



FERROTRAMVIARIA SPA
FERROVIE DEL NORD BARESE
AUTOLINEE

Indagine conoscitiva sulla soddisfazione dei viaggiatori della ferrovia

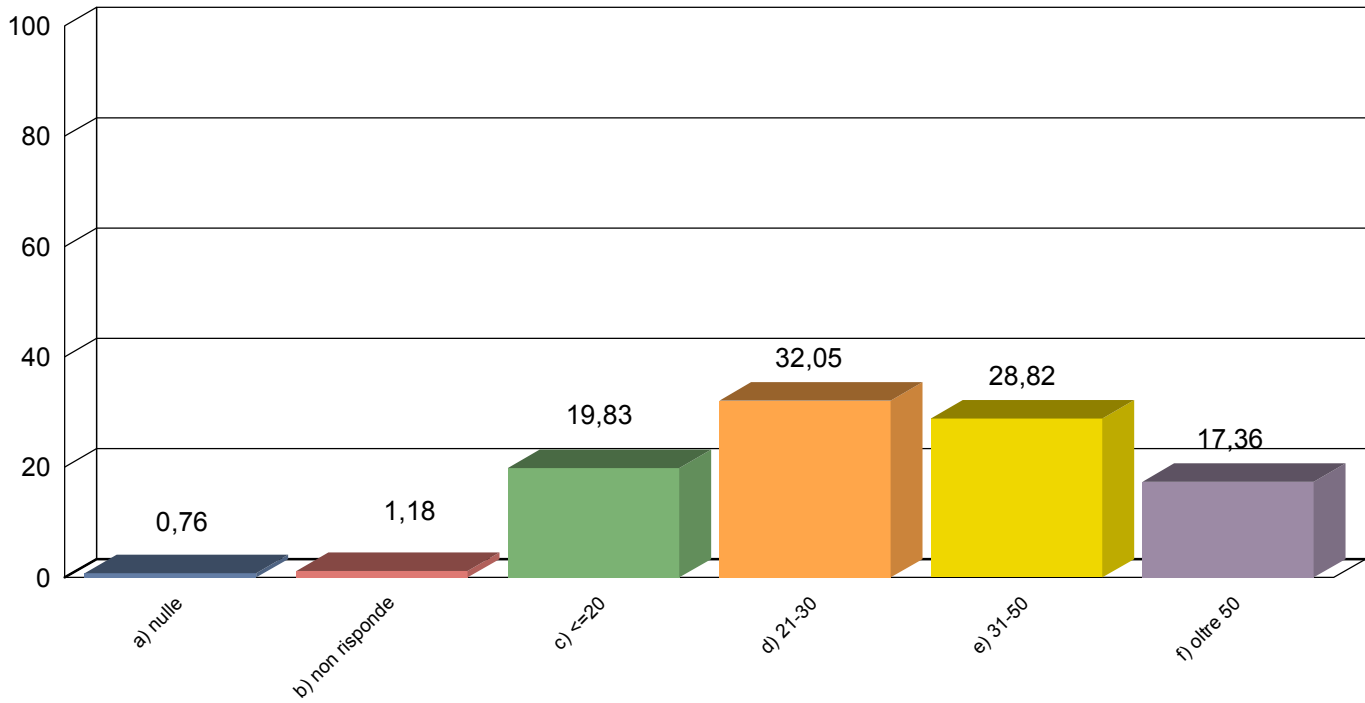
MAGGIO 2018

(campione esaminato: 2880 viaggiatori)

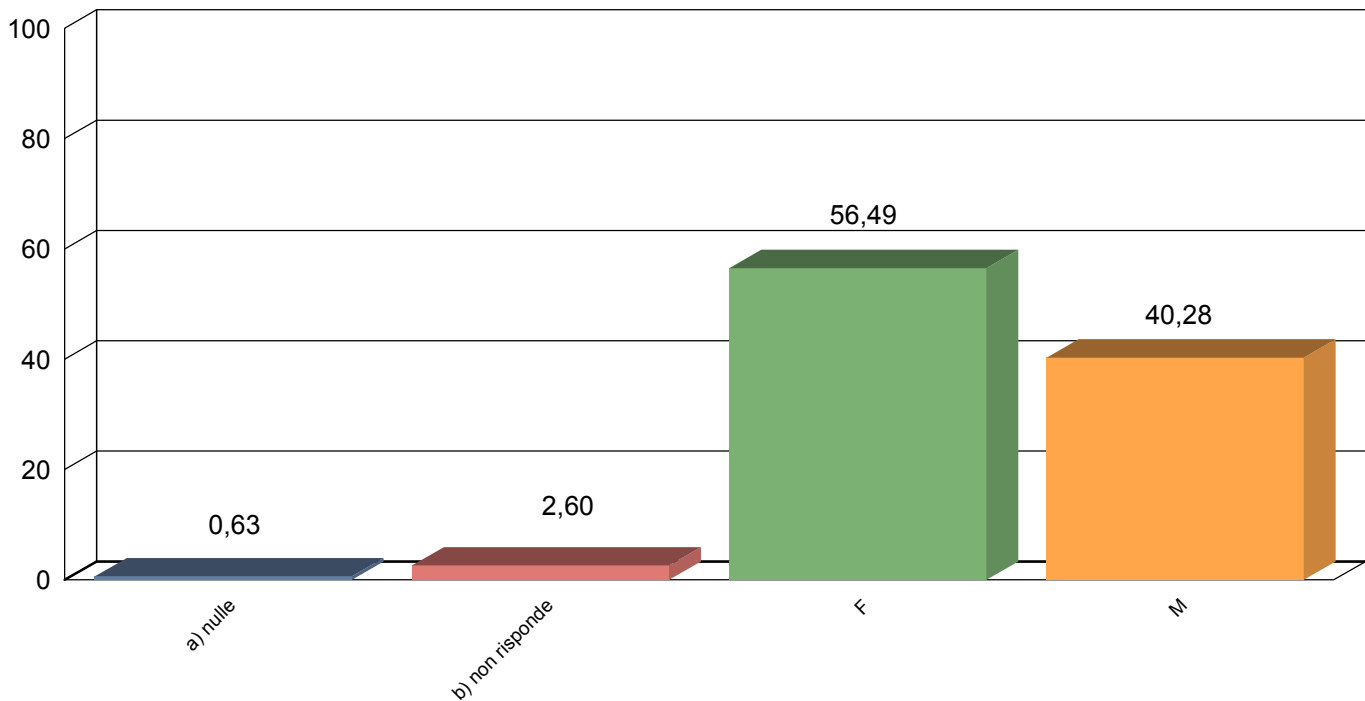




Età

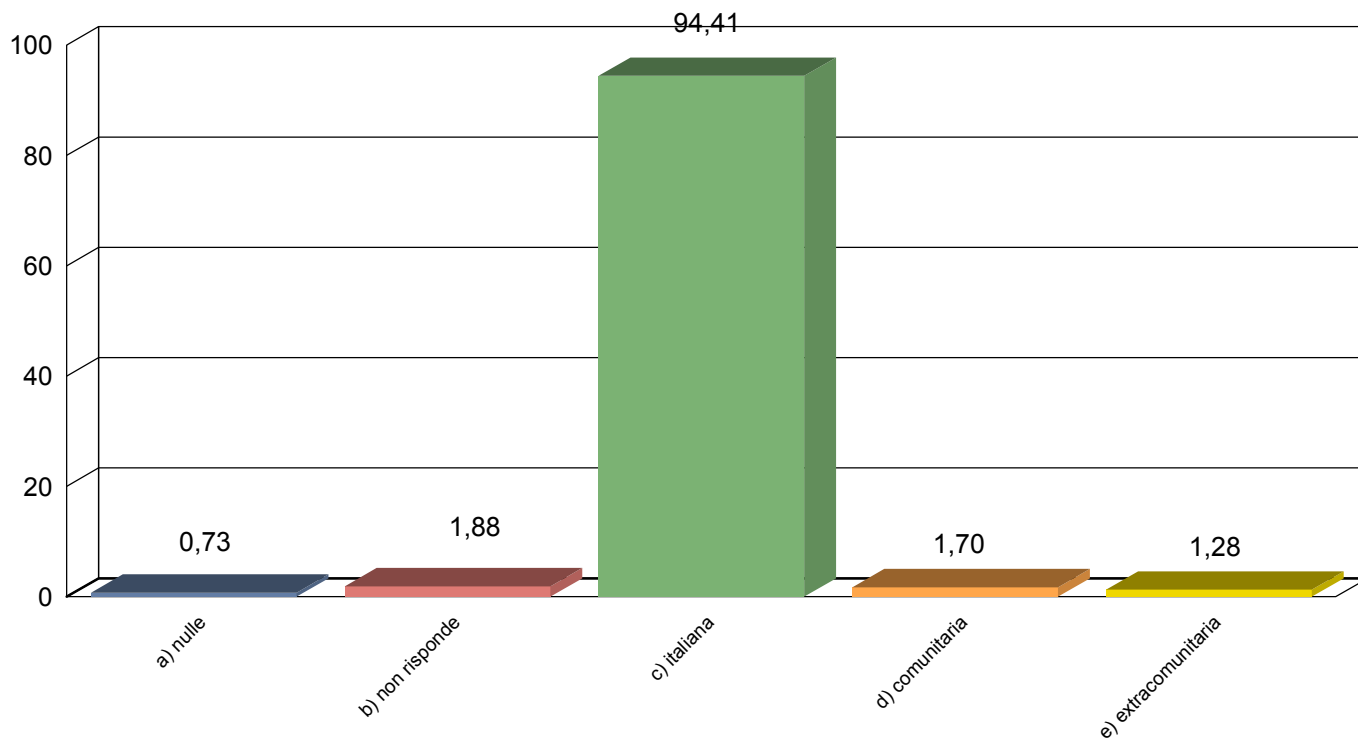


Sesso

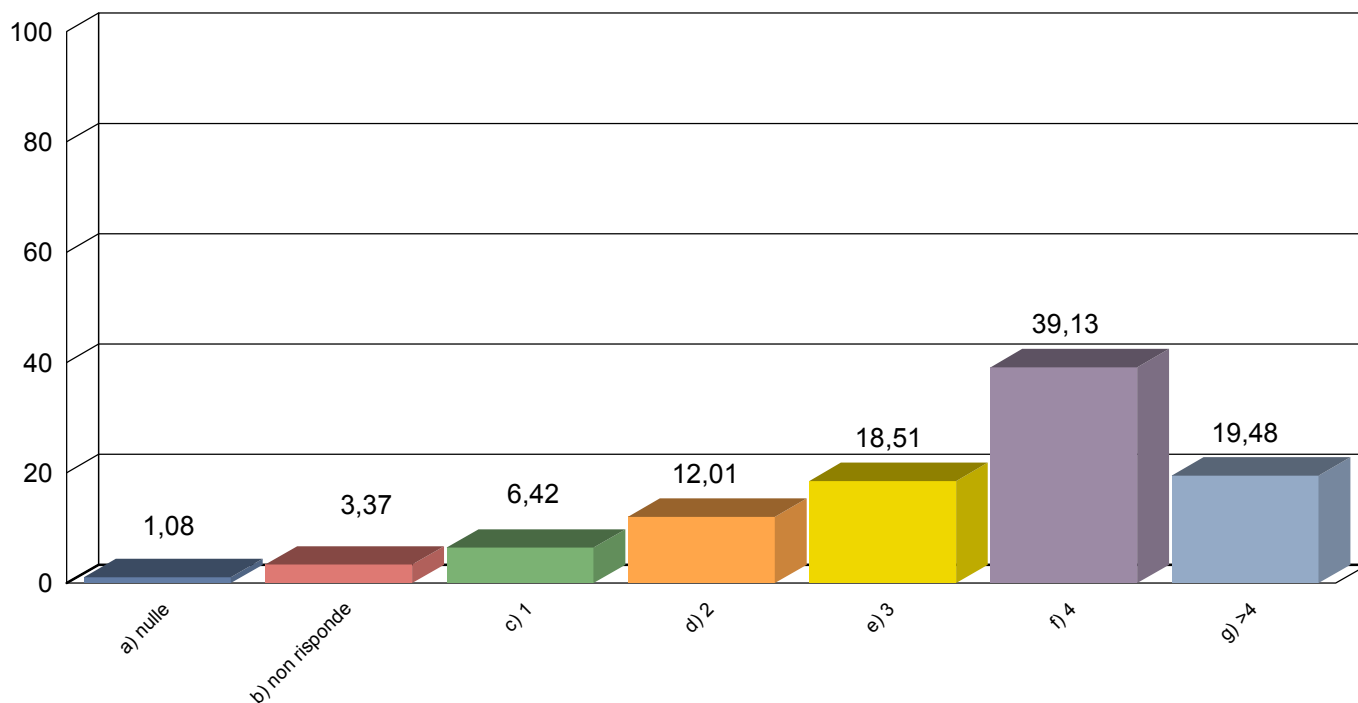




Nazionalità

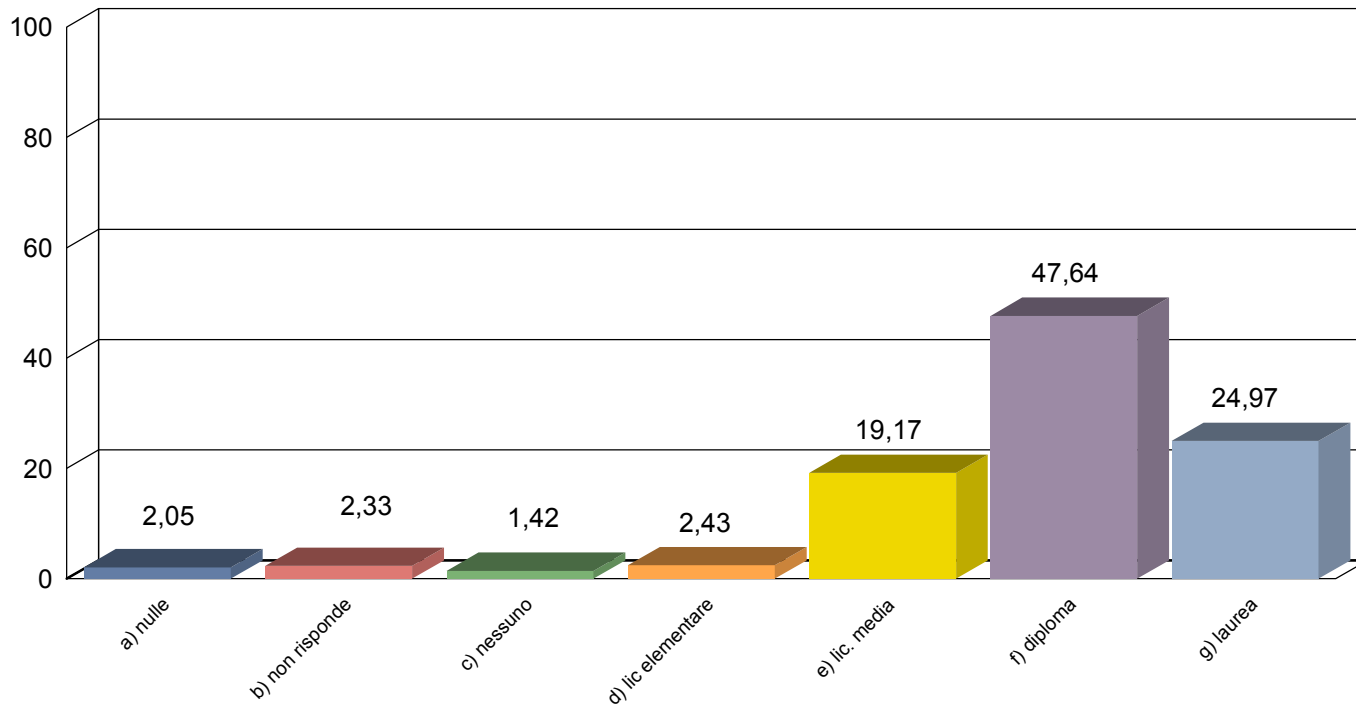


Nucleo familiare

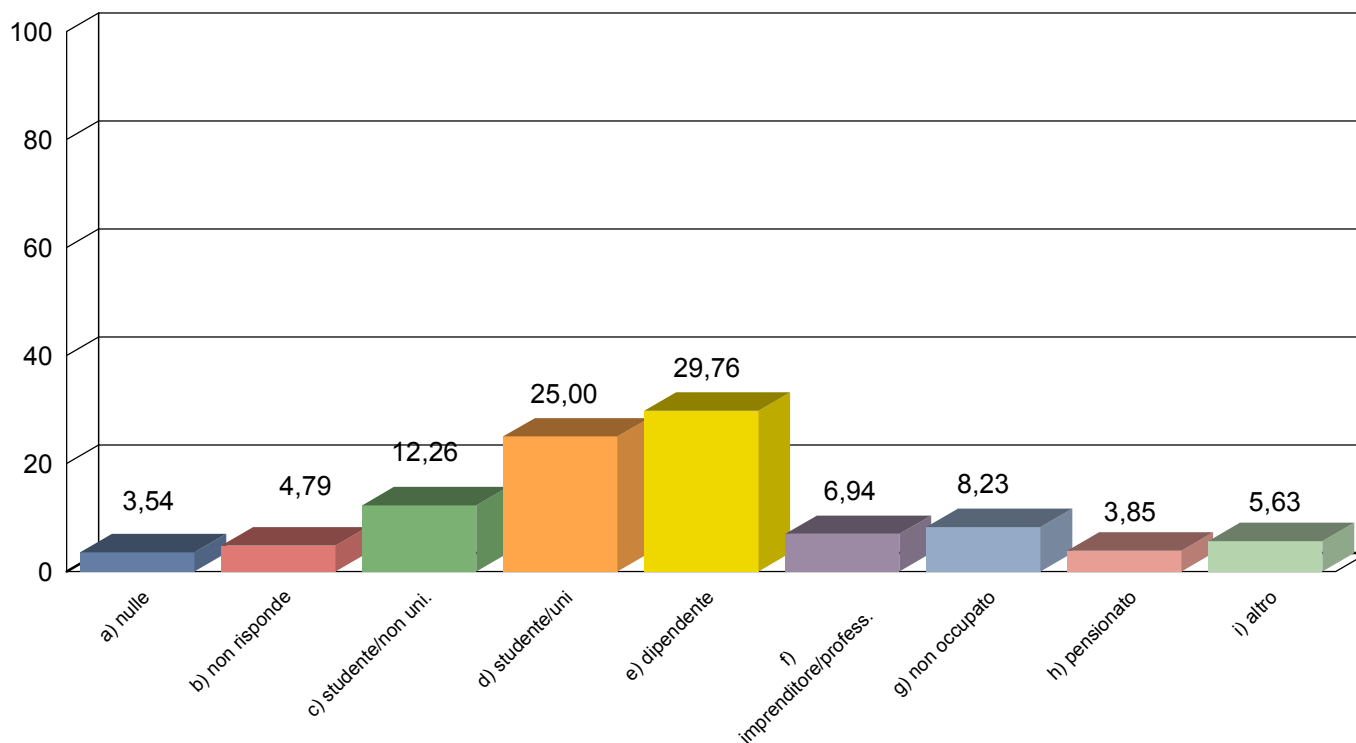




Titolo di studio

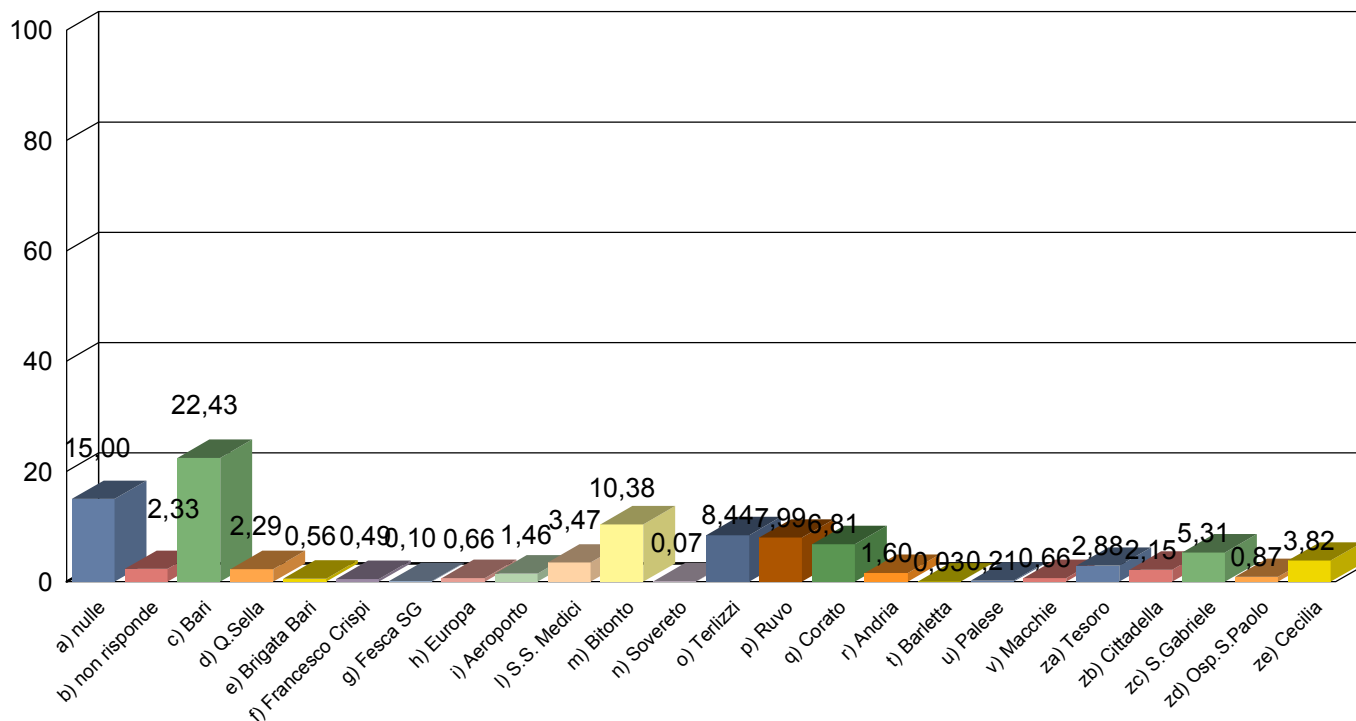


Occupazione

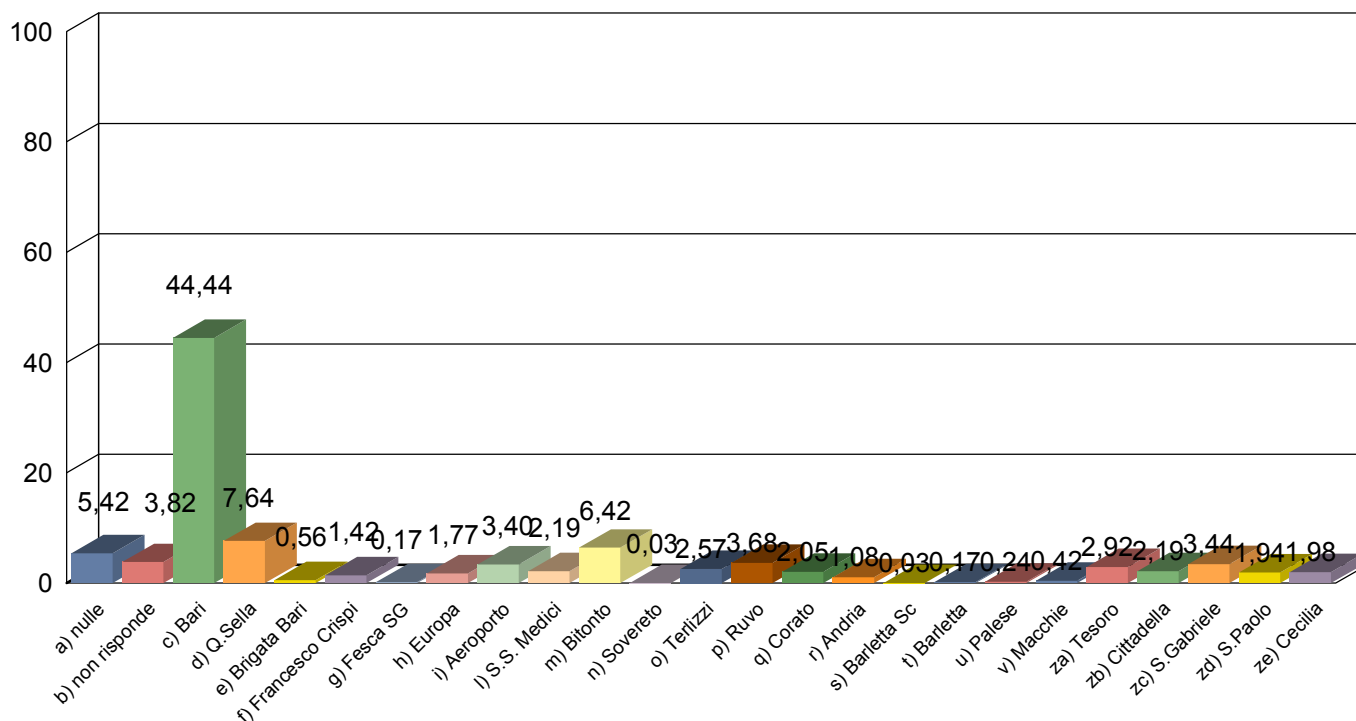




Città di partenza di questo viaggio

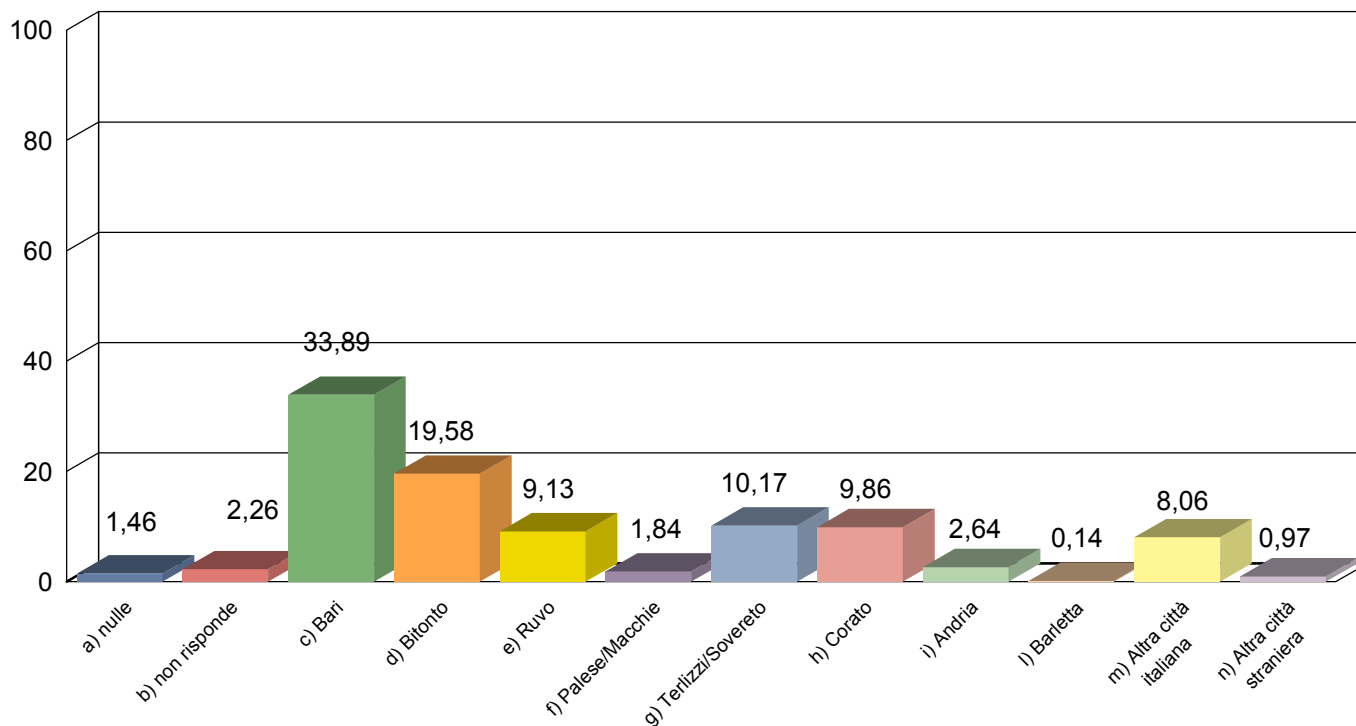


Città di arrivo di questo viaggio

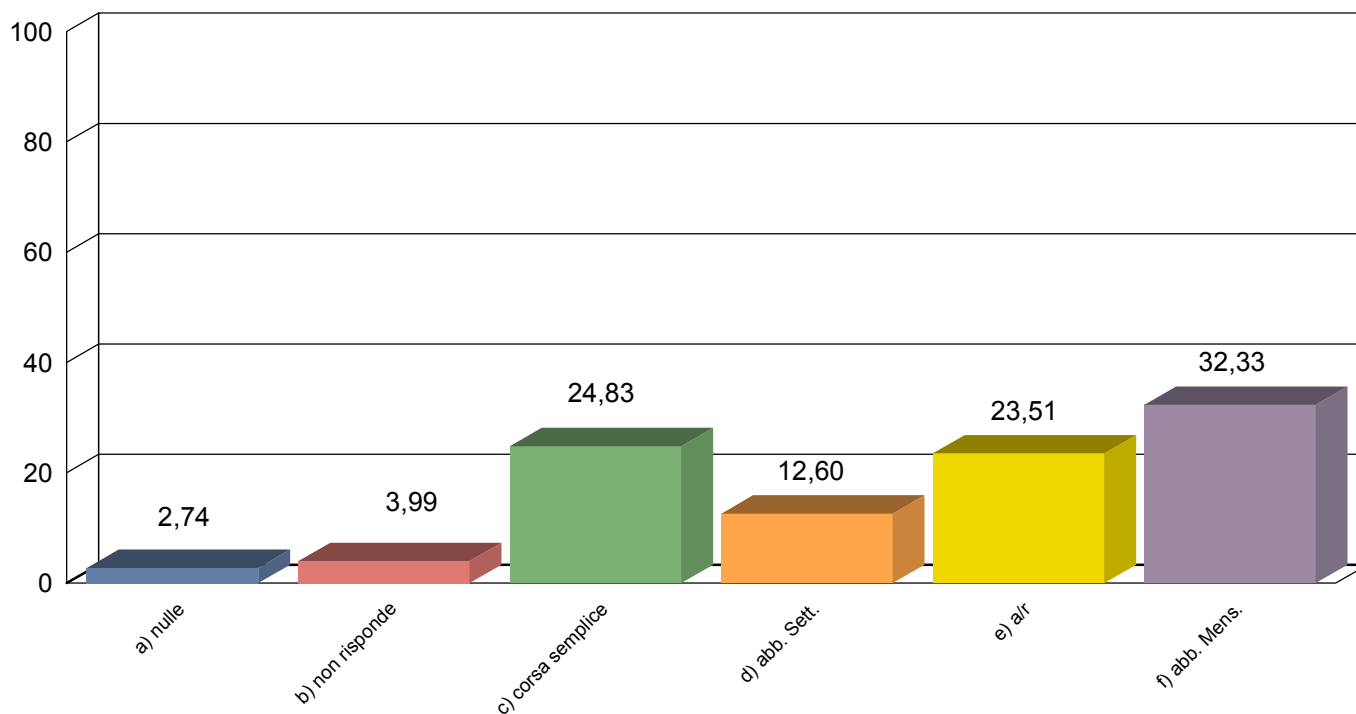




Citta' di residenza

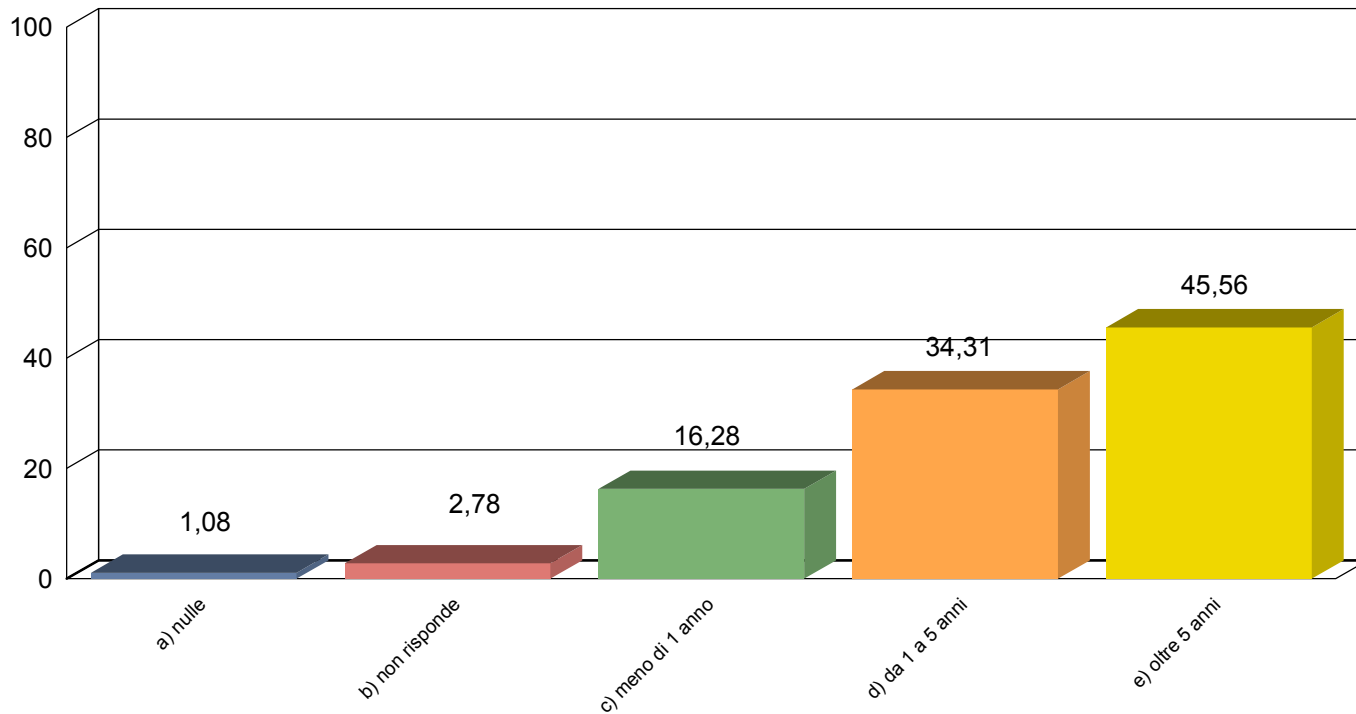


Tipo di biglietto utilizzato

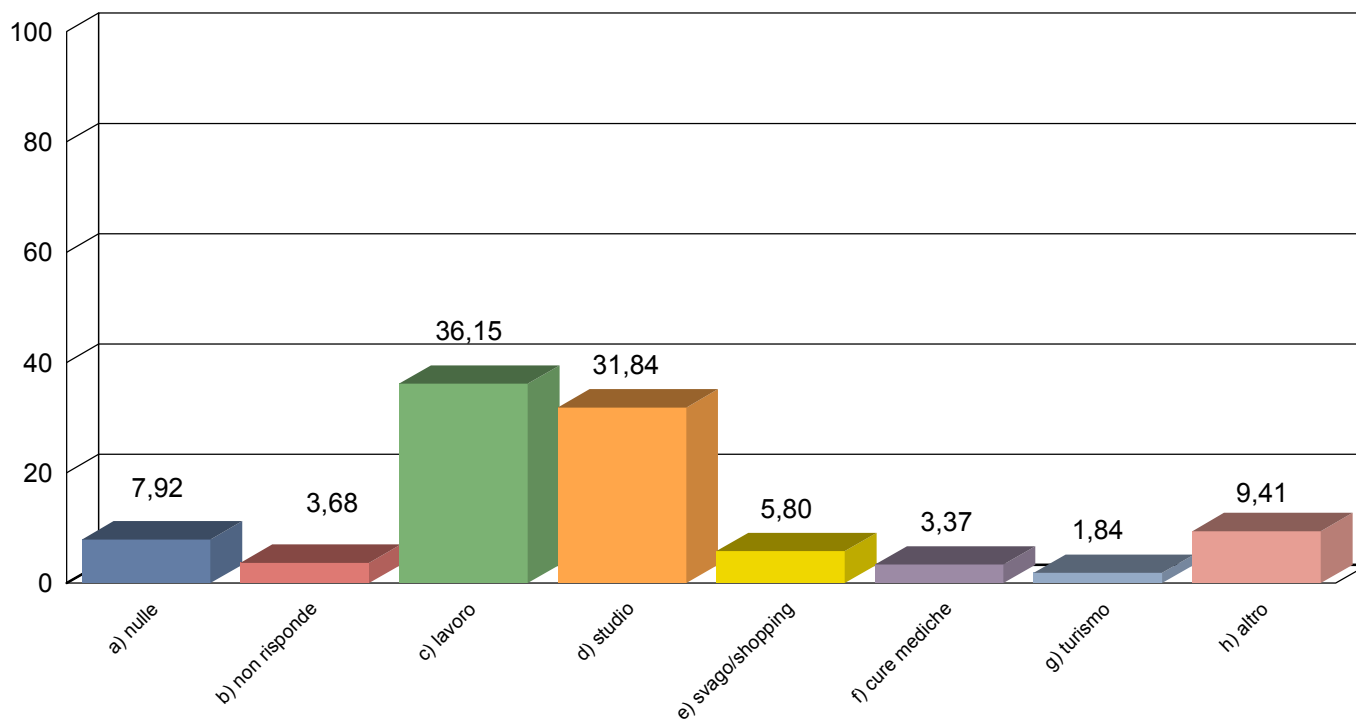




Da quanto tempo utilizza il treno

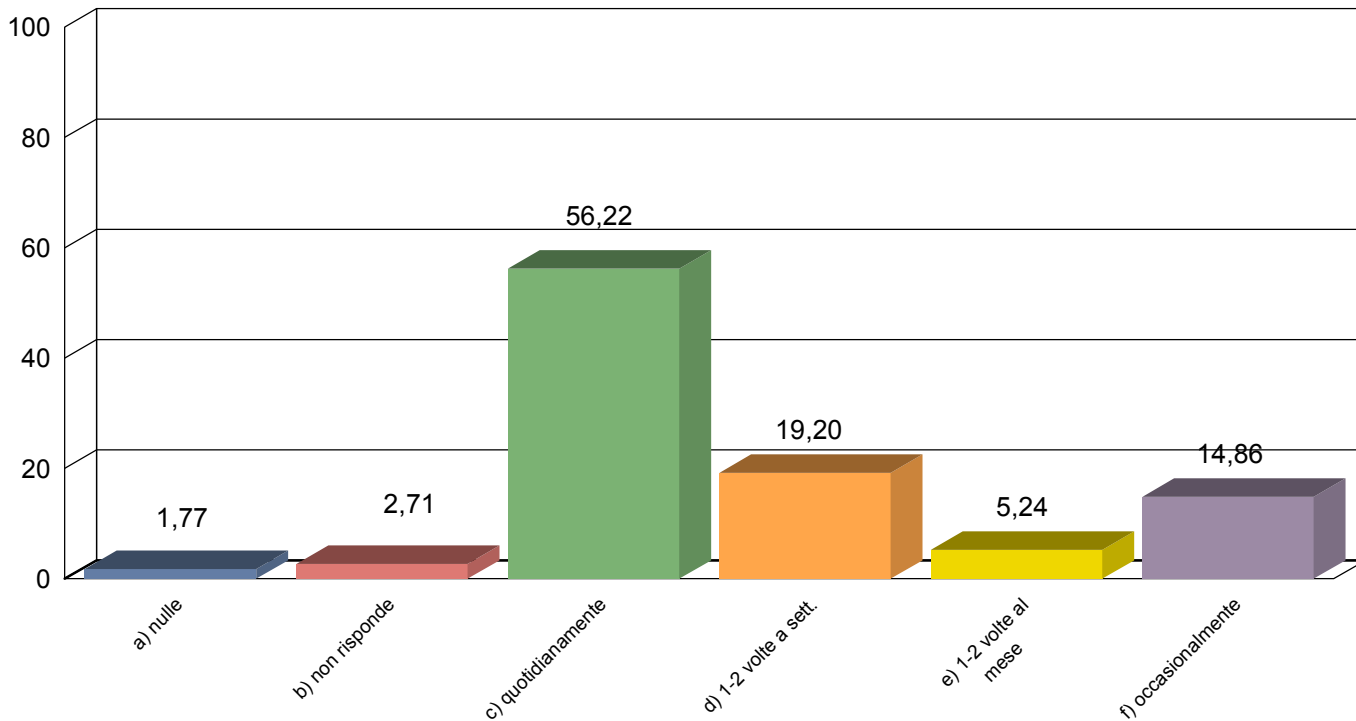


Scopo del viaggio

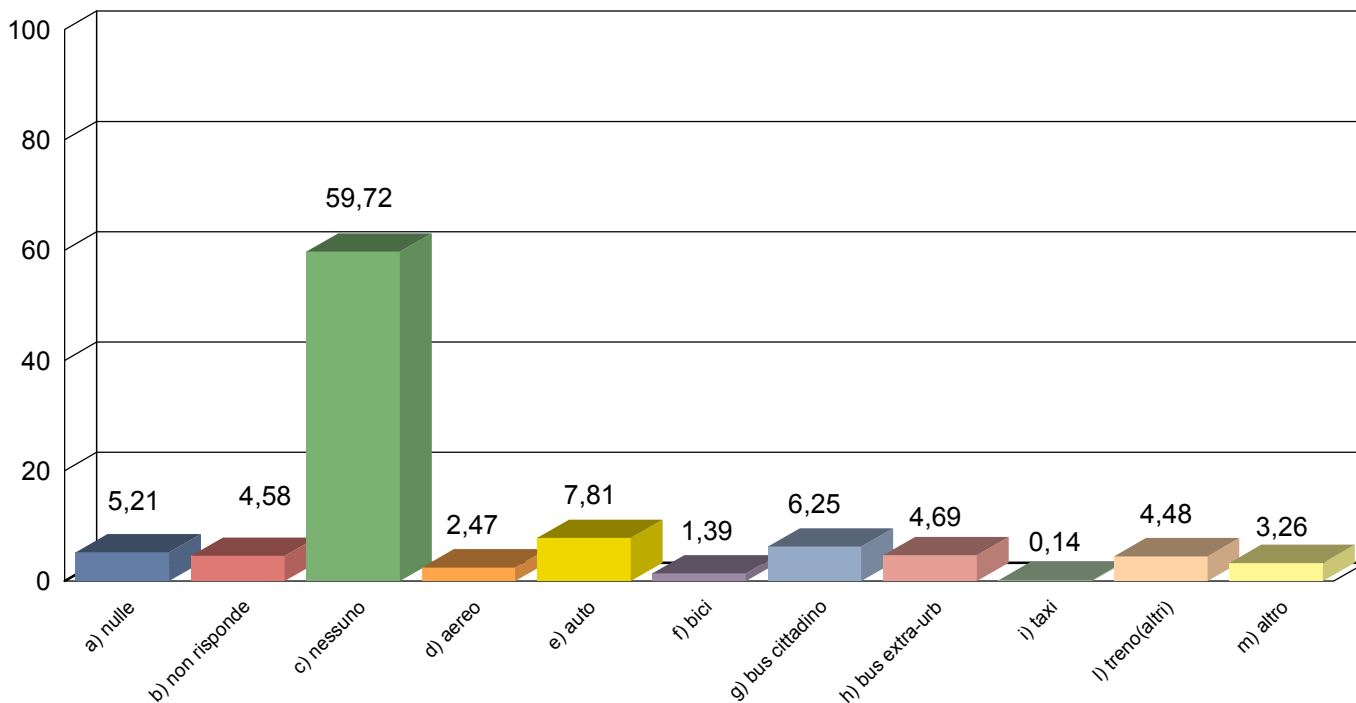




Frequenza di utilizzo

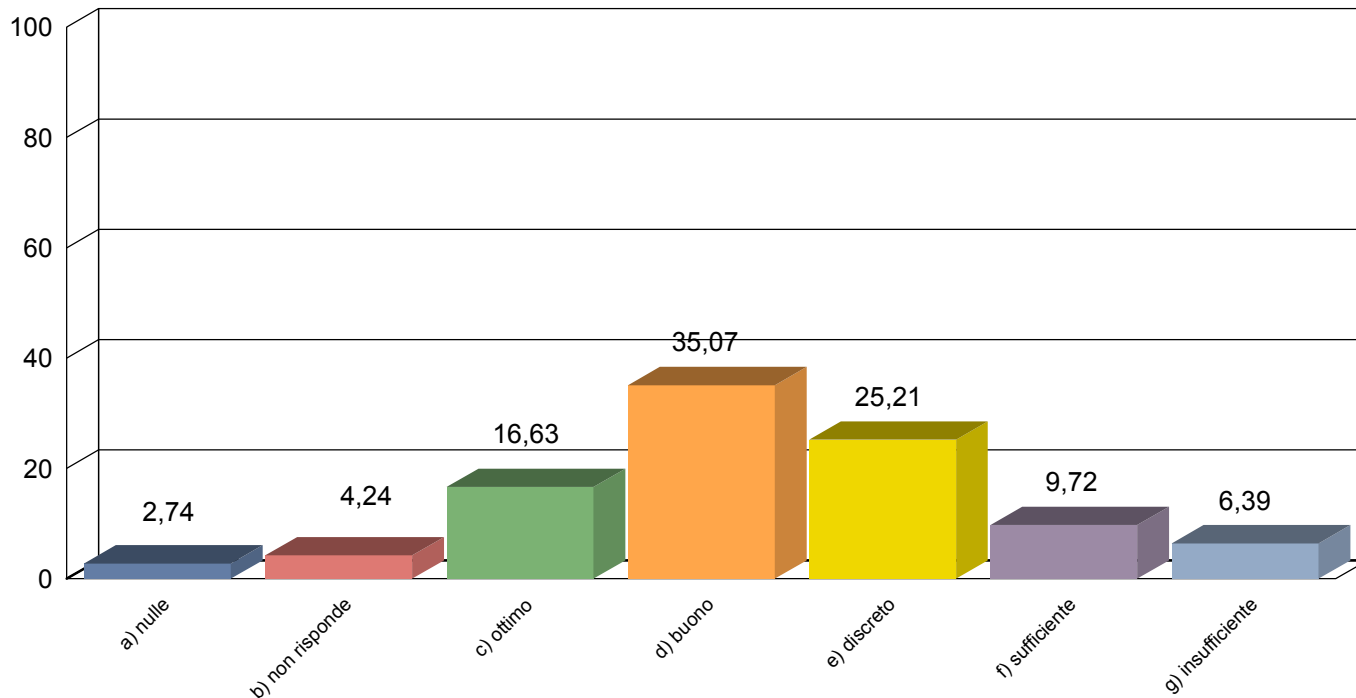


Con che mezzi prosegue questo viaggio

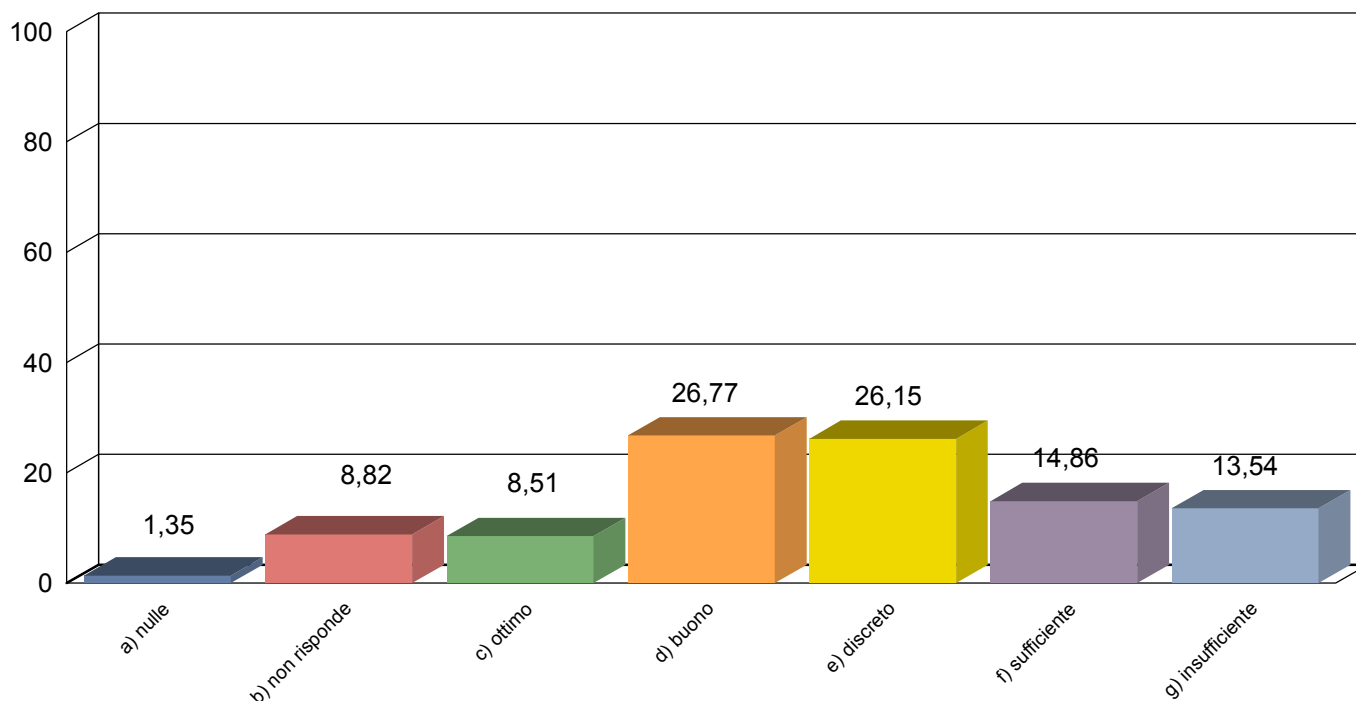




Puntualità delle corse

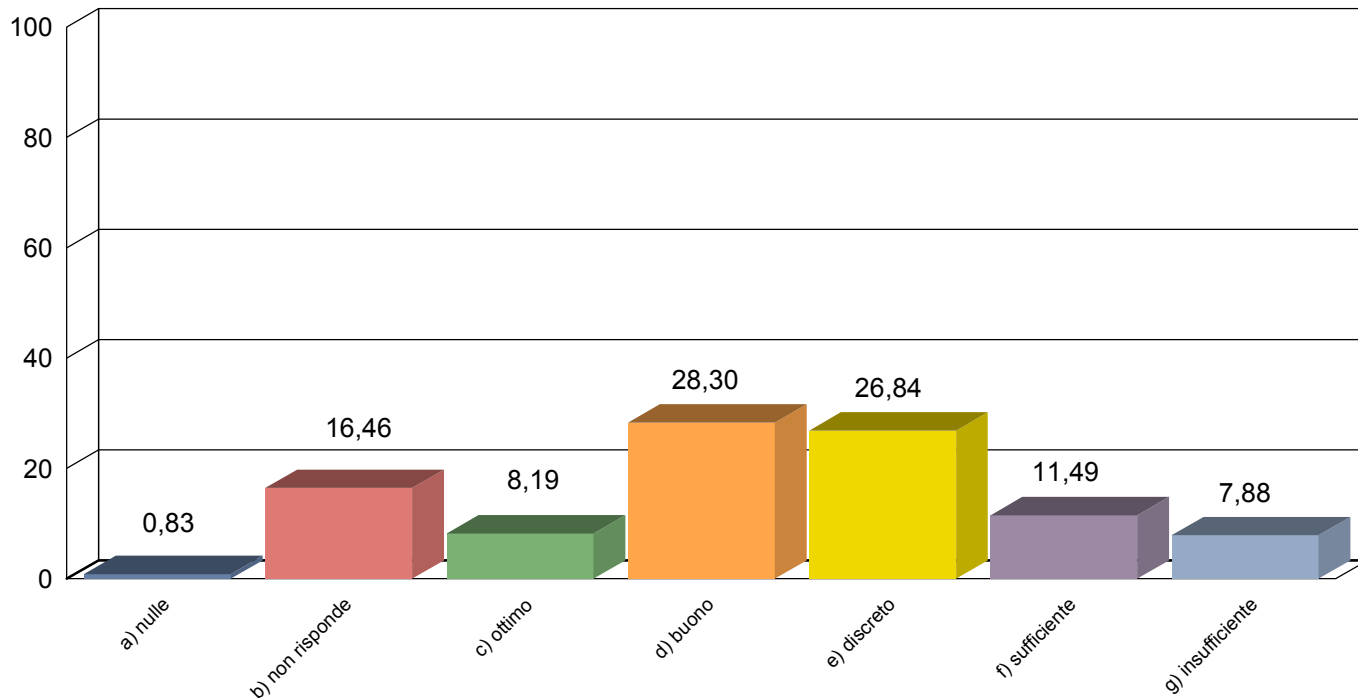


Frequenza delle corse

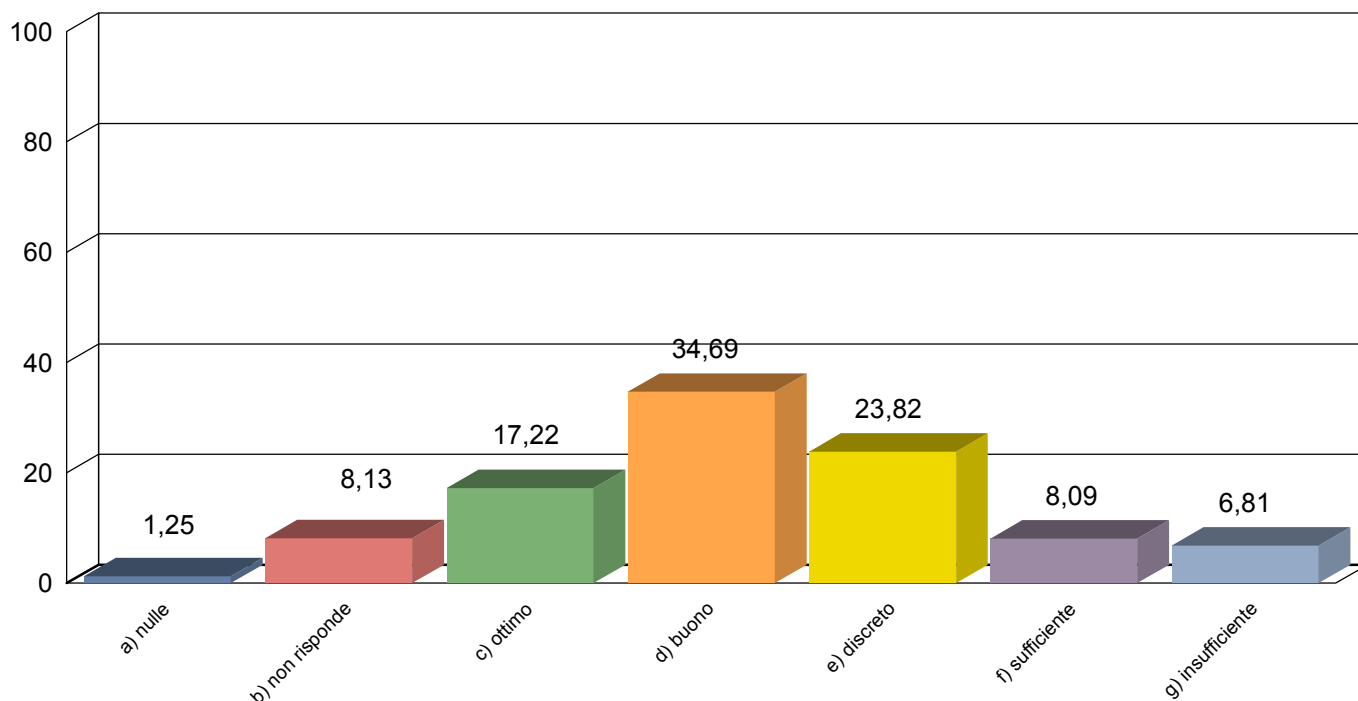




Adeguatezza coincidenze

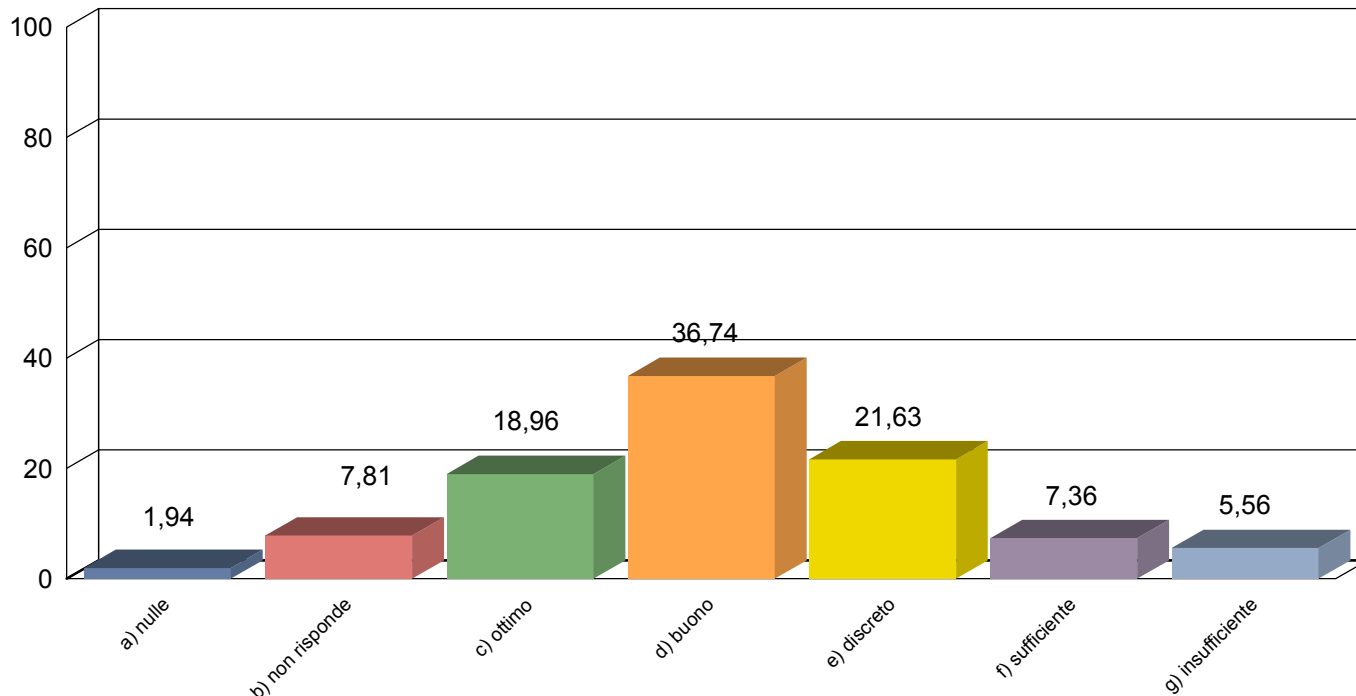


Informazioni nelle stazioni

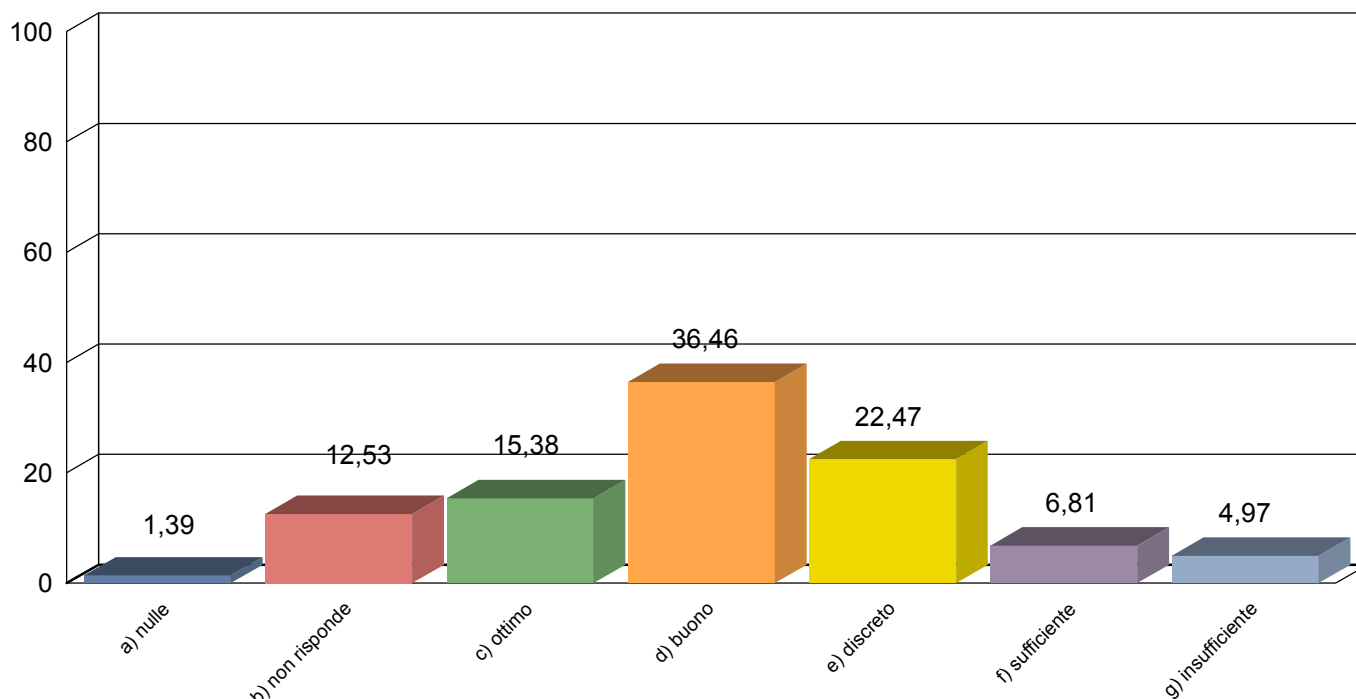




Informazioni a bordo

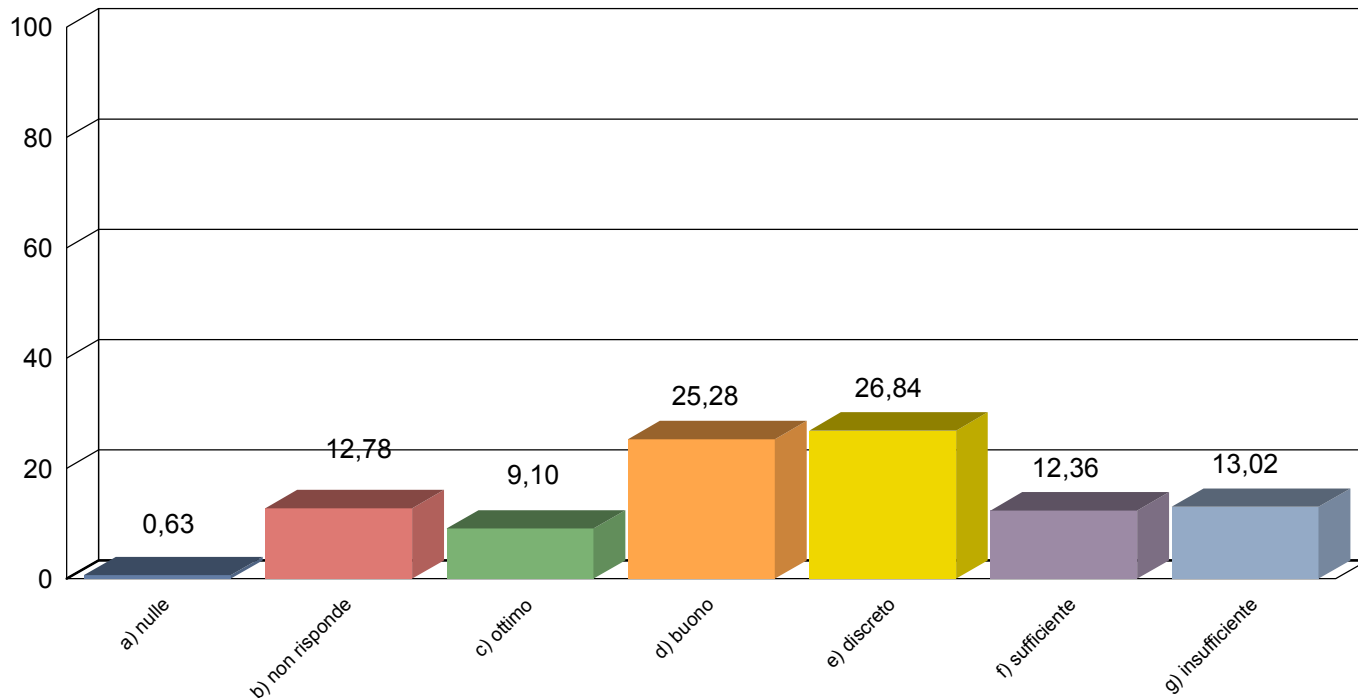


Informazioni via web (sito, carta ecc)

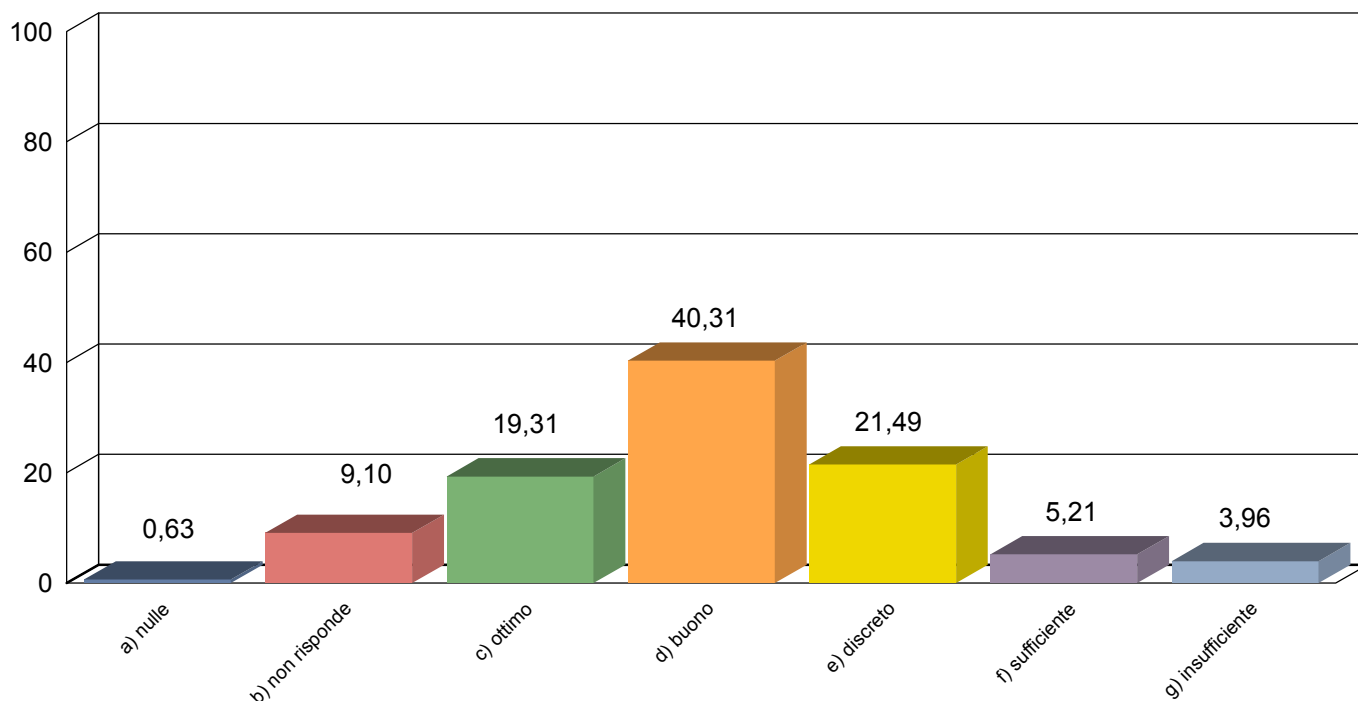




Rapidita' nel fornire informazioni in caso di disservizio

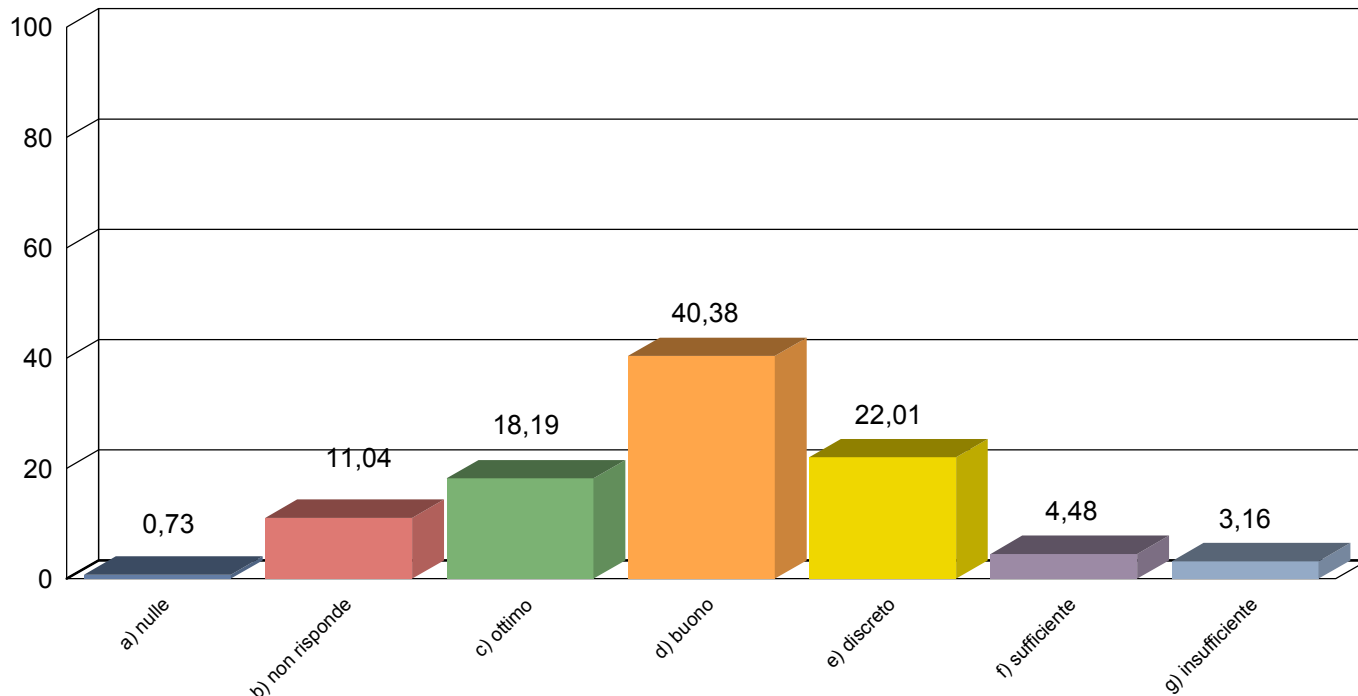


Reperibilità orari e tariffe

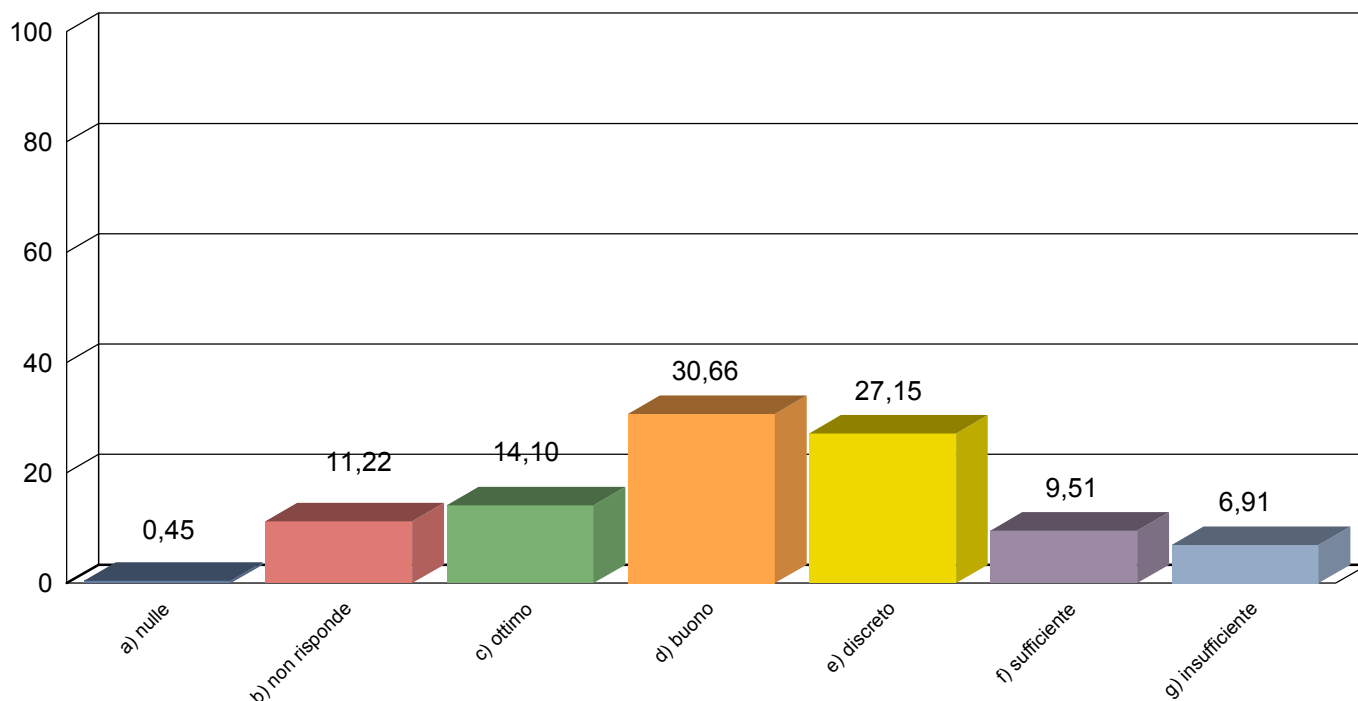




Reperibilità titoli di viaggio

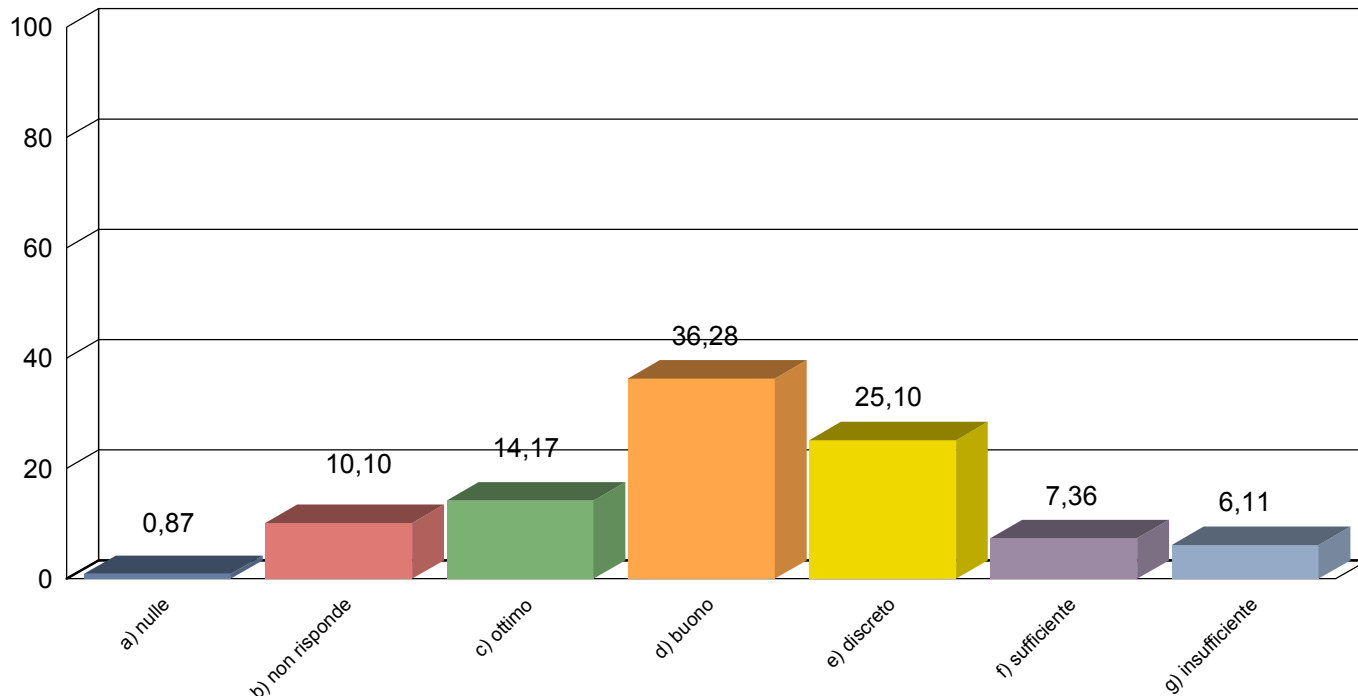


Funzionamento obliteratrici

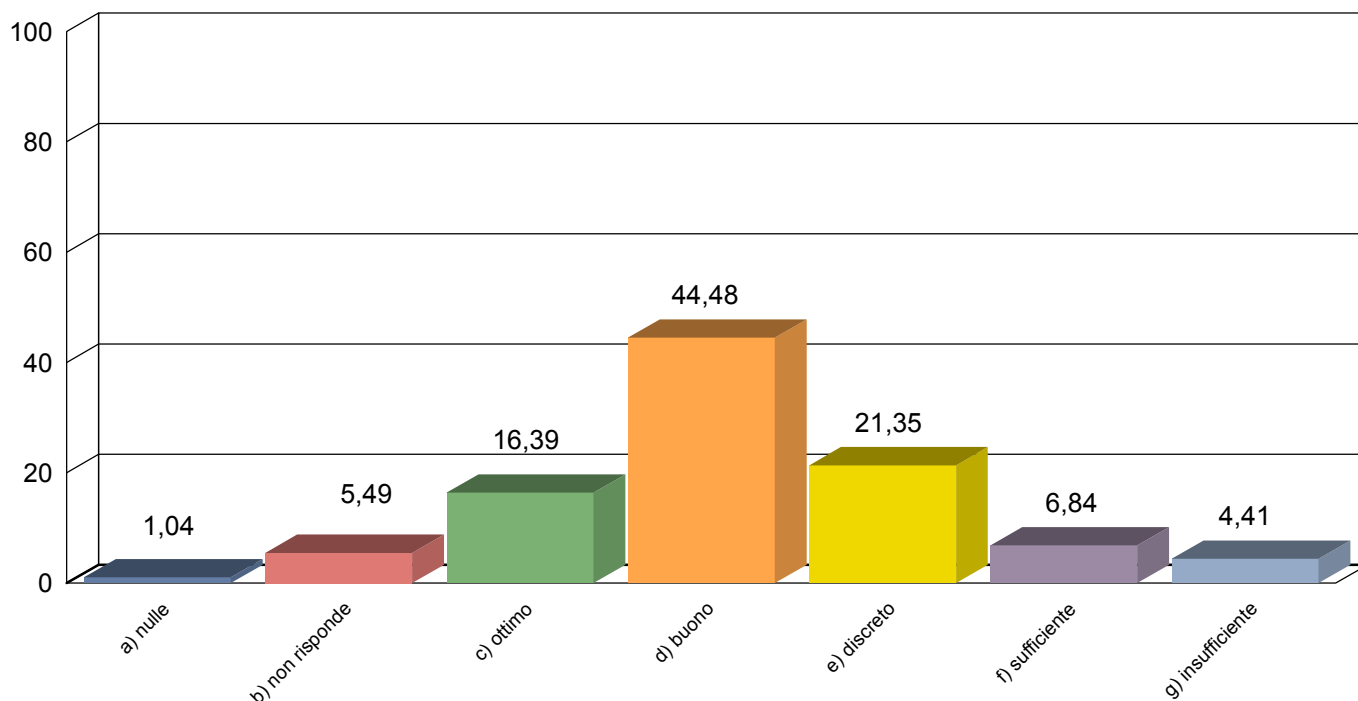




Funzionamento e pulizia bagni di stazione

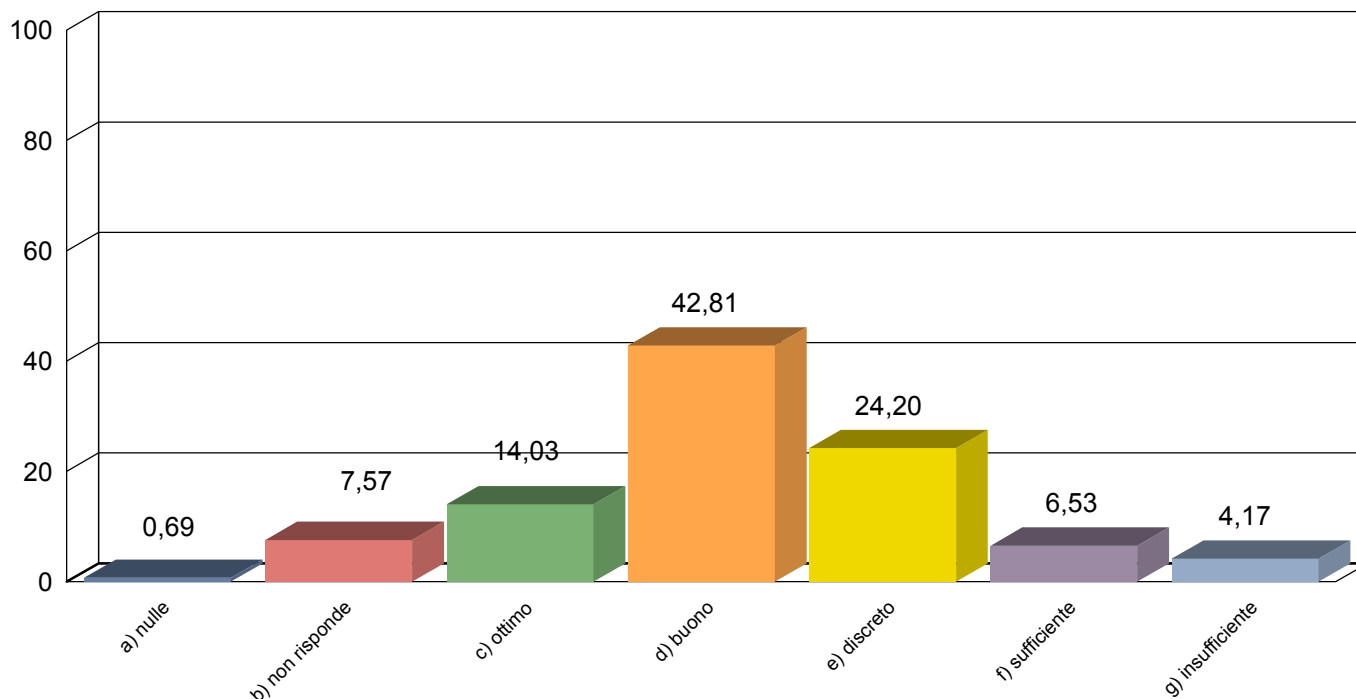


Pulizia del mezzo di trasporto

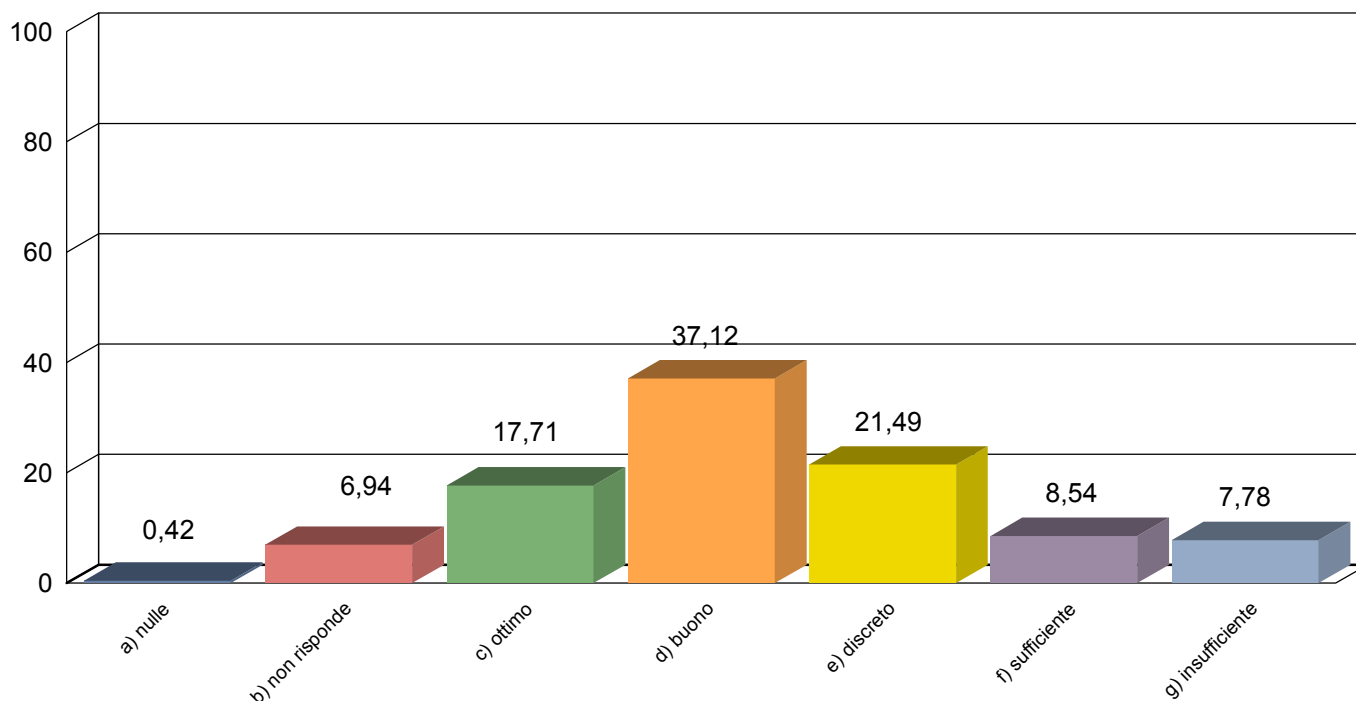




Pulizia stazioni

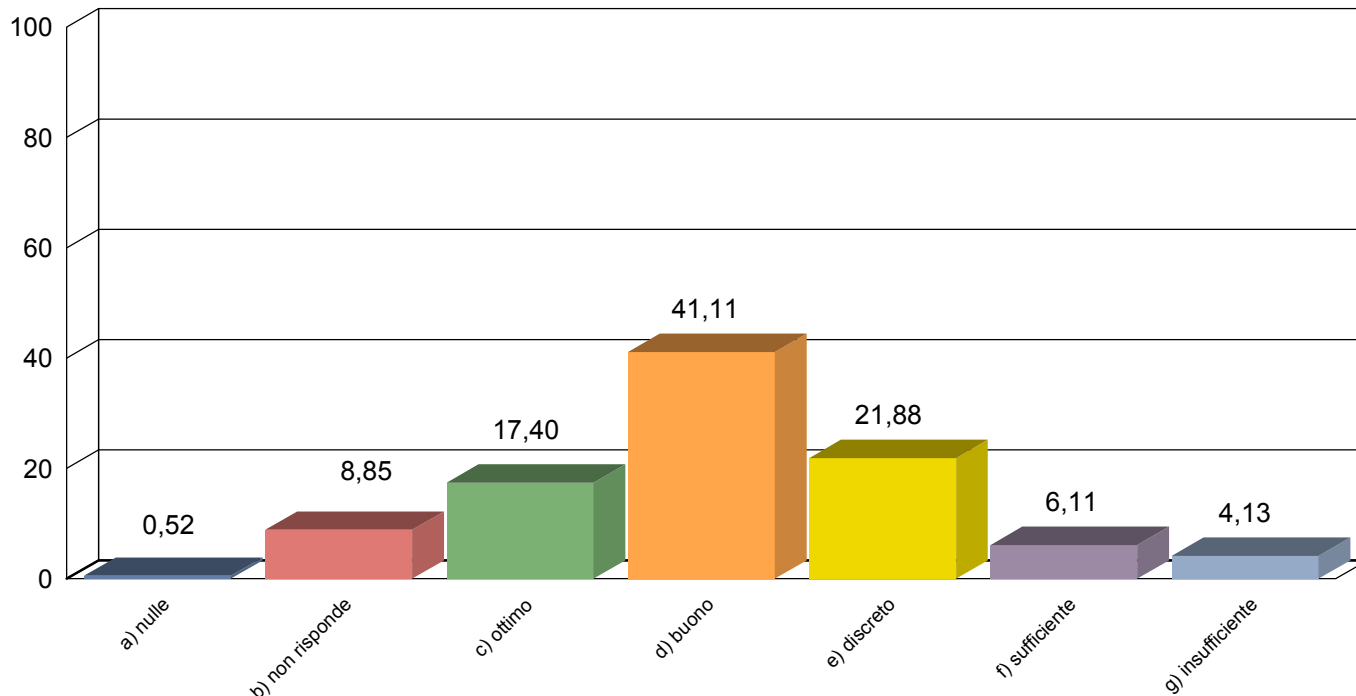


Efficienza climatizzazione estate / inverno

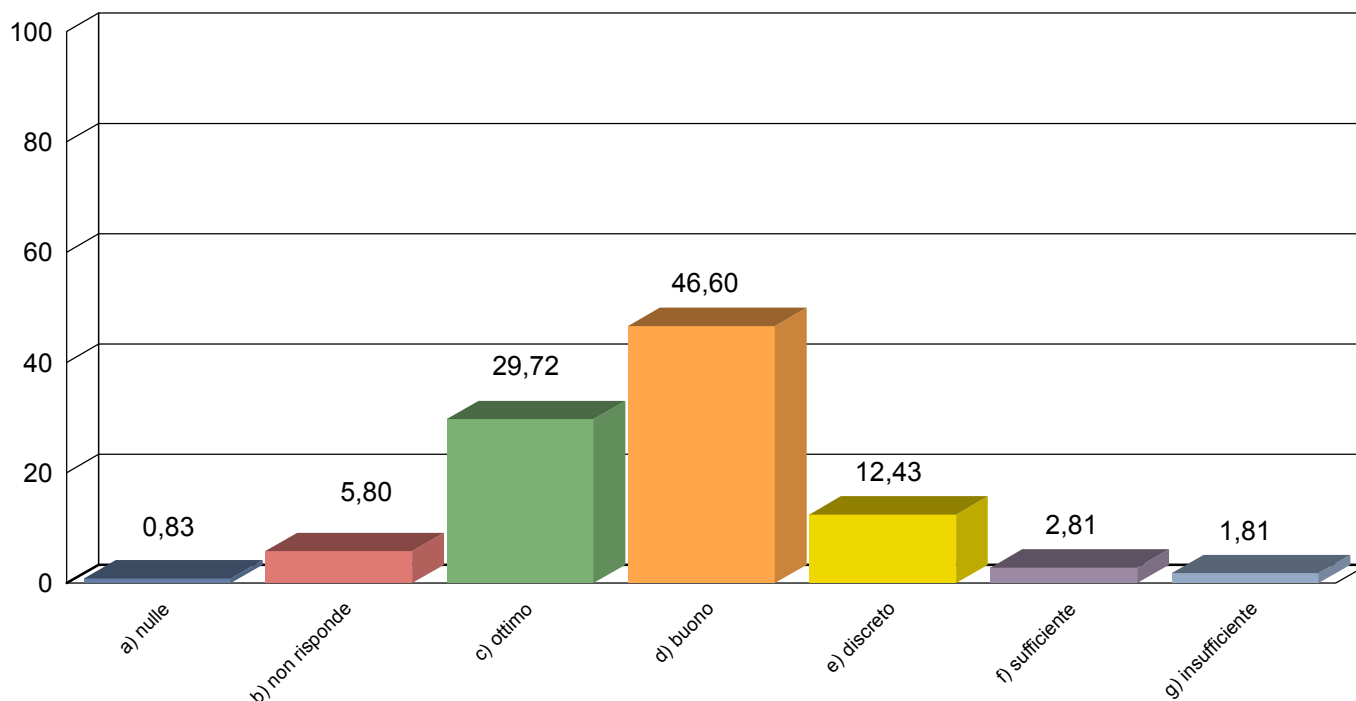




Sicurezza sul mezzo di persone e cose

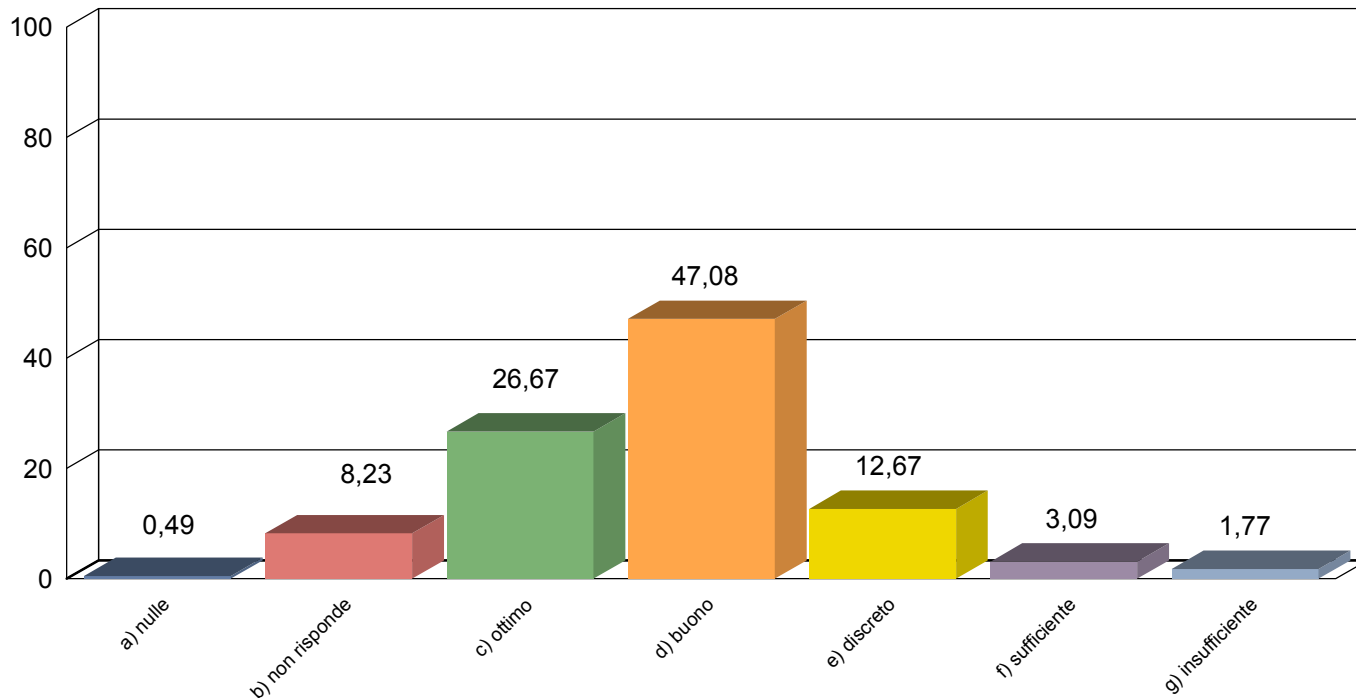


Cortesia / Disponibilità del personale





Competenza del personale



Riconoscibilità del personale

