

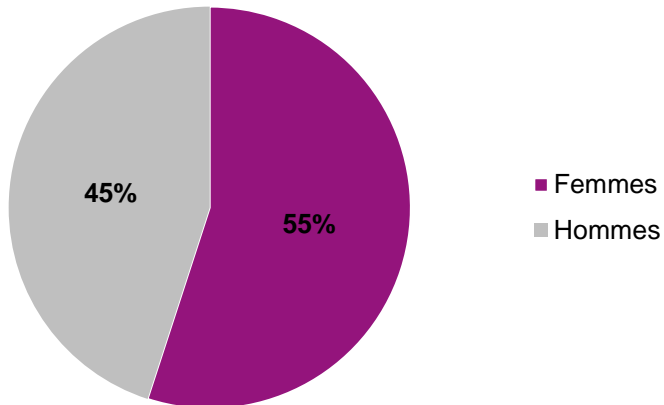
ENQUETE DE SATISFACTION



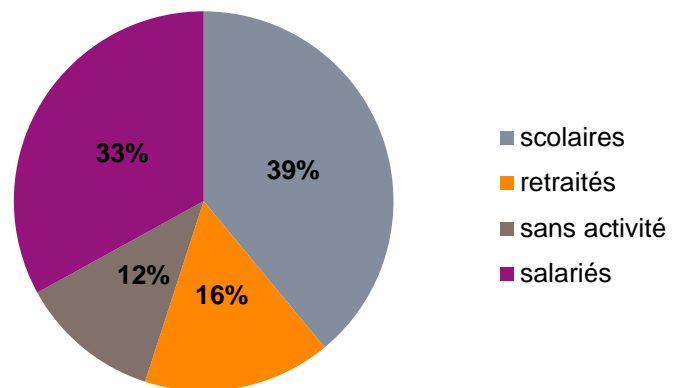
Synthèse de l'enquête menée sur les lignes régulières BUSCEPHALE des lots n°3,4 et 5 du groupement RSL / GIRARDOT sur la période du 13 novembre au 2 décembre 2017 auprès de 100 personnes.

• Etude de la population enquêtée

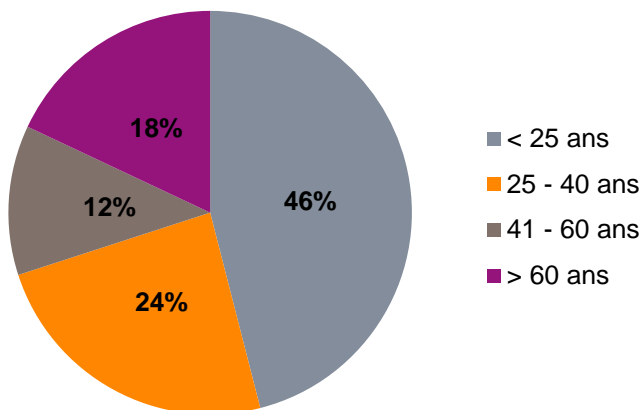
Répartition population enquêtée



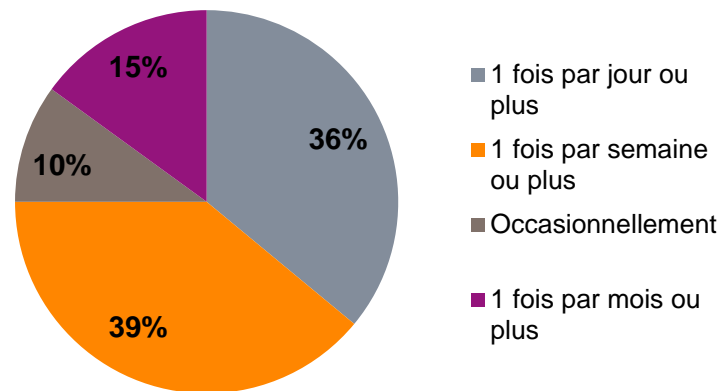
Activité



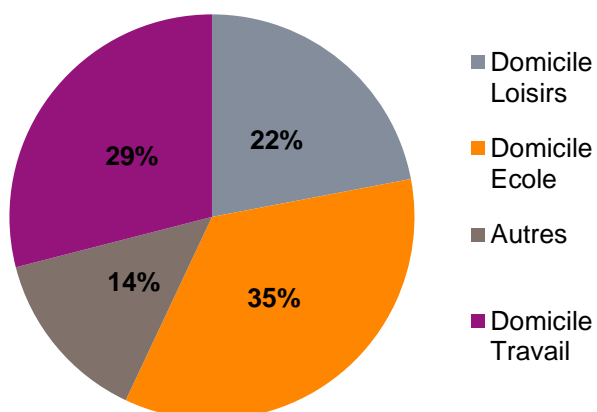
Tranches d'âge



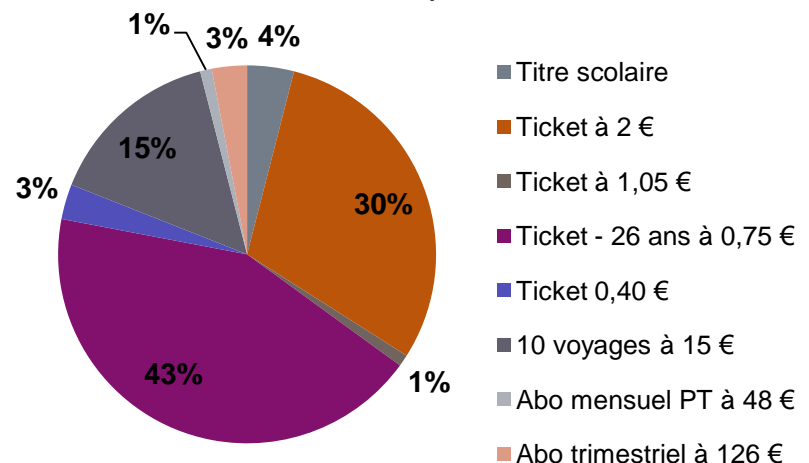
Fréquence d'utilisation du bus



Motifs de déplacements



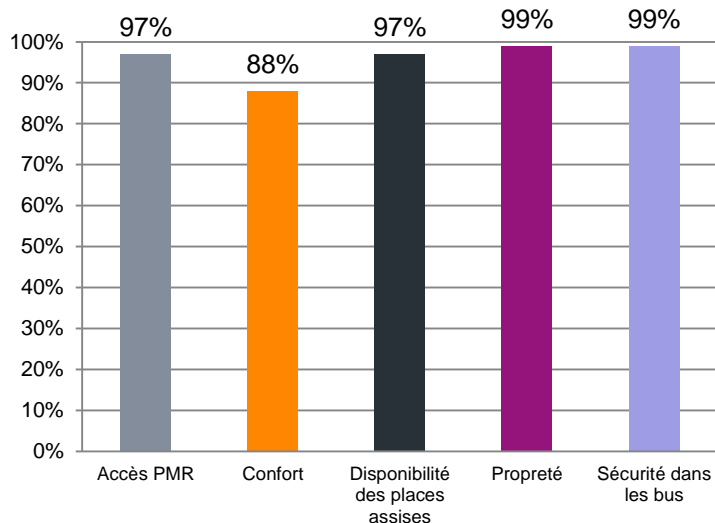
Titre de Transport utilisé



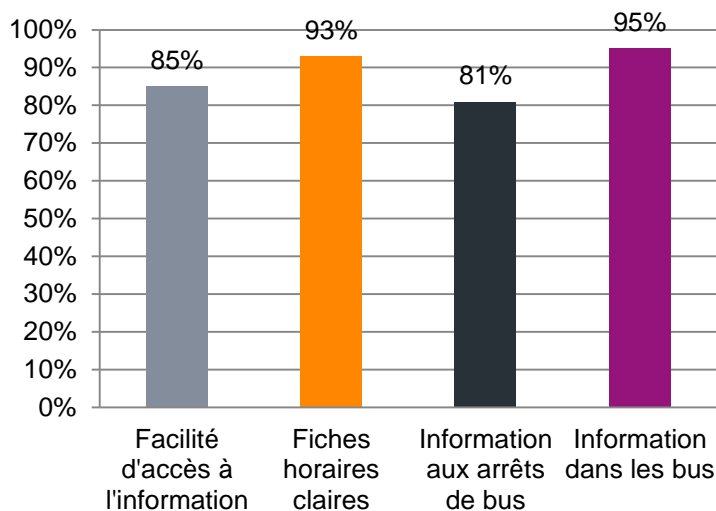


• Satisfaction client

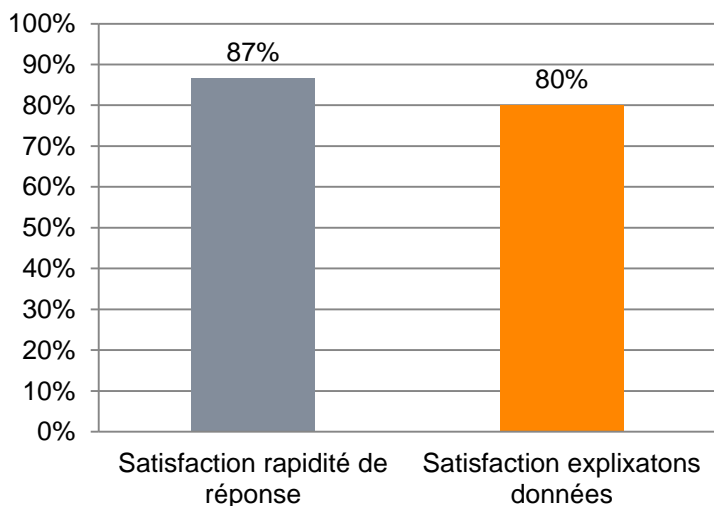
Conditions de transport



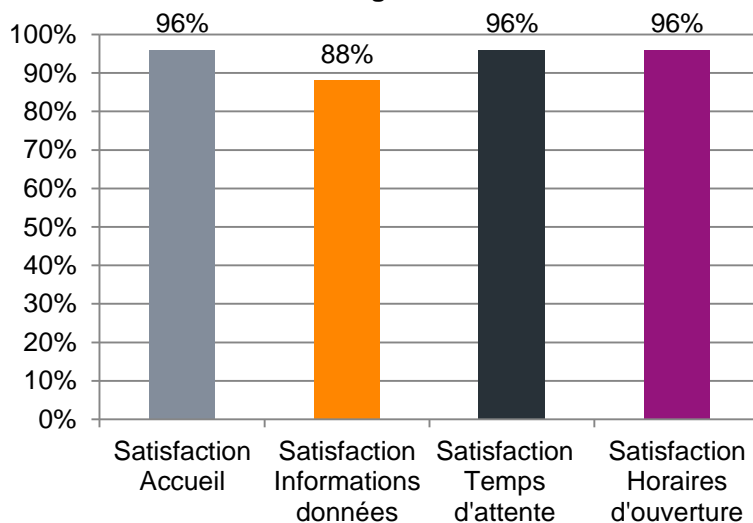
Information



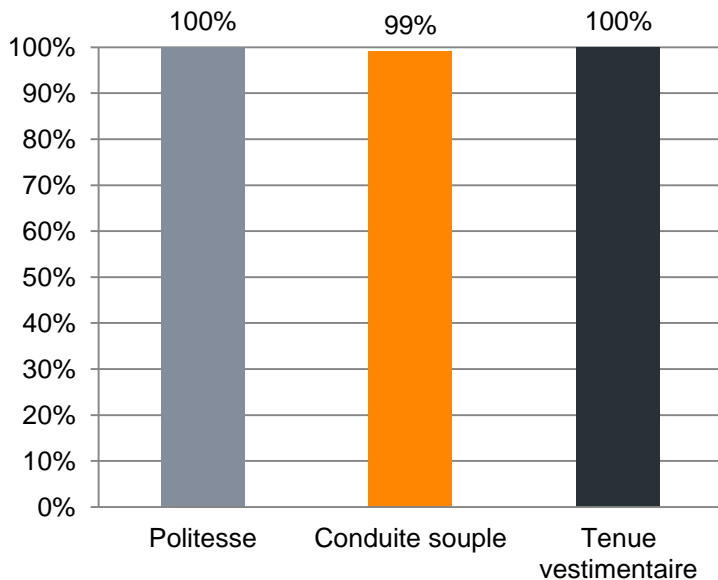
Traitement des réclamations



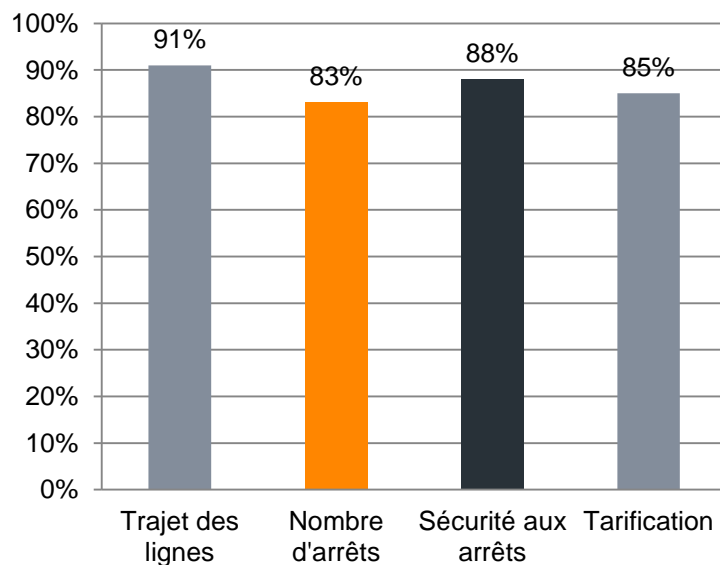
Les agences



Le personnel de conduite



Le réseau





Les horaires

