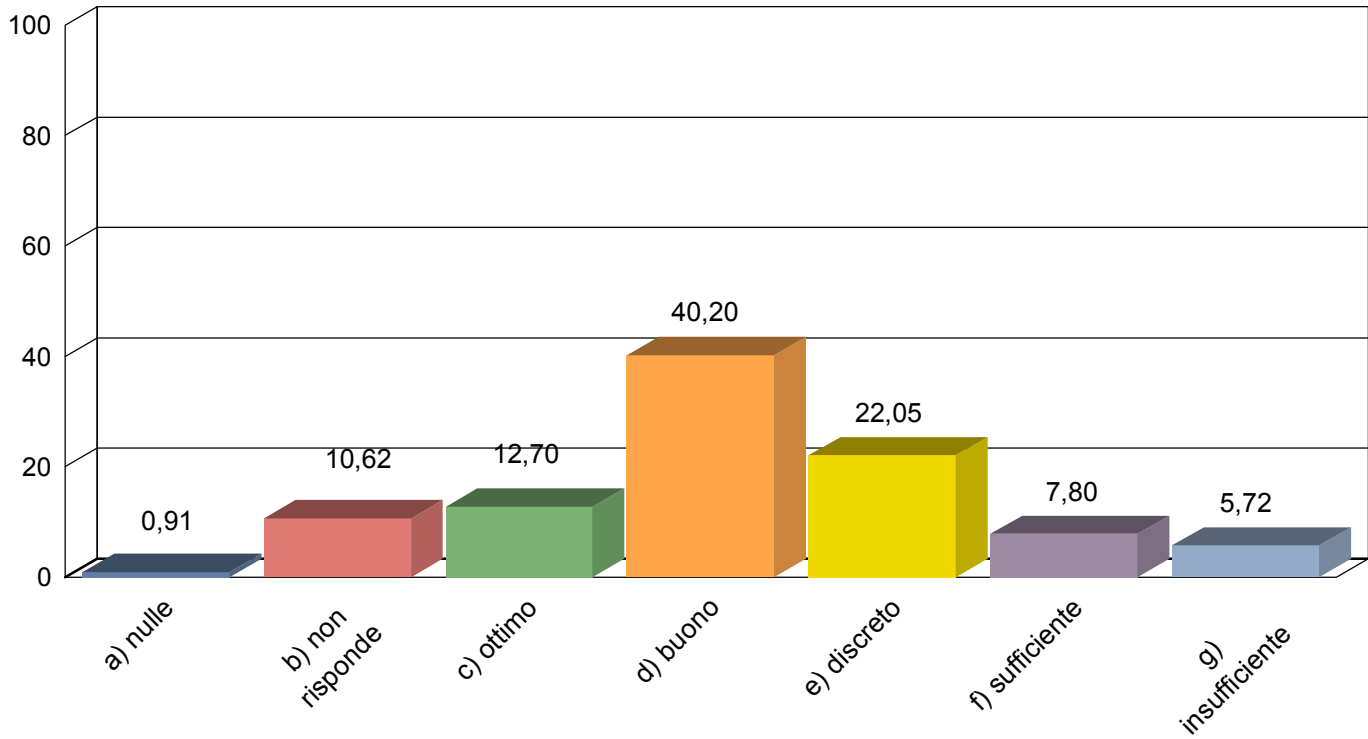
## Competenza del personale







## Riconoscibilità del personale



# Indagine conoscitiva sulla soddisfazione dei viaggiatori

Linea: **AUTOLINEE**      **DICEMBRE 2014**

