

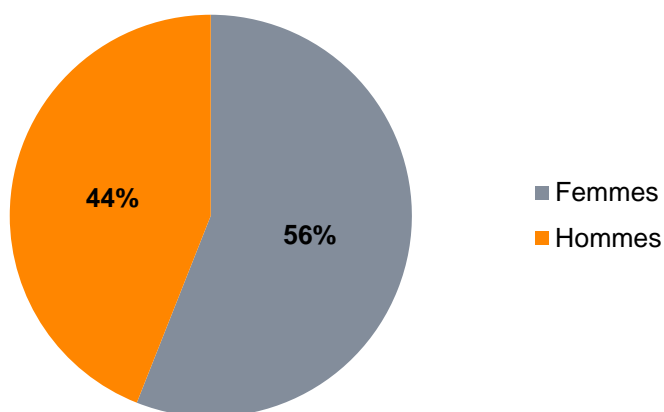
ENQUETE DE SATISFACTION



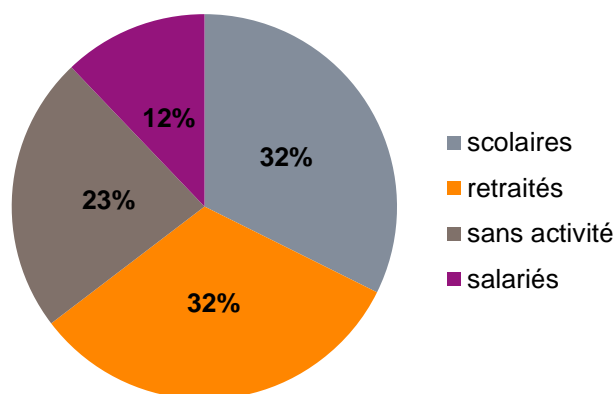
Synthèse de l'enquête menée sur les lignes monRéZO (Creusot-Montceau) du 24 novembre au 15 décembre 2017 auprès de 109 personnes.

• Etude de la population enquêtée

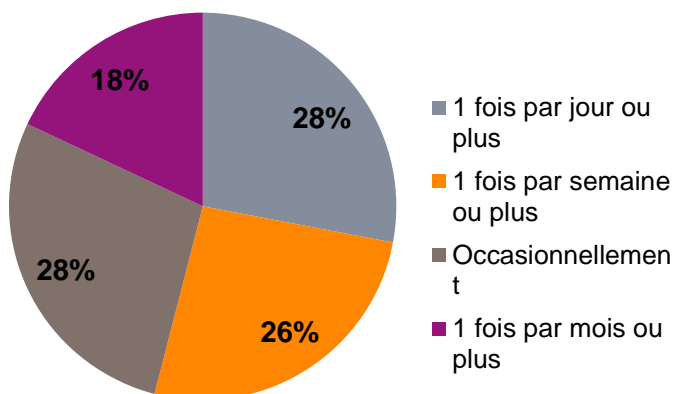
Répartition population enquêtée



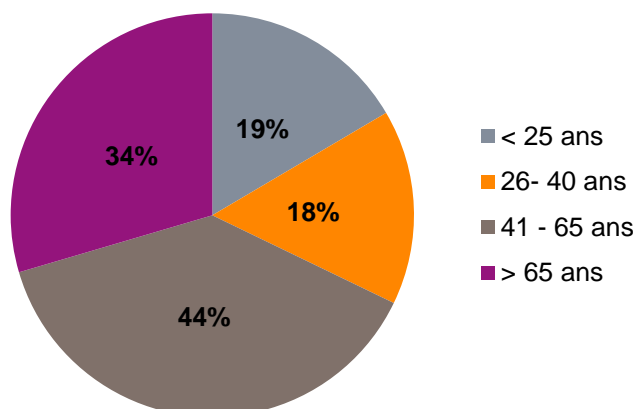
Activité



Fréquence d'utilisation du bus

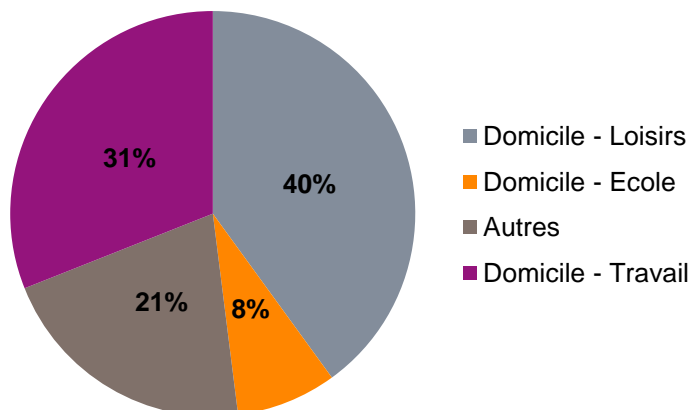


Tranches d'âge

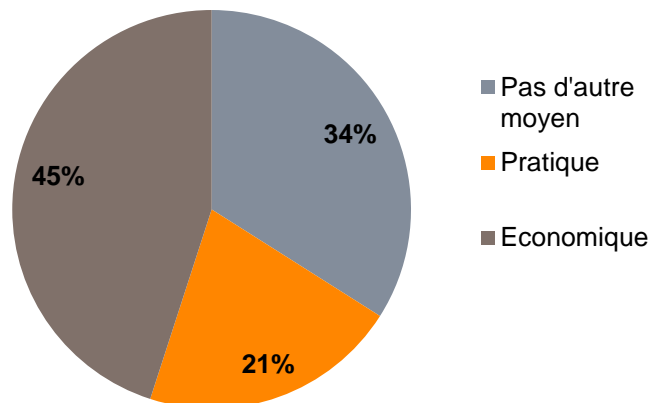




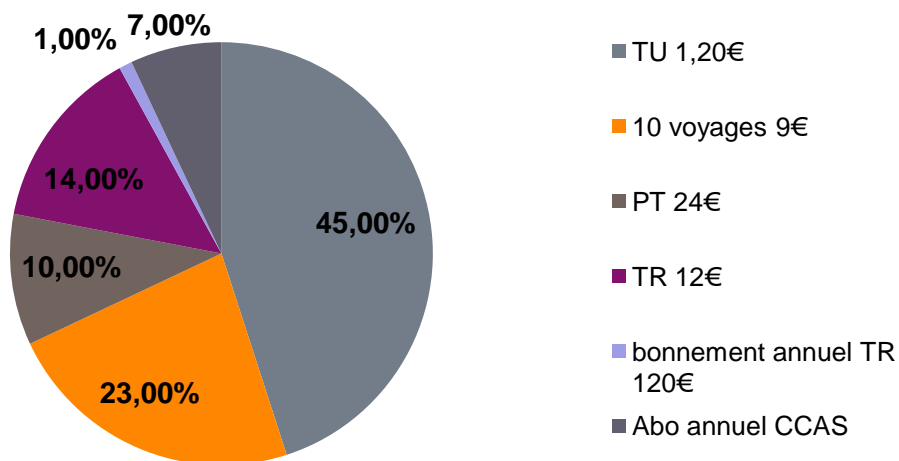
Motifs de déplacements



Motifs d'utilisation du bus

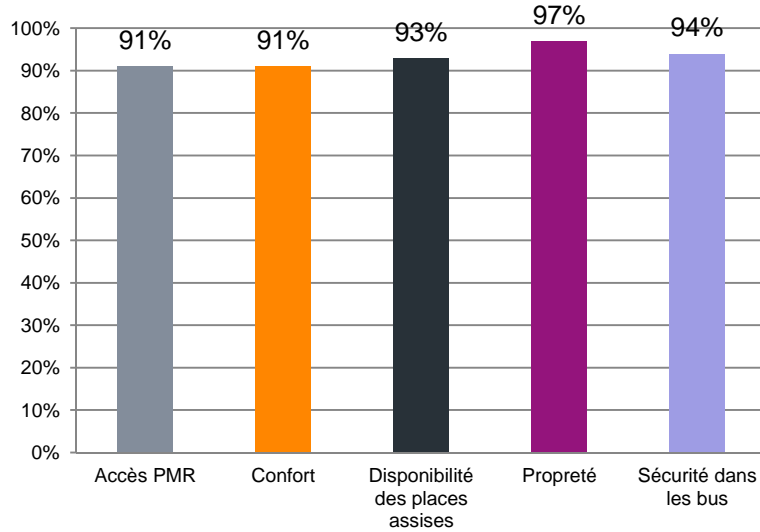


Titre de Transport utilisé

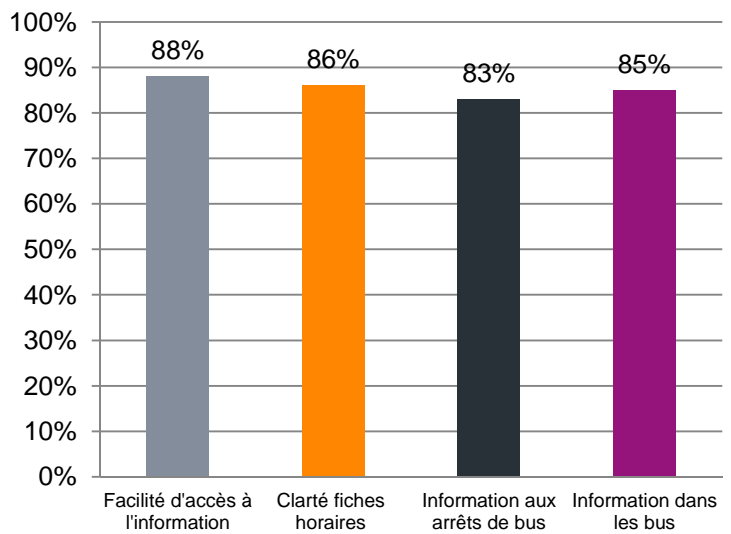


• Satisfaction client

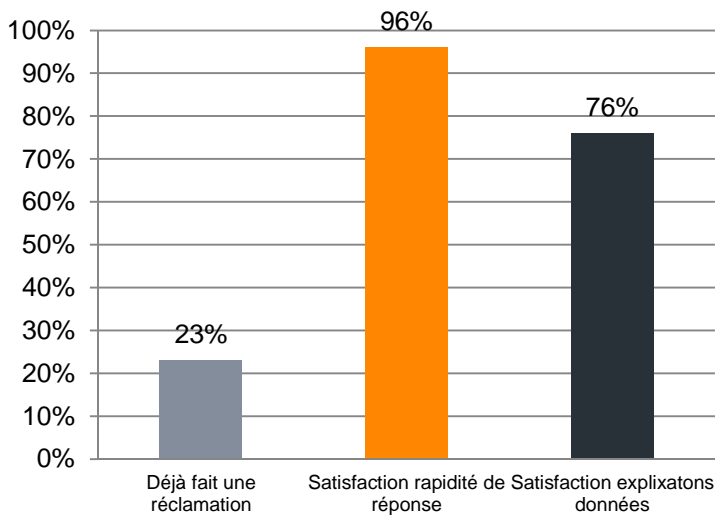
Conditions de transport



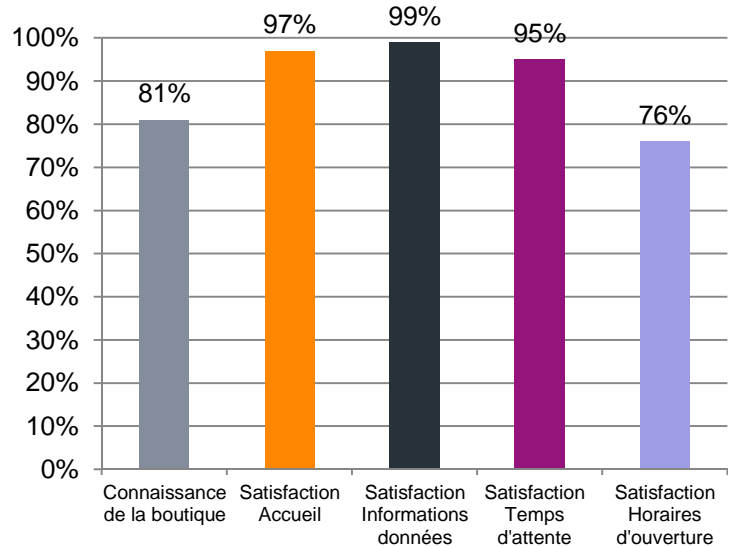
Information



Traitement des réclamations



Boutique monRÉZO



Personnel de conduite

