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## Índex de la satisfacció del client ISC. 2019

### Taules estadístiques Lleida - La Pobla



Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

| Freqüències                  | Total      | MOBILITAT  |             | MOTIU VIATGE |           |           |
|------------------------------|------------|------------|-------------|--------------|-----------|-----------|
|                              |            | Obligada   | No obligada | Treball      | Estudis   | Altres    |
| <b>Total</b>                 | <b>208</b> | <b>114</b> | <b>94</b>   | <b>43</b>    | <b>71</b> | <b>94</b> |
| <b>P2 Estació de Pujada</b>  |            |            |             |              |           |           |
| 01. LLEIDA-PIRINEUS          | 89         | 57         | 32          | 21           | 36        | 32        |
| 02. ALCOLETGE                | 3          | 1          | 2           | 0            | 1         | 2         |
| 03. VILANOVA DE LA BARCA     | 6          | 3          | 3           | 3            | 0         | 3         |
| 04. TÉRMENS                  | 10         | 4          | 6           | 1            | 3         | 6         |
| 05. VALLFOGONA DE BALAGUER   | 3          | 3          | 0           | 0            | 3         | 0         |
| 06. BALAGUER                 | 59         | 33         | 26          | 10           | 23        | 26        |
| 07. GERB                     | 2          | 1          | 1           | 0            | 1         | 1         |
| 08. SANT LLORENÇ DE MONTGAI  | 2          | 0          | 2           | 0            | 0         | 2         |
| 09. VILANOVA DE LA SAL       | 0          | 0          | 0           | 0            | 0         | 0         |
| 10. SANTA LINYA              | 0          | 0          | 0           | 0            | 0         | 0         |
| 11. ÀGER                     | 1          | 1          | 0           | 1            | 0         | 0         |
| 12. CELLERS-LLIMIANA         | 0          | 0          | 0           | 0            | 0         | 0         |
| 13. GUÀRDIA DE TREMP         | 0          | 0          | 0           | 0            | 0         | 0         |
| 14. PALAU DE NOGUERA         | 0          | 0          | 0           | 0            | 0         | 0         |
| 15. TREMP                    | 14         | 5          | 9           | 2            | 3         | 9         |
| 16. SALÀS DE PALLARS         | 0          | 0          | 0           | 0            | 0         | 0         |
| 17. LA POBLA DE SEGUR        | 19         | 6          | 13          | 5            | 1         | 13        |
| <b>P3 Estació de Baixada</b> |            |            |             |              |           |           |
| 01. LLEIDA-PIRINEUS          | 95         | 44         | 51          | 17           | 27        | 51        |
| 02. ALCOLETGE                | 0          | 0          | 0           | 0            | 0         | 0         |
| 03. VILANOVA DE LA BARCA     | 4          | 2          | 2           | 0            | 2         | 2         |
| 04. TÉRMENS                  | 8          | 6          | 2           | 3            | 3         | 2         |
| 05. VALLFOGONA DE BALAGUER   | 5          | 3          | 2           | 1            | 2         | 2         |
| 06. BALAGUER                 | 78         | 50         | 28          | 17           | 33        | 28        |
| 07. GERB                     | 0          | 0          | 0           | 0            | 0         | 0         |
| 08. SANT LLORENÇ DE MONTGAI  | 0          | 0          | 0           | 0            | 0         | 0         |
| 09. VILANOVA DE LA SAL       | 0          | 0          | 0           | 0            | 0         | 0         |
| 10. SANTA LINYA              | 0          | 0          | 0           | 0            | 0         | 0         |
| 11. ÀGER                     | 0          | 0          | 0           | 0            | 0         | 0         |
| 12. CELLERS-LLIMIANA         | 0          | 0          | 0           | 0            | 0         | 0         |
| 13. GUÀRDIA DE TREMP         | 0          | 0          | 0           | 0            | 0         | 0         |
| 14. PALAU DE NOGUERA         | 0          | 0          | 0           | 0            | 0         | 0         |
| 15. TREMP                    | 10         | 4          | 6           | 3            | 1         | 6         |
| 16. SALÀS DE PALLARS         | 0          | 0          | 0           | 0            | 0         | 0         |
| 17. LA POBLA DE SEGUR        | 8          | 5          | 3           | 2            | 3         | 3         |
| <b>P4. Vostè viu a...?</b>   |            |            |             |              |           |           |
| Catalunya                    | 204        | 114        | 90          | 43           | 71        | 90        |
| Resta d'Espanya              | 4          | 0          | 4           | 0            | 0         | 4         |
| Estranger (Especifiqueu:)    | 0          | 0          | 0           | 0            | 0         | 0         |

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**(P4a) Quin és el seu municipi de residència?**

|                        |    |    |    |    |    |    |
|------------------------|----|----|----|----|----|----|
| Balaguer               | 71 | 48 | 23 | 13 | 35 | 23 |
| Lleida                 | 50 | 22 | 28 | 14 | 8  | 28 |
| Térmens                | 14 | 8  | 6  | 2  | 6  | 6  |
| Tremp                  | 11 | 4  | 7  | 3  | 1  | 7  |
| La Pobla de Segur      | 10 | 4  | 6  | 3  | 1  | 6  |
| Vallfogona de Balaguer | 10 | 8  | 2  | 1  | 7  | 2  |
| Gerb                   | 8  | 6  | 2  | 2  | 4  | 2  |
| Barcelona              | 6  | 0  | 6  | 0  | 0  | 6  |
| Vilanova de la Barca   | 6  | 3  | 3  | 1  | 2  | 3  |
| Alcoletge              | 3  | 1  | 2  | 0  | 1  | 2  |
| Rialp                  | 2  | 2  | 0  | 1  | 1  | 0  |
| Ager                   | 1  | 0  | 1  | 0  | 0  | 1  |
| Soriguer               | 1  | 0  | 1  | 0  | 0  | 1  |
| Avellanos              | 1  | 1  | 0  | 1  | 0  | 0  |
| Llavorsí               | 1  | 1  | 0  | 0  | 1  | 0  |
| Burgos                 | 1  | 0  | 1  | 0  | 0  | 1  |
| Belcaire d'Urgell      | 1  | 1  | 0  | 1  | 0  | 0  |
| Camarassa              | 1  | 1  | 0  | 0  | 1  | 0  |
| Cubells                | 1  | 0  | 1  | 0  | 0  | 1  |
| Alpicat                | 1  | 0  | 1  | 0  | 0  | 1  |
| Terol                  | 1  | 0  | 1  | 0  | 0  | 1  |
| Madrid                 | 1  | 0  | 1  | 0  | 0  | 1  |
| Sort                   | 1  | 1  | 0  | 0  | 1  | 0  |
| Talarn                 | 1  | 1  | 0  | 0  | 1  | 0  |
| Màlaga                 | 1  | 0  | 1  | 0  | 0  | 1  |
| Vallfoscà              | 1  | 0  | 1  | 0  | 0  | 1  |
| Tàrrega                | 1  | 1  | 0  | 1  | 0  | 0  |
| La Vall de Boí         | 1  | 1  | 0  | 0  | 1  | 0  |

**P5. Quin és el seu lloc de naixement?**

|                 |     |    |    |    |    |    |
|-----------------|-----|----|----|----|----|----|
| Catalunya       | 152 | 92 | 60 | 28 | 64 | 60 |
| Resta d'Espanya | 15  | 4  | 11 | 4  | 0  | 11 |
| Estranger       | 41  | 18 | 23 | 11 | 7  | 23 |

**Base VIU A CATALUNYA I HA NASCUT FORA DE CATALUNYA O A L'ESTRANGER**

|    |    |    |    |   |    |
|----|----|----|----|---|----|
| 53 | 22 | 31 | 15 | 7 | 31 |
|----|----|----|----|---|----|

**P5.1. Quants anys fa que viu a Catalunya?**

|     |   |   |   |   |   |   |
|-----|---|---|---|---|---|---|
| 0,5 | 3 | 2 | 1 | 1 | 1 | 1 |
| 1   | 2 | 2 | 0 | 2 | 0 | 0 |
| 2   | 3 | 2 | 1 | 2 | 0 | 1 |
| 3   | 2 | 2 | 0 | 2 | 0 | 0 |
| 4   | 4 | 3 | 1 | 1 | 2 | 1 |

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|    |   |   |   |   |   |   |
|----|---|---|---|---|---|---|
| 5  | 2 | 0 | 2 | 0 | 0 | 2 |
| 6  | 3 | 2 | 1 | 2 | 0 | 1 |
| 8  | 2 | 0 | 2 | 0 | 0 | 2 |
| 10 | 4 | 2 | 2 | 0 | 2 | 2 |
| 11 | 1 | 1 | 0 | 1 | 0 | 0 |
| 12 | 3 | 1 | 2 | 0 | 1 | 2 |
| 13 | 2 | 0 | 2 | 0 | 0 | 2 |
| 15 | 4 | 1 | 3 | 0 | 1 | 3 |
| 16 | 1 | 0 | 1 | 0 | 0 | 1 |
| 18 | 2 | 1 | 1 | 1 | 0 | 1 |
| 19 | 1 | 0 | 1 | 0 | 0 | 1 |
| 20 | 3 | 1 | 2 | 1 | 0 | 2 |
| 25 | 1 | 0 | 1 | 0 | 0 | 1 |
| 30 | 1 | 1 | 0 | 1 | 0 | 0 |
| 31 | 1 | 1 | 0 | 1 | 0 | 0 |
| 35 | 2 | 0 | 2 | 0 | 0 | 2 |
| 47 | 1 | 0 | 1 | 0 | 0 | 1 |
| 58 | 1 | 0 | 1 | 0 | 0 | 1 |
| 60 | 2 | 0 | 2 | 0 | 0 | 2 |
| 70 | 1 | 0 | 1 | 0 | 0 | 1 |
| 99 | 1 | 0 | 1 | 0 | 0 | 1 |

|                     |             |             |              |             |             |              |
|---------------------|-------------|-------------|--------------|-------------|-------------|--------------|
| <b>Mitjana</b>      | <b>17,5</b> | <b>8,82</b> | <b>23,73</b> | <b>9,23</b> | <b>7,93</b> | <b>23,73</b> |
| <b>Desv. típica</b> | <b>20,2</b> | <b>9,03</b> | <b>23,51</b> | <b>10,5</b> | <b>5,18</b> | <b>23,51</b> |
| <b>Base TOTAL</b>   | <b>208</b>  | <b>114</b>  | <b>94</b>    | <b>43</b>   | <b>71</b>   | <b>94</b>    |

**P6. Quina nota global del 0 al 10 li donaria vostè a la línia de Lleida - La Pobla de Segur?**

|    |    |    |    |    |    |    |
|----|----|----|----|----|----|----|
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |
| 1  | 0  | 0  | 0  | 0  | 0  | 0  |
| 2  | 0  | 0  | 0  | 0  | 0  | 0  |
| 3  | 0  | 0  | 0  | 0  | 0  | 0  |
| 4  | 1  | 1  | 0  | 1  | 0  | 0  |
| 5  | 5  | 3  | 2  | 2  | 1  | 2  |
| 6  | 8  | 4  | 4  | 2  | 2  | 4  |
| 7  | 25 | 16 | 9  | 4  | 12 | 9  |
| 8  | 51 | 28 | 23 | 9  | 19 | 23 |
| 9  | 68 | 40 | 28 | 14 | 26 | 28 |
| 10 | 50 | 22 | 28 | 11 | 11 | 28 |

|                     |             |             |             |             |             |             |
|---------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| <b>Mitjana</b>      | <b>8,52</b> | <b>8,41</b> | <b>8,65</b> | <b>8,42</b> | <b>8,41</b> | <b>8,65</b> |
| <b>Desv. típica</b> | <b>1,26</b> | <b>1,27</b> | <b>1,24</b> | <b>1,52</b> | <b>1,12</b> | <b>1,24</b> |

**P.7.1 Facilitats d'accés a les estacions.**

|                |            |           |           |           |           |           |
|----------------|------------|-----------|-----------|-----------|-----------|-----------|
| <b>POC</b>     | <b>6</b>   | <b>4</b>  | <b>2</b>  | <b>4</b>  | <b>0</b>  | <b>2</b>  |
| <b>BASTANT</b> | <b>146</b> | <b>80</b> | <b>66</b> | <b>25</b> | <b>55</b> | <b>66</b> |

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|  |            |    |    |    |    |    |
|--|------------|----|----|----|----|----|
| <b>MOLT</b>  | <b>56</b>  | 30 | 26 | 14 | 16 | 26 |
| <b>P.7.2 Facilitat d'accés al tren / sigui fàcil pujar-hi.</b>                     |            |    |    |    |    |    |
| <b>POC</b>   | <b>7</b>   | 4  | 3  | 2  | 2  | 3  |
| <b>BASTANT</b>   | <b>139</b> | 78 | 61 | 28 | 50 | 61 |
| <b>MOLT</b>  | <b>62</b>  | 32 | 30 | 13 | 19 | 30 |
| <b>P.7.3 No hi ha cues, s'adquireix o cancel·la el títol / bitllet ràpidament.</b> |            |    |    |    |    |    |
| <b>POC</b>   | <b>22</b>  | 13 | 9  | 2  | 11 | 9  |
| <b>BASTANT</b>   | <b>130</b> | 69 | 61 | 26 | 43 | 61 |
| <b>MOLT</b>  | <b>56</b>  | 32 | 24 | 15 | 17 | 24 |
| <b>P.7.4 Que tot estigui ben indicat, resulti fàcil.</b>                           |            |    |    |    |    |    |
| <b>POC</b>   | <b>4</b>   | 4  | 0  | 1  | 3  | 0  |
| <b>BASTANT</b>   | <b>104</b> | 58 | 46 | 22 | 36 | 46 |
| <b>MOLT</b>  | <b>100</b> | 52 | 48 | 20 | 32 | 48 |
| <b>P.7.5 Hi ha personal de la línia que atén i vigila.</b>                         |            |    |    |    |    |    |
| <b>POC</b>   | <b>7</b>   | 4  | 3  | 1  | 3  | 3  |
| <b>BASTANT</b>   | <b>92</b>  | 51 | 41 | 22 | 29 | 41 |
| <b>MOLT</b>  | <b>109</b> | 59 | 50 | 20 | 39 | 50 |
| <b>P.7.6 El personal és amable.</b>  |            |    |    |    |    |    |
| <b>POC</b>   | <b>10</b>  | 5  | 5  | 2  | 3  | 5  |
| <b>BASTANT</b>   | <b>96</b>  | 53 | 43 | 23 | 30 | 43 |
| <b>MOLT</b>  | <b>102</b> | 56 | 46 | 18 | 38 | 46 |
| <b>P.7.7 Triga poc a dur-te a destinació.</b>                                      |            |    |    |    |    |    |
| <b>POC</b>   | <b>13</b>  | 8  | 5  | 2  | 6  | 5  |
| <b>BASTANT</b>   | <b>109</b> | 54 | 55 | 19 | 35 | 55 |
| <b>MOLT</b>  | <b>86</b>  | 52 | 34 | 22 | 30 | 34 |
| <b>P.7.8 El pots agafar a qualsevol hora / passa sovint.</b>                       |            |    |    |    |    |    |
| <b>POC</b>   | <b>7</b>   | 1  | 6  | 1  | 0  | 6  |
| <b>BASTANT</b>   | <b>81</b>  | 40 | 41 | 14 | 26 | 41 |
| <b>MOLT</b>  | <b>120</b> | 73 | 47 | 28 | 45 | 47 |
| <b>P.7.9 Acompleix els horaris establerts.</b>                                     |            |    |    |    |    |    |
| <b>POC</b>   | <b>1</b>   | 1  | 0  | 1  | 0  | 0  |

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|   |            |    |    |    |    |    |
|---|------------|----|----|----|----|----|
| <b>BASTANT</b>  | <b>62</b>  | 30 | 32 | 15 | 15 | 32 |
| <b>MOLT</b>   | <b>145</b> | 83 | 62 | 27 | 56 | 62 |
| <b>P.7.10 No hi ha aglomeracions al pujar o dins del vehicle.</b> |            |    |    |    |    |    |
| <b>POC</b>  | <b>22</b>  | 11 | 11 | 3  | 8  | 11 |
| <b>BASTANT</b>  | <b>133</b> | 78 | 55 | 29 | 49 | 55 |
| <b>MOLT</b>   | <b>53</b>  | 25 | 28 | 11 | 14 | 28 |
| <b>P.7.11 Normalment pots seure.</b>                              |            |    |    |    |    |    |
| <b>POC</b>  | <b>10</b>  | 5  | 5  | 2  | 3  | 5  |
| <b>BASTANT</b>  | <b>120</b> | 70 | 50 | 26 | 44 | 50 |
| <b>MOLT</b>   | <b>78</b>  | 39 | 39 | 15 | 24 | 39 |
| <b>P.7.12 No produeix un soroll amoïnador.</b>                    |            |    |    |    |    |    |
| <b>POC</b>  | <b>34</b>  | 20 | 14 | 4  | 16 | 14 |
| <b>BASTANT</b>  | <b>132</b> | 72 | 60 | 31 | 41 | 60 |
| <b>MOLT</b>   | <b>42</b>  | 22 | 20 | 8  | 14 | 20 |
| <b>P.7.13 Les parades o estacions són còmodes per esperar.</b>    |            |    |    |    |    |    |
| <b>POC</b>  | <b>22</b>  | 14 | 8  | 2  | 12 | 8  |
| <b>BASTANT</b>  | <b>134</b> | 71 | 63 | 30 | 41 | 63 |
| <b>MOLT</b>   | <b>52</b>  | 29 | 23 | 11 | 18 | 23 |
| <b>P.7.14 Viatges sense brusquedats durant el trajecte.</b>       |            |    |    |    |    |    |
| <b>POC</b>  | <b>19</b>  | 13 | 6  | 2  | 11 | 6  |
| <b>BASTANT</b>  | <b>131</b> | 71 | 60 | 28 | 43 | 60 |
| <b>MOLT</b>   | <b>58</b>  | 30 | 28 | 13 | 17 | 28 |
| <b>P.7.15 Les estacions estan netes i conservades.</b>            |            |    |    |    |    |    |
| <b>POC</b>  | <b>7</b>   | 5  | 2  | 1  | 4  | 2  |
| <b>BASTANT</b>  | <b>123</b> | 64 | 59 | 28 | 36 | 59 |
| <b>MOLT</b>   | <b>78</b>  | 45 | 33 | 14 | 31 | 33 |
| <b>P.7.16 La gent amb la qual viatges no és desagradable.</b>     |            |    |    |    |    |    |
| <b>POC</b>  | <b>15</b>  | 12 | 3  | 1  | 11 | 3  |
| <b>BASTANT</b>  | <b>120</b> | 58 | 62 | 26 | 32 | 62 |
| <b>MOLT</b>   | <b>73</b>  | 44 | 29 | 16 | 28 | 29 |

**P.7.17 No hi ha perill que t'agredeixin o bé amoïnin.**

|                |            |    |    |    |    |    |
|----------------|------------|----|----|----|----|----|
| <b>POC</b>     | <b>8</b>   | 6  | 2  | 1  | 5  | 2  |
| <b>BASTANT</b> | <b>69</b>  | 34 | 35 | 17 | 17 | 35 |
| <b>MOLT</b>    | <b>131</b> | 74 | 57 | 25 | 49 | 57 |

**P.7.18 No hi ha perill d'accidents.**

|                |            |    |    |    |    |    |
|----------------|------------|----|----|----|----|----|
| <b>POC</b>     | <b>7</b>   | 3  | 4  | 0  | 3  | 4  |
| <b>BASTANT</b> | <b>66</b>  | 38 | 28 | 20 | 18 | 28 |
| <b>MOLT</b>    | <b>135</b> | 73 | 62 | 23 | 50 | 62 |

**P.7.19 Els cotxes estan nets i conservats.**

|                |            |    |    |    |    |    |
|----------------|------------|----|----|----|----|----|
| <b>POC</b>     | <b>5</b>   | 4  | 1  | 1  | 3  | 1  |
| <b>BASTANT</b> | <b>100</b> | 56 | 44 | 24 | 32 | 44 |
| <b>MOLT</b>    | <b>103</b> | 54 | 49 | 18 | 36 | 49 |

**P.7.20 El viatge resulta entretingut.**

|                |            |    |    |    |    |    |
|----------------|------------|----|----|----|----|----|
| <b>POC</b>     | <b>55</b>  | 29 | 26 | 6  | 23 | 26 |
| <b>BASTANT</b> | <b>129</b> | 74 | 55 | 33 | 41 | 55 |
| <b>MOLT</b>    | <b>24</b>  | 11 | 13 | 4  | 7  | 13 |

**P.7.21 Als cotxes, temperatura adequada a cada època de l'any.**

|                |            |    |    |    |    |    |
|----------------|------------|----|----|----|----|----|
| <b>POC</b>     | <b>10</b>  | 7  | 3  | 0  | 7  | 3  |
| <b>BASTANT</b> | <b>130</b> | 72 | 58 | 26 | 46 | 58 |
| <b>MOLT</b>    | <b>68</b>  | 35 | 33 | 17 | 18 | 33 |

**P.7.22 El preu del bitllet és adequat.**

|                |            |    |    |    |    |    |
|----------------|------------|----|----|----|----|----|
| <b>POC</b>     | <b>5</b>   | 4  | 1  | 0  | 4  | 1  |
| <b>BASTANT</b> | <b>102</b> | 53 | 49 | 21 | 32 | 49 |
| <b>MOLT</b>    | <b>101</b> | 57 | 44 | 22 | 35 | 44 |

**P.7.23 Coordinació de tarifes, horaris i transbordaments amb altres mitjans de transport.**

|                |            |    |    |    |    |    |
|----------------|------------|----|----|----|----|----|
| <b>POC</b>     | <b>8</b>   | 3  | 5  | 0  | 3  | 5  |
| <b>BASTANT</b> | <b>105</b> | 54 | 51 | 18 | 36 | 51 |
| <b>MOLT</b>    | <b>95</b>  | 57 | 38 | 25 | 32 | 38 |

**P.7.24 La informació sobre el servei (horaris, tarifes, ...).**

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|                |            |    |    |    |    |    |
|----------------|------------|----|----|----|----|----|
| <b>POC</b>     | <b>2</b>   | 2  | 0  | 0  | 2  | 0  |
| <b>BASTANT</b> | <b>123</b> | 70 | 53 | 24 | 46 | 53 |
| <b>MOLT</b>    | <b>83</b>  | 42 | 41 | 19 | 23 | 41 |

**P.7.25 La informació en els casos d'incidències en el servei.**

|                |            |    |    |    |    |    |
|----------------|------------|----|----|----|----|----|
| <b>POC</b>     | <b>5</b>   | 2  | 3  | 0  | 2  | 3  |
| <b>BASTANT</b> | <b>129</b> | 75 | 54 | 26 | 49 | 54 |
| <b>MOLT</b>    | <b>74</b>  | 37 | 37 | 17 | 20 | 37 |

**P.7.26 El sistema de venda de bitllets.**

|                |            |    |    |    |    |    |
|----------------|------------|----|----|----|----|----|
| <b>POC</b>     | <b>6</b>   | 3  | 3  | 2  | 1  | 3  |
| <b>BASTANT</b> | <b>143</b> | 73 | 70 | 25 | 48 | 70 |
| <b>MOLT</b>    | <b>59</b>  | 38 | 21 | 16 | 22 | 21 |

**Base Facilitats d'accés a les estacions. - Molt important**

|  |           |    |    |    |    |    |
|--|-----------|----|----|----|----|----|
|  | <b>56</b> | 30 | 26 | 14 | 16 | 26 |
|--|-----------|----|----|----|----|----|

**P.8.1 Facilitats d'accés a les estacions.**

|          |          |   |   |   |   |   |
|----------|----------|---|---|---|---|---|
| <b>1</b> | <b>4</b> | 2 | 2 | 1 | 1 | 2 |
| <b>2</b> | <b>6</b> | 4 | 2 | 3 | 1 | 2 |
| <b>3</b> | <b>3</b> | 3 | 0 | 1 | 2 | 0 |
| <b>4</b> | <b>5</b> | 2 | 3 | 0 | 2 | 3 |
| <b>5</b> | <b>3</b> | 2 | 1 | 1 | 1 | 1 |

**Base Facilitat d'accés al tren / sigui fàcil pujar-hi. - Molt important**

|  |           |    |    |    |    |    |
|--|-----------|----|----|----|----|----|
|  | <b>62</b> | 32 | 30 | 13 | 19 | 30 |
|--|-----------|----|----|----|----|----|

**P.8.2 Facilitat d'accés al tren / sigui fàcil pujar-hi.**

|          |          |   |   |   |   |   |
|----------|----------|---|---|---|---|---|
| <b>1</b> | <b>1</b> | 0 | 1 | 0 | 0 | 1 |
| <b>2</b> | <b>3</b> | 2 | 1 | 0 | 2 | 1 |
| <b>3</b> | <b>4</b> | 2 | 2 | 1 | 1 | 2 |
| <b>4</b> | <b>1</b> | 1 | 0 | 0 | 1 | 0 |
| <b>5</b> | <b>5</b> | 2 | 3 | 1 | 1 | 3 |

**Base No hi ha cues, s'adquireix o cancel·la el títol / bitllet ràpidament. - Molt important**

|  |           |    |    |    |    |    |
|--|-----------|----|----|----|----|----|
|  | <b>56</b> | 32 | 24 | 15 | 17 | 24 |
|--|-----------|----|----|----|----|----|

**P.8.3 No hi ha cues, s'adquireix o cancel·la el títol / bitllet ràpidament.**



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|   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|
| 1 | 2 | 1 | 1 | 1 | 0 | 1 |
| 2 | 2 | 0 | 2 | 0 | 0 | 2 |
| 3 | 4 | 2 | 2 | 0 | 2 | 2 |
| 4 | 4 | 2 | 2 | 1 | 1 | 2 |
| 5 | 3 | 1 | 2 | 0 | 1 | 2 |

**Base Que tot estigui ben indicat, resulti fàcil.**

**- Molt important**                      **100**      52      48                      20      32      48

**P.8.4 Que tot estigui ben indicat, resulti fàcil.**

|   |    |   |   |   |   |   |
|---|----|---|---|---|---|---|
| 1 | 11 | 6 | 5 | 1 | 5 | 5 |
| 2 | 5  | 1 | 4 | 0 | 1 | 4 |
| 3 | 6  | 4 | 2 | 0 | 4 | 2 |
| 4 | 9  | 7 | 2 | 0 | 7 | 2 |
| 5 | 9  | 7 | 2 | 5 | 2 | 2 |

**Base Hi ha empleats que atenen i vigilen. - Molt important**

**109**      59      50                      20      39      50

**P.8.5 Hi ha personal de la línia que atén i vigila.**

|   |    |   |   |   |   |   |
|---|----|---|---|---|---|---|
| 1 | 9  | 5 | 4 | 2 | 3 | 4 |
| 2 | 11 | 6 | 5 | 1 | 5 | 5 |
| 3 | 8  | 6 | 2 | 1 | 5 | 2 |
| 4 | 6  | 3 | 3 | 0 | 3 | 3 |
| 5 | 10 | 6 | 4 | 2 | 4 | 4 |

**Base Els empleats són amables. - Molt important**

**102**      56      46                      18      38      46

**P.8.6 El personal és amable.**

|   |    |   |   |   |   |   |
|---|----|---|---|---|---|---|
| 1 | 7  | 1 | 6 | 0 | 1 | 6 |
| 2 | 11 | 2 | 9 | 0 | 2 | 9 |
| 3 | 12 | 7 | 5 | 3 | 4 | 5 |
| 4 | 13 | 6 | 7 | 3 | 3 | 7 |
| 5 | 14 | 9 | 5 | 1 | 8 | 5 |

**Base Triga poc a dur-te a destinació. - Molt important**

**86**      52      34                      22      30      34

**P.8.7 Triga poc a dur-te a destinació.**

|   |    |   |   |   |   |   |
|---|----|---|---|---|---|---|
| 1 | 8  | 7 | 1 | 2 | 5 | 1 |
| 2 | 11 | 8 | 3 | 4 | 4 | 3 |
| 3 | 6  | 1 | 5 | 0 | 1 | 5 |

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|  |          |           |   |   |   |   |   |
|--|----------|-----------|---|---|---|---|---|
|  | <b>4</b> | <b>11</b> | 7 | 4 | 3 | 4 | 4 |
|  | <b>5</b> | <b>6</b>  | 5 | 1 | 3 | 2 | 1 |

**Base El pots agafar a qualsevol hora / passa**

**sovint. - Molt important**                      **120**      73                      47                      28                      45                      47

**P.8.8 El pots agafar a qualsevol hora / passa sovint.**

|  |          |           |    |   |   |    |   |
|--|----------|-----------|----|---|---|----|---|
|  | <b>1</b> | <b>27</b> | 18 | 9 | 7 | 11 | 9 |
|  | <b>2</b> | <b>17</b> | 11 | 6 | 4 | 7  | 6 |
|  | <b>3</b> | <b>12</b> | 8  | 4 | 3 | 5  | 4 |
|  | <b>4</b> | <b>10</b> | 4  | 6 | 1 | 3  | 6 |
|  | <b>5</b> | <b>12</b> | 6  | 6 | 2 | 4  | 6 |

**Base Acompleix els horaris establerts. - Molt important**

**145**      83                      62                      27                      56                      62

**P.8.9 Acompleix els horaris establerts.**

|  |          |           |    |    |   |    |    |
|--|----------|-----------|----|----|---|----|----|
|  | <b>1</b> | <b>32</b> | 19 | 13 | 7 | 12 | 13 |
|  | <b>2</b> | <b>22</b> | 15 | 7  | 7 | 8  | 7  |
|  | <b>3</b> | <b>11</b> | 6  | 5  | 2 | 4  | 5  |
|  | <b>4</b> | <b>21</b> | 16 | 5  | 4 | 12 | 5  |
|  | <b>5</b> | <b>15</b> | 5  | 10 | 1 | 4  | 10 |

**Base No hi ha aglomeracions al pujar o dins del vehicle. - Molt important**

**53**      25                      28                      11                      14                      28

**P.8.10 No hi ha aglomeracions al pujar o dins del vehicle.**

|  |          |          |   |   |   |   |   |
|--|----------|----------|---|---|---|---|---|
|  | <b>1</b> | <b>1</b> | 0 | 1 | 0 | 0 | 1 |
|  | <b>2</b> | <b>1</b> | 0 | 1 | 0 | 0 | 1 |
|  | <b>3</b> | <b>6</b> | 2 | 4 | 2 | 0 | 4 |
|  | <b>4</b> | <b>1</b> | 0 | 1 | 0 | 0 | 1 |
|  | <b>5</b> | <b>2</b> | 0 | 2 | 0 | 0 | 2 |

**Base Normalment pots anar assegut. - Molt important**

**78**      39                      39                      15                      24                      39

**P.8.11 Normalment pots seure.**

|  |          |          |   |   |   |   |   |
|--|----------|----------|---|---|---|---|---|
|  | <b>1</b> | <b>8</b> | 1 | 7 | 1 | 0 | 7 |
|--|----------|----------|---|---|---|---|---|

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|  |          |          |   |   |   |   |   |
|--|----------|----------|---|---|---|---|---|
|  | <b>2</b> | <b>6</b> | 3 | 3 | 1 | 2 | 3 |
|  | <b>3</b> | <b>5</b> | 3 | 2 | 2 | 1 | 2 |
|  | <b>4</b> | <b>6</b> | 4 | 2 | 1 | 3 | 2 |
|  | <b>5</b> | <b>6</b> | 3 | 3 | 0 | 3 | 3 |

**Base No produeix un soroll**

**amoïnador. - Molt**

**important**

|  |           |    |    |   |    |    |
|--|-----------|----|----|---|----|----|
|  | <b>42</b> | 22 | 20 | 8 | 14 | 20 |
|--|-----------|----|----|---|----|----|

**P.8.12 No produeix un soroll**

**amoïnador.**

|  |          |          |   |   |   |   |   |
|--|----------|----------|---|---|---|---|---|
|  | <b>1</b> | <b>1</b> | 0 | 1 | 0 | 0 | 1 |
|  | <b>2</b> | <b>2</b> | 1 | 1 | 0 | 1 | 1 |
|  | <b>3</b> | <b>1</b> | 0 | 1 | 0 | 0 | 1 |
|  | <b>4</b> | <b>1</b> | 1 | 0 | 0 | 1 | 0 |
|  | <b>5</b> | <b>3</b> | 2 | 1 | 0 | 2 | 1 |

**Base Les parades o estacions**

**són còmodes per**

**esperar. - Molt important**

|  |           |    |    |    |    |    |
|--|-----------|----|----|----|----|----|
|  | <b>52</b> | 29 | 23 | 11 | 18 | 23 |
|--|-----------|----|----|----|----|----|

**P.8.13 Les parades o estacions**

**són còmodes per**

**esperar.**

|  |          |          |   |   |   |   |   |
|--|----------|----------|---|---|---|---|---|
|  | <b>2</b> | <b>3</b> | 2 | 1 | 1 | 1 | 1 |
|  | <b>3</b> | <b>1</b> | 0 | 1 | 0 | 0 | 1 |
|  | <b>4</b> | <b>3</b> | 0 | 3 | 0 | 0 | 3 |

**Base Viatges sense**

**brusquedats durant el**

**trajecte. - Molt important**

|  |           |    |    |    |    |    |
|--|-----------|----|----|----|----|----|
|  | <b>58</b> | 30 | 28 | 13 | 17 | 28 |
|--|-----------|----|----|----|----|----|

**P.8.14 Viatges sense**

**brusquedats durant el**

**trajecte.**

|  |          |          |   |   |   |   |   |
|--|----------|----------|---|---|---|---|---|
|  | <b>2</b> | <b>4</b> | 3 | 1 | 0 | 3 | 1 |
|  | <b>3</b> | <b>2</b> | 2 | 0 | 1 | 1 | 0 |
|  | <b>4</b> | <b>4</b> | 1 | 3 | 0 | 1 | 3 |

**Base Les estacions estan netes**

**i conservades. -**

**Molt important**

|  |           |    |    |    |    |    |
|--|-----------|----|----|----|----|----|
|  | <b>78</b> | 45 | 33 | 14 | 31 | 33 |
|--|-----------|----|----|----|----|----|

**P.8.15 Les estacions estan**

**netes i conservades.**

|  |          |          |   |   |   |   |   |
|--|----------|----------|---|---|---|---|---|
|  | <b>1</b> | <b>4</b> | 2 | 2 | 1 | 1 | 2 |
|  | <b>2</b> | <b>4</b> | 1 | 3 | 0 | 1 | 3 |
|  | <b>3</b> | <b>5</b> | 4 | 1 | 1 | 3 | 1 |
|  | <b>4</b> | <b>5</b> | 3 | 2 | 0 | 3 | 2 |
|  | <b>5</b> | <b>4</b> | 2 | 2 | 0 | 2 | 2 |

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**Base La gent amb la qual viatges no és desagradable. - Molt important**

**73      44      29      16      28      29**

**P.8.16 La gent amb la qual viatges no és desagradable.**

|          |          |   |   |   |   |   |
|----------|----------|---|---|---|---|---|
| <b>1</b> | <b>4</b> | 3 | 1 | 0 | 3 | 1 |
| <b>2</b> | <b>3</b> | 2 | 1 | 0 | 2 | 1 |
| <b>3</b> | <b>8</b> | 4 | 4 | 1 | 3 | 4 |
| <b>4</b> | <b>5</b> | 2 | 3 | 2 | 0 | 3 |
| <b>5</b> | <b>3</b> | 1 | 2 | 0 | 1 | 2 |

**Base No hi ha perill que t'agredeixin o bé amoïnin. - Molt important**

**131      74      57      25      49      57**

**P.8.17 No hi ha perill que t'agredeixin o bé amoïnin.**

|          |           |    |    |   |   |    |
|----------|-----------|----|----|---|---|----|
| <b>1</b> | <b>13</b> | 3  | 10 | 0 | 3 | 10 |
| <b>2</b> | <b>15</b> | 6  | 9  | 2 | 4 | 9  |
| <b>3</b> | <b>21</b> | 12 | 9  | 3 | 9 | 9  |
| <b>4</b> | <b>10</b> | 6  | 4  | 2 | 4 | 4  |
| <b>5</b> | <b>12</b> | 9  | 3  | 2 | 7 | 3  |

**Base No hi ha perill d'accidents. - Molt important**

**135      73      62      23      50      62**

**P.8.18 No hi ha perill d'accidents.**

|          |           |    |    |   |   |    |
|----------|-----------|----|----|---|---|----|
| <b>1</b> | <b>24</b> | 15 | 9  | 6 | 9 | 9  |
| <b>2</b> | <b>21</b> | 10 | 11 | 3 | 7 | 11 |
| <b>3</b> | <b>12</b> | 9  | 3  | 2 | 7 | 3  |
| <b>4</b> | <b>14</b> | 7  | 7  | 1 | 6 | 7  |
| <b>5</b> | <b>7</b>  | 5  | 2  | 0 | 5 | 2  |

**Base Els cotxes estan nets i conservats. - Molt important**

**103      54      49      18      36      49**

**P.8.19 Els cotxes estan nets i conservats.**

|          |           |   |   |   |   |   |
|----------|-----------|---|---|---|---|---|
| <b>1</b> | <b>7</b>  | 3 | 4 | 0 | 3 | 4 |
| <b>2</b> | <b>4</b>  | 3 | 1 | 2 | 1 | 1 |
| <b>3</b> | <b>12</b> | 3 | 9 | 2 | 1 | 9 |
| <b>4</b> | <b>5</b>  | 4 | 1 | 1 | 3 | 1 |

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|   |          |           |    |    |   |   |    |
|---|----------|-----------|----|----|---|---|----|
|   | <b>5</b> | <b>6</b>  | 5  | 1  | 2 | 3 | 1  |
| <b>Base El viatge resulta entretingut. - Molt important</b> |          | <b>24</b> | 11 | 13 | 4 | 7 | 13 |

**P.8.20 El viatge resulta entretingut.**

|  |          |          |   |   |   |   |   |
|--|----------|----------|---|---|---|---|---|
|  | <b>2</b> | <b>1</b> | 1 | 0 | 0 | 1 | 0 |
|  | <b>3</b> | <b>1</b> | 0 | 1 | 0 | 0 | 1 |
|  | <b>5</b> | <b>1</b> | 0 | 1 | 0 | 0 | 1 |

**Base Als cotxes, temperatura adequada a cada època de l'any. - Molt important**

|  |           |    |    |    |    |    |
|--|-----------|----|----|----|----|----|
|  | <b>68</b> | 35 | 33 | 17 | 18 | 33 |
|--|-----------|----|----|----|----|----|

**P.8.21 Als cotxes, temperatura adequada a cada època de l'any.**

|  |          |          |   |   |   |   |   |
|--|----------|----------|---|---|---|---|---|
|  | <b>1</b> | <b>2</b> | 1 | 1 | 0 | 1 | 1 |
|  | <b>2</b> | <b>3</b> | 2 | 1 | 0 | 2 | 1 |
|  | <b>3</b> | <b>4</b> | 2 | 2 | 1 | 1 | 2 |
|  | <b>4</b> | <b>6</b> | 0 | 6 | 0 | 0 | 6 |
|  | <b>5</b> | <b>6</b> | 3 | 3 | 2 | 1 | 3 |

**Base El preu del bitllet és adequat. - Molt important**

|  |            |    |    |    |    |    |
|--|------------|----|----|----|----|----|
|  | <b>101</b> | 57 | 44 | 22 | 35 | 44 |
|--|------------|----|----|----|----|----|

**P.8.22 El preu del bitllet és adequat.**

|  |          |           |   |   |   |   |   |
|--|----------|-----------|---|---|---|---|---|
|  | <b>1</b> | <b>12</b> | 8 | 4 | 3 | 5 | 4 |
|  | <b>2</b> | <b>12</b> | 5 | 7 | 1 | 4 | 7 |
|  | <b>3</b> | <b>15</b> | 9 | 6 | 3 | 6 | 6 |
|  | <b>4</b> | <b>12</b> | 8 | 4 | 4 | 4 | 4 |
|  | <b>5</b> | <b>10</b> | 6 | 4 | 5 | 1 | 4 |

**Base Coordinació de tarifes, horaris i transbordaments amb altres mitjans de transport. - Molt important**

|  |           |    |    |    |    |    |
|--|-----------|----|----|----|----|----|
|  | <b>95</b> | 57 | 38 | 25 | 32 | 38 |
|--|-----------|----|----|----|----|----|

**P.8.23 Coordinació de tarifes, horaris i transbordaments amb altres mitjans de transport.**

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|   |    |    |   |   |   |   |
|---|----|----|---|---|---|---|
| 1 | 8  | 4  | 4 | 1 | 3 | 4 |
| 2 | 14 | 11 | 3 | 6 | 5 | 3 |
| 3 | 13 | 8  | 5 | 4 | 4 | 5 |
| 4 | 5  | 4  | 1 | 2 | 2 | 1 |
| 5 | 7  | 3  | 4 | 0 | 3 | 4 |

Base La informació sobre el servei (horaris, tarifes, ...). - Molt important

|    |    |    |    |    |    |
|----|----|----|----|----|----|
| 83 | 42 | 41 | 19 | 23 | 41 |
|----|----|----|----|----|----|

P.8.24 La informació sobre el servei (horaris, tarifes, ...).

|   |    |   |   |   |   |   |
|---|----|---|---|---|---|---|
| 1 | 5  | 4 | 1 | 2 | 2 | 1 |
| 2 | 6  | 3 | 3 | 0 | 3 | 3 |
| 3 | 4  | 1 | 3 | 0 | 1 | 3 |
| 4 | 11 | 5 | 6 | 4 | 1 | 6 |
| 5 | 7  | 3 | 4 | 0 | 3 | 4 |

Base La informació en els casos d'incidències en el servei. - Molt important

|    |    |    |    |    |    |
|----|----|----|----|----|----|
| 74 | 37 | 37 | 17 | 20 | 37 |
|----|----|----|----|----|----|

P.8.25 La informació en els casos d'incidències en el servei.

|   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|
| 1 | 4 | 3 | 1 | 1 | 2 | 1 |
| 2 | 3 | 2 | 1 | 2 | 0 | 1 |
| 3 | 5 | 3 | 2 | 1 | 2 | 2 |
| 4 | 6 | 2 | 4 | 1 | 1 | 4 |
| 5 | 7 | 2 | 5 | 2 | 0 | 5 |

Base El sistema de venda de bitllets. - Molt important

|    |    |    |    |    |    |
|----|----|----|----|----|----|
| 59 | 38 | 21 | 16 | 22 | 21 |
|----|----|----|----|----|----|

P.8.26 El sistema de venda de bitllets.

|   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|
| 1 | 1 | 1 | 0 | 1 | 0 | 0 |
| 2 | 1 | 1 | 0 | 0 | 1 | 0 |
| 3 | 4 | 2 | 2 | 2 | 0 | 2 |
| 4 | 2 | 1 | 1 | 1 | 0 | 1 |
| 5 | 4 | 2 | 2 | 0 | 2 | 2 |

Base TOTAL

|     |     |    |    |    |    |
|-----|-----|----|----|----|----|
| 208 | 114 | 94 | 43 | 71 | 94 |
|-----|-----|----|----|----|----|

P.7 / P.8.1 Facilitats d'accés a les estacions.

|      |   |   |   |   |   |   |
|------|---|---|---|---|---|---|
| 0,12 | 6 | 4 | 2 | 4 | 0 | 2 |
|------|---|---|---|---|---|---|

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|                     |             |             |       |       |       |       |       |
|---------------------|-------------|-------------|-------|-------|-------|-------|-------|
|                     | <b>0,5</b>  | <b>146</b>  | 80    | 66    | 25    | 55    | 66    |
|                     | <b>0,88</b> | <b>35</b>   | 17    | 18    | 8     | 9     | 18    |
|                     | <b>1</b>    | <b>21</b>   | 13    | 8     | 6     | 7     | 8     |
| <b>Mitjana</b>      |             | <b>0,6</b>  | 0,6   | 0,607 | 0,605 | 0,597 | 0,607 |
| <b>Desv. típica</b> |             | <b>0,21</b> | 0,213 | 0,202 | 0,256 | 0,184 | 0,202 |

**P.7 / P.8.2 Facilitat d'accés al tren / sigui fàcil pujar-hi.**

|                     |             |             |       |       |       |       |       |
|---------------------|-------------|-------------|-------|-------|-------|-------|-------|
|                     | <b>0,12</b> | <b>7</b>    | 4     | 3     | 2     | 2     | 3     |
|                     | <b>0,5</b>  | <b>139</b>  | 78    | 61    | 28    | 50    | 61    |
|                     | <b>0,88</b> | <b>48</b>   | 25    | 23    | 11    | 14    | 23    |
|                     | <b>1</b>    | <b>14</b>   | 7     | 7     | 2     | 5     | 7     |
| <b>Mitjana</b>      |             | <b>0,61</b> | 0,601 | 0,618 | 0,603 | 0,599 | 0,618 |
| <b>Desv. típica</b> |             | <b>0,21</b> | 0,206 | 0,212 | 0,214 | 0,202 | 0,212 |

**P.7 / P.8.3 No hi ha cues, s'adquireix o cancel·la el títol / bitllet ràpidament.**

|                     |             |             |       |       |      |       |       |
|---------------------|-------------|-------------|-------|-------|------|-------|-------|
|                     | <b>0,12</b> | <b>22</b>   | 13    | 9     | 2    | 11    | 9     |
|                     | <b>0,5</b>  | <b>130</b>  | 69    | 61    | 26   | 43    | 61    |
|                     | <b>0,88</b> | <b>41</b>   | 26    | 15    | 13   | 13    | 15    |
|                     | <b>1</b>    | <b>15</b>   | 6     | 9     | 2    | 4     | 9     |
| <b>Mitjana</b>      |             | <b>0,57</b> | 0,57  | 0,572 | 0,62 | 0,539 | 0,572 |
| <b>Desv. típica</b> |             | <b>0,24</b> | 0,241 | 0,237 | 0,22 | 0,25  | 0,237 |

**P.7 / P.8.4 Que tot estigui ben indicat, resulti fàcil.**

|                     |             |             |       |       |       |       |       |
|---------------------|-------------|-------------|-------|-------|-------|-------|-------|
|                     | <b>0,12</b> | <b>4</b>    | 4     | 0     | 1     | 3     | 0     |
|                     | <b>0,5</b>  | <b>104</b>  | 58    | 46    | 22    | 36    | 46    |
|                     | <b>0,88</b> | <b>60</b>   | 27    | 33    | 14    | 13    | 33    |
|                     | <b>1</b>    | <b>40</b>   | 25    | 15    | 6     | 19    | 15    |
| <b>Mitjana</b>      |             | <b>0,7</b>  | 0,686 | 0,713 | 0,685 | 0,687 | 0,713 |
| <b>Desv. típica</b> |             | <b>0,23</b> | 0,245 | 0,214 | 0,229 | 0,255 | 0,214 |

**P.7 / P.8.5 Hi ha personal de la línia que atén i vigila.**

|                |             |             |       |       |       |       |       |
|----------------|-------------|-------------|-------|-------|-------|-------|-------|
|                | <b>0,12</b> | <b>7</b>    | 4     | 3     | 1     | 3     | 3     |
|                | <b>0,5</b>  | <b>92</b>   | 51    | 41    | 22    | 29    | 41    |
|                | <b>0,88</b> | <b>65</b>   | 33    | 32    | 14    | 19    | 32    |
|                | <b>1</b>    | <b>44</b>   | 26    | 18    | 6     | 20    | 18    |
| <b>Mitjana</b> |             | <b>0,71</b> | 0,711 | 0,713 | 0,685 | 0,726 | 0,713 |

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**Desv. típica**                      **0,24**      0,245      0,239      0,229      0,255      0,239

**P.7 / P.8.6 El personal és amable.**

|             |           |    |    |    |    |    |
|-------------|-----------|----|----|----|----|----|
| <b>0,12</b> | <b>10</b> | 5  | 5  | 2  | 3  | 5  |
| <b>0,5</b>  | <b>96</b> | 53 | 43 | 23 | 30 | 43 |
| <b>0,88</b> | <b>45</b> | 31 | 14 | 11 | 20 | 14 |
| <b>1</b>    | <b>57</b> | 25 | 32 | 7  | 18 | 32 |

**Mitjana**                              **0,7**      0,696      0,707      0,661      0,718      0,707  
**Desv. típica**                      **0,26**      0,25      0,269      0,245      0,252      0,269

**P.7 / P.8.7 Triga poc a dur-te a destinació.**

|             |            |    |    |    |    |    |
|-------------|------------|----|----|----|----|----|
| <b>0,12</b> | <b>13</b>  | 8  | 5  | 2  | 6  | 5  |
| <b>0,5</b>  | <b>109</b> | 54 | 55 | 19 | 35 | 55 |
| <b>0,88</b> | <b>44</b>  | 24 | 20 | 10 | 14 | 20 |
| <b>1</b>    | <b>42</b>  | 28 | 14 | 12 | 16 | 14 |

**Mitjana**                              **0,66**      0,676      0,635      0,71      0,655      0,635  
**Desv. típica**                      **0,26**      0,267      0,241      0,26      0,272      0,241

**P.7 / P.8.8 El pots agafar a qualsevol hora / passa sovint.**

|             |           |    |    |    |    |    |
|-------------|-----------|----|----|----|----|----|
| <b>0,12</b> | <b>7</b>  | 1  | 6  | 1  | 0  | 6  |
| <b>0,5</b>  | <b>81</b> | 40 | 41 | 14 | 26 | 41 |
| <b>0,88</b> | <b>42</b> | 26 | 16 | 11 | 15 | 16 |
| <b>1</b>    | <b>78</b> | 47 | 31 | 17 | 30 | 31 |

**Mitjana**                              **0,75**      0,789      0,705      0,786      0,792      0,705  
**Desv. típica**                      **0,26**      0,232      0,274      0,242      0,228      0,274

**P.7 / P.8.9 Acompleix els horaris establerts.**

|             |            |    |    |    |    |    |
|-------------|------------|----|----|----|----|----|
| <b>0,12</b> | <b>1</b>   | 1  | 0  | 1  | 0  | 0  |
| <b>0,5</b>  | <b>62</b>  | 30 | 32 | 15 | 15 | 32 |
| <b>0,88</b> | <b>44</b>  | 22 | 22 | 6  | 16 | 22 |
| <b>1</b>    | <b>101</b> | 61 | 40 | 21 | 40 | 40 |

**Mitjana**                              **0,82**      0,838      0,802      0,788      0,867      0,802  
**Desv. típica**                      **0,22**      0,222      0,223      0,253      0,198      0,223

**P.7 / P.8.10 No hi ha aglomeracions al pujar o dins del vehicle.**

|             |            |    |    |    |    |    |
|-------------|------------|----|----|----|----|----|
| <b>0,12</b> | <b>22</b>  | 11 | 11 | 3  | 8  | 11 |
| <b>0,5</b>  | <b>133</b> | 78 | 55 | 29 | 49 | 55 |
| <b>0,88</b> | <b>42</b>  | 23 | 19 | 9  | 14 | 19 |
| <b>1</b>    | <b>11</b>  | 2  | 9  | 2  | 0  | 9  |

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|                     |             |       |       |       |       |       |
|---------------------|-------------|-------|-------|-------|-------|-------|
| <b>Mitjana</b>      | <b>0,56</b> | 0,549 | 0,58  | 0,576 | 0,532 | 0,58  |
| <b>Desv. típica</b> | <b>0,23</b> | 0,213 | 0,254 | 0,217 | 0,211 | 0,254 |

**P.7 / P.8.11 Normalment pots seure.**

|             |            |    |    |    |    |    |
|-------------|------------|----|----|----|----|----|
| <b>0,12</b> | <b>10</b>  | 5  | 5  | 2  | 3  | 5  |
| <b>0,5</b>  | <b>120</b> | 70 | 50 | 26 | 44 | 50 |
| <b>0,88</b> | <b>47</b>  | 25 | 22 | 10 | 15 | 22 |
| <b>1</b>    | <b>31</b>  | 14 | 17 | 5  | 9  | 17 |

|                     |             |       |       |       |       |       |
|---------------------|-------------|-------|-------|-------|-------|-------|
| <b>Mitjana</b>      | <b>0,64</b> | 0,628 | 0,659 | 0,629 | 0,628 | 0,659 |
| <b>Desv. típica</b> | <b>0,24</b> | 0,23  | 0,249 | 0,232 | 0,23  | 0,249 |

**P.7 / P.8.12 No produeix un soroll amoïnador.**

|             |            |    |    |    |    |    |
|-------------|------------|----|----|----|----|----|
| <b>0,12</b> | <b>34</b>  | 20 | 14 | 4  | 16 | 14 |
| <b>0,5</b>  | <b>132</b> | 72 | 60 | 31 | 41 | 60 |
| <b>0,88</b> | <b>34</b>  | 18 | 16 | 8  | 10 | 16 |
| <b>1</b>    | <b>8</b>   | 4  | 4  | 0  | 4  | 4  |

|                     |             |       |       |       |       |       |
|---------------------|-------------|-------|-------|-------|-------|-------|
| <b>Mitjana</b>      | <b>0,52</b> | 0,511 | 0,529 | 0,535 | 0,496 | 0,529 |
| <b>Desv. típica</b> | <b>0,24</b> | 0,239 | 0,238 | 0,2   | 0,261 | 0,238 |

**P.7 / P.8.13 Les parades o estacions són còmodes per esperar.**

|             |            |    |    |    |    |    |
|-------------|------------|----|----|----|----|----|
| <b>0,12</b> | <b>22</b>  | 14 | 8  | 2  | 12 | 8  |
| <b>0,5</b>  | <b>134</b> | 71 | 63 | 30 | 41 | 63 |
| <b>0,88</b> | <b>45</b>  | 27 | 18 | 10 | 17 | 18 |
| <b>1</b>    | <b>7</b>   | 2  | 5  | 1  | 1  | 5  |

|                     |             |       |       |       |       |       |
|---------------------|-------------|-------|-------|-------|-------|-------|
| <b>Mitjana</b>      | <b>0,56</b> | 0,552 | 0,567 | 0,582 | 0,534 | 0,567 |
| <b>Desv. típica</b> | <b>0,23</b> | 0,233 | 0,222 | 0,201 | 0,249 | 0,222 |

**P.7 / P.8.14 Viatges sense brusquedats durant el trajecte.**

|             |            |    |    |    |    |    |
|-------------|------------|----|----|----|----|----|
| <b>0,12</b> | <b>19</b>  | 13 | 6  | 2  | 11 | 6  |
| <b>0,5</b>  | <b>131</b> | 71 | 60 | 28 | 43 | 60 |
| <b>0,88</b> | <b>48</b>  | 24 | 24 | 12 | 12 | 24 |
| <b>1</b>    | <b>10</b>  | 6  | 4  | 1  | 5  | 4  |

|                     |             |       |       |       |       |       |
|---------------------|-------------|-------|-------|-------|-------|-------|
| <b>Mitjana</b>      | <b>0,58</b> | 0,563 | 0,594 | 0,6   | 0,541 | 0,594 |
| <b>Desv. típica</b> | <b>0,23</b> | 0,238 | 0,22  | 0,209 | 0,252 | 0,22  |

**P.7 / P.8.15 Les estacions estan netes i conservades.**

|             |          |   |   |   |   |   |
|-------------|----------|---|---|---|---|---|
| <b>0,12</b> | <b>7</b> | 5 | 2 | 1 | 4 | 2 |
|-------------|----------|---|---|---|---|---|

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|                     |             |             |       |       |       |       |       |
|---------------------|-------------|-------------|-------|-------|-------|-------|-------|
|                     | <b>0,5</b>  | <b>123</b>  | 64    | 59    | 28    | 36    | 59    |
|                     | <b>0,88</b> | <b>56</b>   | 33    | 23    | 12    | 21    | 23    |
|                     | <b>1</b>    | <b>22</b>   | 12    | 10    | 2     | 10    | 10    |
| <b>Mitjana</b>      |             | <b>0,64</b> | 0,646 | 0,638 | 0,62  | 0,661 | 0,638 |
| <b>Desv. típica</b> |             | <b>0,22</b> | 0,232 | 0,215 | 0,204 | 0,247 | 0,215 |

**P.7 / P.8.16 La gent amb la qual viatges no és desagradable.**

|                     |             |             |       |       |       |       |       |
|---------------------|-------------|-------------|-------|-------|-------|-------|-------|
|                     | <b>0,12</b> | <b>15</b>   | 12    | 3     | 1     | 11    | 3     |
|                     | <b>0,5</b>  | <b>120</b>  | 58    | 62    | 26    | 32    | 62    |
|                     | <b>0,88</b> | <b>50</b>   | 32    | 18    | 13    | 19    | 18    |
|                     | <b>1</b>    | <b>23</b>   | 12    | 11    | 3     | 9     | 11    |
| <b>Mitjana</b>      |             | <b>0,62</b> | 0,619 | 0,619 | 0,641 | 0,606 | 0,619 |
| <b>Desv. típica</b> |             | <b>0,24</b> | 0,262 | 0,219 | 0,214 | 0,287 | 0,219 |

**P.7 / P.8.17 No hi ha perill que t'agredeixin o bé amoïnin.**

|                     |             |             |       |       |       |       |       |
|---------------------|-------------|-------------|-------|-------|-------|-------|-------|
|                     | <b>0,12</b> | <b>8</b>    | 6     | 2     | 1     | 5     | 2     |
|                     | <b>0,5</b>  | <b>69</b>   | 34    | 35    | 17    | 17    | 35    |
|                     | <b>0,88</b> | <b>60</b>   | 38    | 22    | 16    | 22    | 22    |
|                     | <b>1</b>    | <b>71</b>   | 36    | 35    | 9     | 27    | 35    |
| <b>Mitjana</b>      |             | <b>0,77</b> | 0,765 | 0,767 | 0,737 | 0,781 | 0,767 |
| <b>Desv. típica</b> |             | <b>0,25</b> | 0,255 | 0,243 | 0,233 | 0,268 | 0,243 |

**P.7 / P.8.18 No hi ha perill d'accidents.**

|                     |             |             |       |       |       |       |       |
|---------------------|-------------|-------------|-------|-------|-------|-------|-------|
|                     | <b>0,12</b> | <b>7</b>    | 3     | 4     | 0     | 3     | 4     |
|                     | <b>0,5</b>  | <b>66</b>   | 38    | 28    | 20    | 18    | 28    |
|                     | <b>0,88</b> | <b>57</b>   | 27    | 30    | 11    | 16    | 30    |
|                     | <b>1</b>    | <b>78</b>   | 46    | 32    | 12    | 34    | 32    |
| <b>Mitjana</b>      |             | <b>0,78</b> | 0,782 | 0,775 | 0,737 | 0,809 | 0,775 |
| <b>Desv. típica</b> |             | <b>0,25</b> | 0,245 | 0,249 | 0,228 | 0,253 | 0,249 |

**P.7 / P.8.19 Els cotxes estan nets i conservats.**

|                     |             |             |       |       |       |       |       |
|---------------------|-------------|-------------|-------|-------|-------|-------|-------|
|                     | <b>0,12</b> | <b>5</b>    | 4     | 1     | 1     | 3     | 1     |
|                     | <b>0,5</b>  | <b>100</b>  | 56    | 44    | 24    | 32    | 44    |
|                     | <b>0,88</b> | <b>69</b>   | 36    | 33    | 11    | 25    | 33    |
|                     | <b>1</b>    | <b>34</b>   | 18    | 16    | 7     | 11    | 16    |
| <b>Mitjana</b>      |             | <b>0,7</b>  | 0,686 | 0,714 | 0,67  | 0,695 | 0,714 |
| <b>Desv. típica</b> |             | <b>0,23</b> | 0,237 | 0,222 | 0,231 | 0,242 | 0,222 |

**P.7 / P.8.20 El viatge resulta entretingut.**

|                     |             |             |       |       |       |       |       |
|---------------------|-------------|-------------|-------|-------|-------|-------|-------|
|                     | <b>0,12</b> | <b>55</b>   | 29    | 26    | 6     | 23    | 26    |
|                     | <b>0,5</b>  | <b>129</b>  | 74    | 55    | 33    | 41    | 55    |
|                     | <b>0,88</b> | <b>21</b>   | 10    | 11    | 4     | 6     | 11    |
|                     | <b>1</b>    | <b>3</b>    | 1     | 2     | 0     | 1     | 2     |
| <b>Mitjana</b>      |             | <b>0,45</b> | 0,441 | 0,45  | 0,482 | 0,416 | 0,45  |
| <b>Desv. típica</b> |             | <b>0,23</b> | 0,22  | 0,246 | 0,185 | 0,237 | 0,246 |

**P.7 / P.8.21 Als cotxes, temperatura adequada a cada època de l'any.**

|                     |             |             |       |       |       |       |       |
|---------------------|-------------|-------------|-------|-------|-------|-------|-------|
|                     | <b>0,12</b> | <b>10</b>   | 7     | 3     | 0     | 7     | 3     |
|                     | <b>0,5</b>  | <b>130</b>  | 72    | 58    | 26    | 46    | 58    |
|                     | <b>0,88</b> | <b>47</b>   | 27    | 20    | 14    | 13    | 20    |
|                     | <b>1</b>    | <b>21</b>   | 8     | 13    | 3     | 5     | 13    |
| <b>Mitjana</b>      |             | <b>0,62</b> | 0,602 | 0,638 | 0,659 | 0,567 | 0,638 |
| <b>Desv. típica</b> |             | <b>0,23</b> | 0,225 | 0,227 | 0,201 | 0,233 | 0,227 |

**P.7 / P.8.22 El preu del bitllet és adequat.**

|                     |             |             |       |       |       |       |       |
|---------------------|-------------|-------------|-------|-------|-------|-------|-------|
|                     | <b>0,12</b> | <b>5</b>    | 4     | 1     | 0     | 4     | 1     |
|                     | <b>0,5</b>  | <b>102</b>  | 53    | 49    | 21    | 32    | 49    |
|                     | <b>0,88</b> | <b>40</b>   | 21    | 19    | 6     | 15    | 19    |
|                     | <b>1</b>    | <b>61</b>   | 36    | 25    | 16    | 20    | 25    |
| <b>Mitjana</b>      |             | <b>0,71</b> | 0,715 | 0,706 | 0,739 | 0,7   | 0,706 |
| <b>Desv. típica</b> |             | <b>0,25</b> | 0,255 | 0,236 | 0,239 | 0,265 | 0,236 |

**P.7 / P.8.23 Coordinació de tarifes, horaris i transbordaments amb altres mitjans de transport.**

|                     |             |             |       |       |       |       |       |
|---------------------|-------------|-------------|-------|-------|-------|-------|-------|
|                     | <b>0,12</b> | <b>8</b>    | 3     | 5     | 0     | 3     | 5     |
|                     | <b>0,5</b>  | <b>105</b>  | 54    | 51    | 18    | 36    | 51    |
|                     | <b>0,88</b> | <b>48</b>   | 27    | 21    | 12    | 15    | 21    |
|                     | <b>1</b>    | <b>47</b>   | 30    | 17    | 13    | 17    | 17    |
| <b>Mitjana</b>      |             | <b>0,69</b> | 0,712 | 0,655 | 0,757 | 0,684 | 0,655 |
| <b>Desv. típica</b> |             | <b>0,25</b> | 0,244 | 0,248 | 0,226 | 0,252 | 0,248 |

**P.7 / P.8.24 La informació sobre el servei (horaris, tarifes, ...).**

|  |             |            |    |    |    |    |    |
|--|-------------|------------|----|----|----|----|----|
|  | <b>0,12</b> | <b>2</b>   | 2  | 0  | 0  | 2  | 0  |
|  | <b>0,5</b>  | <b>123</b> | 70 | 53 | 24 | 46 | 53 |
|  | <b>0,88</b> | <b>50</b>  | 26 | 24 | 13 | 13 | 24 |
|  | <b>1</b>    | <b>33</b>  | 16 | 17 | 6  | 10 | 17 |

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|                     |             |      |       |       |       |       |
|---------------------|-------------|------|-------|-------|-------|-------|
| <b>Mitjana</b>      | <b>0,67</b> | 0,65 | 0,687 | 0,685 | 0,629 | 0,687 |
| <b>Desv. típica</b> | <b>0,22</b> | 0,22 | 0,218 | 0,213 | 0,223 | 0,218 |

**P.7 / P.8.25 La informació en els casos d'incidències en el servei.**

|             |            |    |    |    |    |    |
|-------------|------------|----|----|----|----|----|
| <b>0,12</b> | <b>5</b>   | 2  | 3  | 0  | 2  | 3  |
| <b>0,5</b>  | <b>129</b> | 75 | 54 | 26 | 49 | 54 |
| <b>0,88</b> | <b>49</b>  | 25 | 24 | 10 | 15 | 24 |
| <b>1</b>    | <b>25</b>  | 12 | 13 | 7  | 5  | 13 |

|                     |             |       |       |       |       |       |
|---------------------|-------------|-------|-------|-------|-------|-------|
| <b>Mitjana</b>      | <b>0,64</b> | 0,629 | 0,654 | 0,67  | 0,605 | 0,654 |
| <b>Desv. típica</b> | <b>0,22</b> | 0,21  | 0,23  | 0,216 | 0,204 | 0,23  |

**P.7 / P.8.26 El sistema de venda de bitllets.**

|             |            |    |    |    |    |    |
|-------------|------------|----|----|----|----|----|
| <b>0,12</b> | <b>6</b>   | 3  | 3  | 2  | 1  | 3  |
| <b>0,5</b>  | <b>143</b> | 73 | 70 | 25 | 48 | 70 |
| <b>0,88</b> | <b>47</b>  | 31 | 16 | 12 | 19 | 16 |
| <b>1</b>    | <b>12</b>  | 7  | 5  | 4  | 3  | 5  |

|                     |            |       |       |       |       |       |
|---------------------|------------|-------|-------|-------|-------|-------|
| <b>Mitjana</b>      | <b>0,6</b> | 0,624 | 0,579 | 0,635 | 0,617 | 0,579 |
| <b>Desv. típica</b> | <b>0,2</b> | 0,208 | 0,191 | 0,231 | 0,195 | 0,191 |

**P.9.1 Facilitats d'accés a les estacions.**

|           |           |    |    |    |    |    |
|-----------|-----------|----|----|----|----|----|
| <b>0</b>  | <b>1</b>  | 1  | 0  | 0  | 1  | 0  |
| <b>1</b>  | <b>0</b>  | 0  | 0  | 0  | 0  | 0  |
| <b>2</b>  | <b>0</b>  | 0  | 0  | 0  | 0  | 0  |
| <b>3</b>  | <b>1</b>  | 0  | 1  | 0  | 0  | 1  |
| <b>4</b>  | <b>0</b>  | 0  | 0  | 0  | 0  | 0  |
| <b>5</b>  | <b>7</b>  | 6  | 1  | 4  | 2  | 1  |
| <b>6</b>  | <b>10</b> | 6  | 4  | 1  | 5  | 4  |
| <b>7</b>  | <b>36</b> | 17 | 19 | 6  | 11 | 19 |
| <b>8</b>  | <b>69</b> | 41 | 28 | 18 | 23 | 28 |
| <b>9</b>  | <b>36</b> | 16 | 20 | 1  | 15 | 20 |
| <b>10</b> | <b>48</b> | 27 | 21 | 13 | 14 | 21 |

|                     |             |      |      |      |      |      |
|---------------------|-------------|------|------|------|------|------|
| <b>Mitjana</b>      | <b>8,2</b>  | 8,13 | 8,29 | 8,16 | 8,11 | 8,29 |
| <b>Desv. típica</b> | <b>1,47</b> | 1,58 | 1,33 | 1,53 | 1,62 | 1,33 |

**P.9.2 Facilitat d'accés al tren / sigui fàcil pujar-hi.**

|          |          |   |   |   |   |   |
|----------|----------|---|---|---|---|---|
| <b>0</b> | <b>0</b> | 0 | 0 | 0 | 0 | 0 |
| <b>1</b> | <b>0</b> | 0 | 0 | 0 | 0 | 0 |
| <b>2</b> | <b>0</b> | 0 | 0 | 0 | 0 | 0 |
| <b>3</b> | <b>1</b> | 1 | 0 | 0 | 1 | 0 |
| <b>4</b> | <b>1</b> | 0 | 1 | 0 | 0 | 1 |

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|    |    |    |    |    |    |    |
|----|----|----|----|----|----|----|
| 5  | 1  | 1  | 0  | 1  | 0  | 0  |
| 6  | 13 | 8  | 5  | 4  | 4  | 5  |
| 7  | 24 | 13 | 11 | 3  | 10 | 11 |
| 8  | 67 | 40 | 27 | 14 | 26 | 27 |
| 9  | 45 | 21 | 24 | 7  | 14 | 24 |
| 10 | 56 | 30 | 26 | 14 | 16 | 26 |

|                     |             |      |      |      |      |      |
|---------------------|-------------|------|------|------|------|------|
| <b>Mitjana</b>      | <b>8,46</b> | 8,39 | 8,54 | 8,49 | 8,32 | 8,54 |
| <b>Desv. típica</b> | <b>1,3</b>  | 1,34 | 1,26 | 1,39 | 1,32 | 1,26 |

**P.9.3 No hi ha cues, s'adquireix o cancel·la el títol / bitllet ràpidament.**

|    |    |    |    |    |    |    |
|----|----|----|----|----|----|----|
| 0  | 1  | 1  | 0  | 0  | 1  | 0  |
| 1  | 0  | 0  | 0  | 0  | 0  | 0  |
| 2  | 0  | 0  | 0  | 0  | 0  | 0  |
| 3  | 2  | 2  | 0  | 1  | 1  | 0  |
| 4  | 1  | 0  | 1  | 0  | 0  | 1  |
| 5  | 7  | 5  | 2  | 2  | 3  | 2  |
| 6  | 10 | 7  | 3  | 3  | 4  | 3  |
| 7  | 14 | 6  | 8  | 2  | 4  | 8  |
| 8  | 33 | 20 | 13 | 10 | 10 | 13 |
| 9  | 49 | 26 | 23 | 8  | 18 | 23 |
| 10 | 91 | 47 | 44 | 17 | 30 | 44 |

|                     |             |      |      |      |      |      |
|---------------------|-------------|------|------|------|------|------|
| <b>Mitjana</b>      | <b>8,74</b> | 8,59 | 8,93 | 8,53 | 8,62 | 8,93 |
| <b>Desv. típica</b> | <b>1,62</b> | 1,8  | 1,36 | 1,7  | 1,88 | 1,36 |

**P.9.4 Que tot estigui ben indicat, resulti fàcil.**

|    |    |    |    |    |    |    |
|----|----|----|----|----|----|----|
| 0  | 1  | 0  | 1  | 0  | 0  | 1  |
| 1  | 0  | 0  | 0  | 0  | 0  | 0  |
| 2  | 0  | 0  | 0  | 0  | 0  | 0  |
| 3  | 0  | 0  | 0  | 0  | 0  | 0  |
| 4  | 1  | 1  | 0  | 1  | 0  | 0  |
| 5  | 4  | 0  | 4  | 0  | 0  | 4  |
| 6  | 4  | 4  | 0  | 3  | 1  | 0  |
| 7  | 23 | 13 | 10 | 4  | 9  | 10 |
| 8  | 36 | 20 | 16 | 8  | 12 | 16 |
| 9  | 59 | 32 | 27 | 10 | 22 | 27 |
| 10 | 80 | 44 | 36 | 17 | 27 | 36 |

|                     |             |      |      |      |      |      |
|---------------------|-------------|------|------|------|------|------|
| <b>Mitjana</b>      | <b>8,79</b> | 8,83 | 8,73 | 8,7  | 8,92 | 8,73 |
| <b>Desv. típica</b> | <b>1,4</b>  | 1,24 | 1,57 | 1,46 | 1,09 | 1,57 |

**P.9.5 Hi ha personal de la línia que atén i vigila.**

|   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|
| 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | 0 | 0 | 0 | 0 | 0 | 0 |

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|    |    |    |    |    |    |    |
|----|----|----|----|----|----|----|
| 2  | 1  | 1  | 0  | 1  | 0  | 0  |
| 3  | 0  | 0  | 0  | 0  | 0  | 0  |
| 4  | 2  | 2  | 0  | 1  | 1  | 0  |
| 5  | 3  | 1  | 2  | 1  | 0  | 2  |
| 6  | 6  | 5  | 1  | 1  | 4  | 1  |
| 7  | 19 | 11 | 8  | 3  | 8  | 8  |
| 8  | 42 | 26 | 16 | 11 | 15 | 16 |
| 9  | 52 | 27 | 25 | 11 | 16 | 25 |
| 10 | 83 | 41 | 42 | 14 | 27 | 42 |

|                     |             |      |      |      |      |      |
|---------------------|-------------|------|------|------|------|------|
| <b>Mitjana</b>      | <b>8,79</b> | 8,62 | 8,99 | 8,49 | 8,7  | 8,99 |
| <b>Desv. típica</b> | <b>1,38</b> | 1,5  | 1,19 | 1,72 | 1,36 | 1,19 |

**P.9.6 El personal és amable.**

|    |    |    |    |    |    |    |
|----|----|----|----|----|----|----|
| 0  | 1  | 0  | 1  | 0  | 0  | 1  |
| 1  | 0  | 0  | 0  | 0  | 0  | 0  |
| 2  | 0  | 0  | 0  | 0  | 0  | 0  |
| 3  | 0  | 0  | 0  | 0  | 0  | 0  |
| 4  | 0  | 0  | 0  | 0  | 0  | 0  |
| 5  | 4  | 2  | 2  | 1  | 1  | 2  |
| 6  | 3  | 3  | 0  | 2  | 1  | 0  |
| 7  | 22 | 11 | 11 | 1  | 10 | 11 |
| 8  | 32 | 22 | 10 | 7  | 15 | 10 |
| 9  | 53 | 28 | 25 | 14 | 14 | 25 |
| 10 | 93 | 48 | 45 | 18 | 30 | 45 |

|                     |             |      |      |      |      |      |
|---------------------|-------------|------|------|------|------|------|
| <b>Mitjana</b>      | <b>8,92</b> | 8,89 | 8,96 | 8,98 | 8,83 | 8,96 |
| <b>Desv. típica</b> | <b>1,36</b> | 1,23 | 1,51 | 1,22 | 1,24 | 1,51 |

**P.9.7 Triga poc a dur-te a destinació.**

|    |    |    |    |    |    |    |
|----|----|----|----|----|----|----|
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |
| 1  | 0  | 0  | 0  | 0  | 0  | 0  |
| 2  | 1  | 1  | 0  | 0  | 1  | 0  |
| 3  | 0  | 0  | 0  | 0  | 0  | 0  |
| 4  | 1  | 0  | 1  | 0  | 0  | 1  |
| 5  | 8  | 6  | 2  | 1  | 5  | 2  |
| 6  | 9  | 6  | 3  | 2  | 4  | 3  |
| 7  | 24 | 12 | 12 | 3  | 9  | 12 |
| 8  | 32 | 17 | 15 | 10 | 7  | 15 |
| 9  | 55 | 27 | 28 | 12 | 15 | 28 |
| 10 | 78 | 45 | 33 | 15 | 30 | 33 |

|                     |             |      |      |      |      |      |
|---------------------|-------------|------|------|------|------|------|
| <b>Mitjana</b>      | <b>8,65</b> | 8,61 | 8,7  | 8,74 | 8,52 | 8,7  |
| <b>Desv. típica</b> | <b>1,5</b>  | 1,61 | 1,36 | 1,27 | 1,78 | 1,36 |

**P.9.8 El pots agafar a qualsevol hora / passa sovint.**

|   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|
| 0 | 3 | 2 | 1 | 2 | 0 | 1 |
|---|---|---|---|---|---|---|

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|                     |           |             |      |      |      |      |      |
|---------------------|-----------|-------------|------|------|------|------|------|
|                     | <b>1</b>  | <b>4</b>    | 2    | 2    | 1    | 1    | 2    |
|                     | <b>2</b>  | <b>3</b>    | 3    | 0    | 1    | 2    | 0    |
|                     | <b>3</b>  | <b>11</b>   | 4    | 7    | 1    | 3    | 7    |
|                     | <b>4</b>  | <b>14</b>   | 8    | 6    | 3    | 5    | 6    |
|                     | <b>5</b>  | <b>32</b>   | 20   | 12   | 8    | 12   | 12   |
|                     | <b>6</b>  | <b>31</b>   | 19   | 12   | 3    | 16   | 12   |
|                     | <b>7</b>  | <b>20</b>   | 12   | 8    | 6    | 6    | 8    |
|                     | <b>8</b>  | <b>38</b>   | 17   | 21   | 6    | 11   | 21   |
|                     | <b>9</b>  | <b>26</b>   | 15   | 11   | 6    | 9    | 11   |
|                     | <b>10</b> | <b>26</b>   | 12   | 14   | 6    | 6    | 14   |
| <b>Mitjana</b>      |           | <b>6,65</b> | 6,5  | 6,83 | 6,51 | 6,49 | 6,83 |
| <b>Desv. típica</b> |           | <b>2,38</b> | 2,37 | 2,4  | 2,72 | 2,16 | 2,4  |

**P.9.9 Acompleix els horaris establerts.**

|                     |           |             |      |      |      |      |      |
|---------------------|-----------|-------------|------|------|------|------|------|
|                     | <b>0</b>  | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
|                     | <b>1</b>  | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
|                     | <b>2</b>  | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
|                     | <b>3</b>  | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
|                     | <b>4</b>  | <b>3</b>    | 1    | 2    | 1    | 0    | 2    |
|                     | <b>5</b>  | <b>2</b>    | 2    | 0    | 0    | 2    | 0    |
|                     | <b>6</b>  | <b>6</b>    | 4    | 2    | 1    | 3    | 2    |
|                     | <b>7</b>  | <b>11</b>   | 8    | 3    | 5    | 3    | 3    |
|                     | <b>8</b>  | <b>26</b>   | 11   | 15   | 6    | 5    | 15   |
|                     | <b>9</b>  | <b>53</b>   | 32   | 21   | 11   | 21   | 21   |
|                     | <b>10</b> | <b>107</b>  | 56   | 51   | 19   | 37   | 51   |
| <b>Mitjana</b>      |           | <b>9,09</b> | 9,04 | 9,15 | 8,88 | 9,13 | 9,15 |
| <b>Desv. típica</b> |           | <b>1,27</b> | 1,3  | 1,24 | 1,37 | 1,26 | 1,24 |

**P.9.10 No hi ha aglomeracions al pujar o dins del vehicle.**

|                     |           |             |      |      |      |      |      |
|---------------------|-----------|-------------|------|------|------|------|------|
|                     | <b>0</b>  | <b>2</b>    | 1    | 1    | 0    | 1    | 1    |
|                     | <b>1</b>  | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
|                     | <b>2</b>  | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
|                     | <b>3</b>  | <b>1</b>    | 1    | 0    | 1    | 0    | 0    |
|                     | <b>4</b>  | <b>2</b>    | 1    | 1    | 1    | 0    | 1    |
|                     | <b>5</b>  | <b>7</b>    | 4    | 3    | 2    | 2    | 3    |
|                     | <b>6</b>  | <b>14</b>   | 9    | 5    | 2    | 7    | 5    |
|                     | <b>7</b>  | <b>22</b>   | 13   | 9    | 5    | 8    | 9    |
|                     | <b>8</b>  | <b>38</b>   | 25   | 13   | 11   | 14   | 13   |
|                     | <b>9</b>  | <b>49</b>   | 24   | 25   | 8    | 16   | 25   |
|                     | <b>10</b> | <b>73</b>   | 36   | 37   | 13   | 23   | 37   |
| <b>Mitjana</b>      |           | <b>8,46</b> | 8,32 | 8,63 | 8,23 | 8,37 | 8,63 |
| <b>Desv. típica</b> |           | <b>1,74</b> | 1,75 | 1,71 | 1,76 | 1,76 | 1,71 |

**P.9.11 Normalment pots seure.**

|                     |             |           |      |      |      |      |    |
|---------------------|-------------|-----------|------|------|------|------|----|
|                     | <b>0</b>    | <b>0</b>  | 0    | 0    | 0    | 0    | 0  |
|                     | <b>1</b>    | <b>0</b>  | 0    | 0    | 0    | 0    | 0  |
|                     | <b>2</b>    | <b>0</b>  | 0    | 0    | 0    | 0    | 0  |
|                     | <b>3</b>    | <b>2</b>  | 2    | 0    | 0    | 2    | 0  |
|                     | <b>4</b>    | <b>3</b>  | 2    | 1    | 1    | 1    | 1  |
|                     | <b>5</b>    | <b>3</b>  | 2    | 1    | 1    | 1    | 1  |
|                     | <b>6</b>    | <b>8</b>  | 5    | 3    | 1    | 4    | 3  |
|                     | <b>7</b>    | <b>13</b> | 7    | 6    | 1    | 6    | 6  |
|                     | <b>8</b>    | <b>38</b> | 20   | 18   | 9    | 11   | 18 |
|                     | <b>9</b>    | <b>63</b> | 32   | 31   | 12   | 20   | 31 |
|                     | <b>10</b>   | <b>78</b> | 44   | 34   | 18   | 26   | 34 |
| <b>Mitjana</b>      | <b>8,76</b> | 8,69      | 8,85 | 8,88 | 8,58 | 8,85 |    |
| <b>Desv. típica</b> | <b>1,43</b> | 1,57      | 1,24 | 1,38 | 1,68 | 1,24 |    |

**P.9.12 No produeix un soroll amoïnador.**

|                     |             |           |      |      |      |      |    |
|---------------------|-------------|-----------|------|------|------|------|----|
|                     | <b>0</b>    | <b>1</b>  | 1    | 0    | 1    | 0    | 0  |
|                     | <b>1</b>    | <b>0</b>  | 0    | 0    | 0    | 0    | 0  |
|                     | <b>2</b>    | <b>1</b>  | 1    | 0    | 1    | 0    | 0  |
|                     | <b>3</b>    | <b>1</b>  | 1    | 0    | 0    | 1    | 0  |
|                     | <b>4</b>    | <b>0</b>  | 0    | 0    | 0    | 0    | 0  |
|                     | <b>5</b>    | <b>8</b>  | 7    | 1    | 3    | 4    | 1  |
|                     | <b>6</b>    | <b>8</b>  | 8    | 0    | 1    | 7    | 0  |
|                     | <b>7</b>    | <b>21</b> | 9    | 12   | 4    | 5    | 12 |
|                     | <b>8</b>    | <b>43</b> | 22   | 21   | 11   | 11   | 21 |
|                     | <b>9</b>    | <b>65</b> | 35   | 30   | 12   | 23   | 30 |
|                     | <b>10</b>   | <b>60</b> | 30   | 30   | 10   | 20   | 30 |
| <b>Mitjana</b>      | <b>8,5</b>  | 8,26      | 8,8  | 8,07 | 8,38 | 8,8  |    |
| <b>Desv. típica</b> | <b>1,56</b> | 1,82      | 1,09 | 2,11 | 1,63 | 1,09 |    |

**P.9.13 Les parades o estacions són còmodes per esperar.**

|                |             |           |      |      |      |      |    |
|----------------|-------------|-----------|------|------|------|------|----|
|                | <b>0</b>    | <b>0</b>  | 0    | 0    | 0    | 0    | 0  |
|                | <b>1</b>    | <b>0</b>  | 0    | 0    | 0    | 0    | 0  |
|                | <b>2</b>    | <b>0</b>  | 0    | 0    | 0    | 0    | 0  |
|                | <b>3</b>    | <b>3</b>  | 0    | 3    | 0    | 0    | 3  |
|                | <b>4</b>    | <b>7</b>  | 5    | 2    | 2    | 3    | 2  |
|                | <b>5</b>    | <b>10</b> | 8    | 2    | 4    | 4    | 2  |
|                | <b>6</b>    | <b>14</b> | 9    | 5    | 4    | 5    | 5  |
|                | <b>7</b>    | <b>27</b> | 19   | 8    | 4    | 15   | 8  |
|                | <b>8</b>    | <b>43</b> | 21   | 22   | 6    | 15   | 22 |
|                | <b>9</b>    | <b>49</b> | 24   | 25   | 11   | 13   | 25 |
|                | <b>10</b>   | <b>55</b> | 28   | 27   | 12   | 16   | 27 |
| <b>Mitjana</b> | <b>8,15</b> | 7,99      | 8,34 | 8,07 | 7,94 | 8,34 |    |



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**Desv. típica**                      **1,74**      1,74              1,72              1,87              1,67      1,72

**P.9.14 Viatges sense brusquedats durant el trajecte.**

|           |           |    |    |    |    |    |
|-----------|-----------|----|----|----|----|----|
| <b>0</b>  | <b>0</b>  | 0  | 0  | 0  | 0  | 0  |
| <b>1</b>  | <b>0</b>  | 0  | 0  | 0  | 0  | 0  |
| <b>2</b>  | <b>0</b>  | 0  | 0  | 0  | 0  | 0  |
| <b>3</b>  | <b>0</b>  | 0  | 0  | 0  | 0  | 0  |
| <b>4</b>  | <b>1</b>  | 1  | 0  | 0  | 1  | 0  |
| <b>5</b>  | <b>3</b>  | 1  | 2  | 1  | 0  | 2  |
| <b>6</b>  | <b>1</b>  | 1  | 0  | 0  | 1  | 0  |
| <b>7</b>  | <b>22</b> | 15 | 7  | 3  | 12 | 7  |
| <b>8</b>  | <b>48</b> | 25 | 23 | 13 | 12 | 23 |
| <b>9</b>  | <b>66</b> | 33 | 33 | 14 | 19 | 33 |
| <b>10</b> | <b>67</b> | 38 | 29 | 12 | 26 | 29 |

**Mitjana**                              **8,78**      8,75              8,83              8,74              8,75      8,83  
**Desv. típica**                      **1,15**      1,21              1,08              1,09              1,28      1,08

**P.9.15 Les estacions estan netes i conservades.**

|           |           |    |    |    |    |    |
|-----------|-----------|----|----|----|----|----|
| <b>0</b>  | <b>0</b>  | 0  | 0  | 0  | 0  | 0  |
| <b>1</b>  | <b>0</b>  | 0  | 0  | 0  | 0  | 0  |
| <b>2</b>  | <b>2</b>  | 1  | 1  | 0  | 1  | 1  |
| <b>3</b>  | <b>1</b>  | 1  | 0  | 0  | 1  | 0  |
| <b>4</b>  | <b>0</b>  | 0  | 0  | 0  | 0  | 0  |
| <b>5</b>  | <b>5</b>  | 3  | 2  | 2  | 1  | 2  |
| <b>6</b>  | <b>9</b>  | 8  | 1  | 4  | 4  | 1  |
| <b>7</b>  | <b>25</b> | 18 | 7  | 7  | 11 | 7  |
| <b>8</b>  | <b>46</b> | 20 | 26 | 5  | 15 | 26 |
| <b>9</b>  | <b>53</b> | 29 | 24 | 11 | 18 | 24 |
| <b>10</b> | <b>67</b> | 34 | 33 | 14 | 20 | 33 |

**Mitjana**                              **8,54**      8,38              8,73              8,42              8,35      8,73  
**Desv. típica**                      **1,5**      1,59              1,35              1,55              1,63      1,35

**P.9.16 La gent amb la qual viatges no és desagradable.**

|          |           |    |    |    |    |    |
|----------|-----------|----|----|----|----|----|
| <b>0</b> | <b>1</b>  | 1  | 0  | 0  | 1  | 0  |
| <b>1</b> | <b>0</b>  | 0  | 0  | 0  | 0  | 0  |
| <b>2</b> | <b>0</b>  | 0  | 0  | 0  | 0  | 0  |
| <b>3</b> | <b>0</b>  | 0  | 0  | 0  | 0  | 0  |
| <b>4</b> | <b>2</b>  | 1  | 1  | 1  | 0  | 1  |
| <b>5</b> | <b>11</b> | 9  | 2  | 4  | 5  | 2  |
| <b>6</b> | <b>7</b>  | 5  | 2  | 1  | 4  | 2  |
| <b>7</b> | <b>16</b> | 11 | 5  | 4  | 7  | 5  |
| <b>8</b> | <b>54</b> | 34 | 20 | 13 | 21 | 20 |
| <b>9</b> | <b>63</b> | 27 | 36 | 11 | 16 | 36 |

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|                     |           |             |      |      |      |      |      |
|---------------------|-----------|-------------|------|------|------|------|------|
|                     | <b>10</b> | <b>54</b>   | 26   | 28   | 9    | 17   | 28   |
| <b>Mitjana</b>      |           | <b>8,44</b> | 8,17 | 8,78 | 8,16 | 8,17 | 8,78 |
| <b>Desv. típica</b> |           | <b>1,52</b> | 1,68 | 1,22 | 1,59 | 1,75 | 1,22 |

**P.9.17 No hi ha perill que t'agredeixin o bé amoïnin.**

|                     |           |             |      |      |      |      |      |
|---------------------|-----------|-------------|------|------|------|------|------|
|                     | <b>0</b>  | <b>1</b>    | 1    | 0    | 0    | 1    | 0    |
|                     | <b>1</b>  | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
|                     | <b>2</b>  | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
|                     | <b>3</b>  | <b>1</b>    | 1    | 0    | 0    | 1    | 0    |
|                     | <b>4</b>  | <b>1</b>    | 1    | 0    | 0    | 1    | 0    |
|                     | <b>5</b>  | <b>3</b>    | 3    | 0    | 2    | 1    | 0    |
|                     | <b>6</b>  | <b>3</b>    | 2    | 1    | 2    | 0    | 1    |
|                     | <b>7</b>  | <b>8</b>    | 3    | 5    | 3    | 0    | 5    |
|                     | <b>8</b>  | <b>34</b>   | 18   | 16   | 6    | 12   | 16   |
|                     | <b>9</b>  | <b>68</b>   | 35   | 33   | 15   | 20   | 33   |
|                     | <b>10</b> | <b>89</b>   | 50   | 39   | 15   | 35   | 39   |
| <b>Mitjana</b>      |           | <b>8,99</b> | 8,89 | 9,11 | 8,74 | 8,99 | 9,11 |
| <b>Desv. típica</b> |           | <b>1,34</b> | 1,59 | 0,94 | 1,38 | 1,71 | 0,94 |

**P.9.18 No hi ha perill d'accidents.**

|                     |           |             |      |      |      |      |      |
|---------------------|-----------|-------------|------|------|------|------|------|
|                     | <b>0</b>  | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
|                     | <b>1</b>  | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
|                     | <b>2</b>  | <b>2</b>    | 2    | 0    | 0    | 2    | 0    |
|                     | <b>3</b>  | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
|                     | <b>4</b>  | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
|                     | <b>5</b>  | <b>2</b>    | 2    | 0    | 2    | 0    | 0    |
|                     | <b>6</b>  | <b>2</b>    | 2    | 0    | 2    | 0    | 0    |
|                     | <b>7</b>  | <b>7</b>    | 4    | 3    | 1    | 3    | 3    |
|                     | <b>8</b>  | <b>28</b>   | 12   | 16   | 6    | 6    | 16   |
|                     | <b>9</b>  | <b>66</b>   | 36   | 30   | 15   | 21   | 30   |
|                     | <b>10</b> | <b>101</b>  | 56   | 45   | 17   | 39   | 45   |
| <b>Mitjana</b>      |           | <b>9,15</b> | 9,07 | 9,24 | 8,88 | 9,18 | 9,24 |
| <b>Desv. típica</b> |           | <b>1,2</b>  | 1,43 | 0,85 | 1,35 | 1,48 | 0,85 |

**P.9.19 Els cotxes estan nets i conservats.**

|  |          |           |   |   |   |   |   |
|--|----------|-----------|---|---|---|---|---|
|  | <b>0</b> | <b>0</b>  | 0 | 0 | 0 | 0 | 0 |
|  | <b>1</b> | <b>0</b>  | 0 | 0 | 0 | 0 | 0 |
|  | <b>2</b> | <b>0</b>  | 0 | 0 | 0 | 0 | 0 |
|  | <b>3</b> | <b>0</b>  | 0 | 0 | 0 | 0 | 0 |
|  | <b>4</b> | <b>0</b>  | 0 | 0 | 0 | 0 | 0 |
|  | <b>5</b> | <b>1</b>  | 1 | 0 | 1 | 0 | 0 |
|  | <b>6</b> | <b>4</b>  | 2 | 2 | 0 | 2 | 2 |
|  | <b>7</b> | <b>12</b> | 8 | 4 | 4 | 4 | 4 |

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|                     |           |             |      |      |      |      |      |
|---------------------|-----------|-------------|------|------|------|------|------|
|                     | <b>8</b>  | <b>31</b>   | 16   | 15   | 4    | 12   | 15   |
|                     | <b>9</b>  | <b>68</b>   | 36   | 32   | 16   | 20   | 32   |
|                     | <b>10</b> | <b>92</b>   | 51   | 41   | 18   | 33   | 41   |
| <b>Mitjana</b>      |           | <b>9,1</b>  | 9,08 | 9,13 | 9,05 | 9,1  | 9,13 |
| <b>Desv. típica</b> |           | <b>1,03</b> | 1,08 | 0,98 | 1,13 | 1,06 | 0,98 |

**P.9.20 El viatge resulta entretingut.**

|                     |           |             |      |      |      |      |      |
|---------------------|-----------|-------------|------|------|------|------|------|
|                     | <b>0</b>  | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
|                     | <b>1</b>  | <b>1</b>    | 0    | 1    | 0    | 0    | 1    |
|                     | <b>2</b>  | <b>1</b>    | 1    | 0    | 1    | 0    | 0    |
|                     | <b>3</b>  | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
|                     | <b>4</b>  | <b>3</b>    | 3    | 0    | 1    | 2    | 0    |
|                     | <b>5</b>  | <b>14</b>   | 11   | 3    | 4    | 7    | 3    |
|                     | <b>6</b>  | <b>9</b>    | 7    | 2    | 5    | 2    | 2    |
|                     | <b>7</b>  | <b>21</b>   | 11   | 10   | 4    | 7    | 10   |
|                     | <b>8</b>  | <b>52</b>   | 26   | 26   | 5    | 21   | 26   |
|                     | <b>9</b>  | <b>50</b>   | 25   | 25   | 10   | 15   | 25   |
|                     | <b>10</b> | <b>57</b>   | 30   | 27   | 13   | 17   | 27   |
| <b>Mitjana</b>      |           | <b>8,28</b> | 8,08 | 8,52 | 8    | 8,13 | 8,52 |
| <b>Desv. típica</b> |           | <b>1,67</b> | 1,8  | 1,47 | 2,04 | 1,66 | 1,47 |

**P.9.21 Als cotxes, temperatura adequada a cada època de l'any.**

|                     |           |             |      |      |      |      |      |
|---------------------|-----------|-------------|------|------|------|------|------|
|                     | <b>0</b>  | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
|                     | <b>1</b>  | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
|                     | <b>2</b>  | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
|                     | <b>3</b>  | <b>2</b>    | 1    | 1    | 1    | 0    | 1    |
|                     | <b>4</b>  | <b>1</b>    | 0    | 1    | 0    | 0    | 1    |
|                     | <b>5</b>  | <b>4</b>    | 4    | 0    | 2    | 2    | 0    |
|                     | <b>6</b>  | <b>10</b>   | 6    | 4    | 0    | 6    | 4    |
|                     | <b>7</b>  | <b>20</b>   | 10   | 10   | 3    | 7    | 10   |
|                     | <b>8</b>  | <b>46</b>   | 24   | 22   | 6    | 18   | 22   |
|                     | <b>9</b>  | <b>61</b>   | 35   | 26   | 17   | 18   | 26   |
|                     | <b>10</b> | <b>64</b>   | 34   | 30   | 14   | 20   | 30   |
| <b>Mitjana</b>      |           | <b>8,59</b> | 8,56 | 8,63 | 8,72 | 8,46 | 8,63 |
| <b>Desv. típica</b> |           | <b>1,4</b>  | 1,43 | 1,38 | 1,52 | 1,37 | 1,38 |

**P.9.22 El preu del bitllet és adequat.**

|  |          |          |   |   |   |   |   |
|--|----------|----------|---|---|---|---|---|
|  | <b>0</b> | <b>1</b> | 1 | 0 | 1 | 0 | 0 |
|  | <b>1</b> | <b>1</b> | 1 | 0 | 0 | 1 | 0 |
|  | <b>2</b> | <b>3</b> | 0 | 3 | 0 | 0 | 3 |
|  | <b>3</b> | <b>8</b> | 4 | 4 | 0 | 4 | 4 |
|  | <b>4</b> | <b>3</b> | 0 | 3 | 0 | 0 | 3 |

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|                     |           |             |      |      |      |      |      |
|---------------------|-----------|-------------|------|------|------|------|------|
|                     | <b>5</b>  | <b>15</b>   | 9    | 6    | 5    | 4    | 6    |
|                     | <b>6</b>  | <b>11</b>   | 9    | 2    | 5    | 4    | 2    |
|                     | <b>7</b>  | <b>18</b>   | 15   | 3    | 3    | 12   | 3    |
|                     | <b>8</b>  | <b>41</b>   | 18   | 23   | 9    | 9    | 23   |
|                     | <b>9</b>  | <b>45</b>   | 25   | 20   | 10   | 15   | 20   |
|                     | <b>10</b> | <b>62</b>   | 32   | 30   | 10   | 22   | 30   |
| <b>Mitjana</b>      |           | <b>8</b>    | 7,95 | 8,05 | 7,86 | 8    | 8,05 |
| <b>Desv. típica</b> |           | <b>2,15</b> | 2,1  | 2,23 | 2,08 | 2,12 | 2,23 |

**P.9.23 Coordinació de tarifes, horaris i transbordaments amb altres mitjans de transport.**

|                     |           |             |      |      |      |      |      |
|---------------------|-----------|-------------|------|------|------|------|------|
|                     | <b>0</b>  | <b>2</b>    | 1    | 1    | 0    | 1    | 1    |
|                     | <b>1</b>  | <b>2</b>    | 2    | 0    | 1    | 1    | 0    |
|                     | <b>2</b>  | <b>5</b>    | 3    | 2    | 1    | 2    | 2    |
|                     | <b>3</b>  | <b>3</b>    | 2    | 1    | 1    | 1    | 1    |
|                     | <b>4</b>  | <b>10</b>   | 6    | 4    | 3    | 3    | 4    |
|                     | <b>5</b>  | <b>12</b>   | 6    | 6    | 4    | 2    | 6    |
|                     | <b>6</b>  | <b>21</b>   | 14   | 7    | 4    | 10   | 7    |
|                     | <b>7</b>  | <b>21</b>   | 11   | 10   | 3    | 8    | 10   |
|                     | <b>8</b>  | <b>47</b>   | 24   | 23   | 7    | 17   | 23   |
|                     | <b>9</b>  | <b>42</b>   | 23   | 19   | 8    | 15   | 19   |
|                     | <b>10</b> | <b>43</b>   | 22   | 21   | 11   | 11   | 21   |
| <b>Mitjana</b>      |           | <b>7,59</b> | 7,44 | 7,77 | 7,47 | 7,42 | 7,77 |
| <b>Desv. típica</b> |           | <b>2,23</b> | 2,33 | 2,11 | 2,45 | 2,27 | 2,11 |

**P.9.24 La informació sobre el servei (horaris, tarifes, ...).**

|                     |           |             |      |      |      |      |      |
|---------------------|-----------|-------------|------|------|------|------|------|
|                     | <b>0</b>  | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
|                     | <b>1</b>  | <b>1</b>    | 0    | 1    | 0    | 0    | 1    |
|                     | <b>2</b>  | <b>1</b>    | 0    | 1    | 0    | 0    | 1    |
|                     | <b>3</b>  | <b>2</b>    | 0    | 2    | 0    | 0    | 2    |
|                     | <b>4</b>  | <b>6</b>    | 3    | 3    | 2    | 1    | 3    |
|                     | <b>5</b>  | <b>12</b>   | 8    | 4    | 5    | 3    | 4    |
|                     | <b>6</b>  | <b>11</b>   | 8    | 3    | 1    | 7    | 3    |
|                     | <b>7</b>  | <b>27</b>   | 23   | 4    | 10   | 13   | 4    |
|                     | <b>8</b>  | <b>44</b>   | 21   | 23   | 6    | 15   | 23   |
|                     | <b>9</b>  | <b>50</b>   | 24   | 26   | 10   | 14   | 26   |
|                     | <b>10</b> | <b>54</b>   | 27   | 27   | 9    | 18   | 27   |
| <b>Mitjana</b>      |           | <b>8,13</b> | 8,03 | 8,24 | 7,84 | 8,14 | 8,24 |
| <b>Desv. típica</b> |           | <b>1,8</b>  | 1,65 | 1,98 | 1,8  | 1,55 | 1,98 |

**P.9.25 La informació en els casos d'incidències en el servei.**

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|                     |             |           |      |      |      |      |    |
|---------------------|-------------|-----------|------|------|------|------|----|
|                     | <b>0</b>    | <b>0</b>  | 0    | 0    | 0    | 0    | 0  |
|                     | <b>1</b>    | <b>0</b>  | 0    | 0    | 0    | 0    | 0  |
|                     | <b>2</b>    | <b>1</b>  | 1    | 0    | 0    | 1    | 0  |
|                     | <b>3</b>    | <b>1</b>  | 0    | 1    | 0    | 0    | 1  |
|                     | <b>4</b>    | <b>3</b>  | 2    | 1    | 1    | 1    | 1  |
|                     | <b>5</b>    | <b>21</b> | 11   | 10   | 4    | 7    | 10 |
|                     | <b>6</b>    | <b>15</b> | 14   | 1    | 4    | 10   | 1  |
|                     | <b>7</b>    | <b>26</b> | 14   | 12   | 6    | 8    | 12 |
|                     | <b>8</b>    | <b>44</b> | 23   | 21   | 5    | 18   | 21 |
|                     | <b>9</b>    | <b>46</b> | 23   | 23   | 11   | 12   | 23 |
|                     | <b>10</b>   | <b>51</b> | 26   | 25   | 12   | 14   | 25 |
| <b>Mitjana</b>      | <b>8,03</b> | 7,88      | 8,21 | 8,12 | 7,73 | 8,21 |    |
| <b>Desv. típica</b> | <b>1,75</b> | 1,79      | 1,69 | 1,78 | 1,8  | 1,69 |    |

**P.9.26 El sistema de venda de bitllets.**

|                     |             |           |      |      |      |      |    |
|---------------------|-------------|-----------|------|------|------|------|----|
|                     | <b>0</b>    | <b>2</b>  | 2    | 0    | 0    | 2    | 0  |
|                     | <b>1</b>    | <b>0</b>  | 0    | 0    | 0    | 0    | 0  |
|                     | <b>2</b>    | <b>0</b>  | 0    | 0    | 0    | 0    | 0  |
|                     | <b>3</b>    | <b>1</b>  | 1    | 0    | 1    | 0    | 0  |
|                     | <b>4</b>    | <b>3</b>  | 1    | 2    | 0    | 1    | 2  |
|                     | <b>5</b>    | <b>7</b>  | 6    | 1    | 3    | 3    | 1  |
|                     | <b>6</b>    | <b>11</b> | 8    | 3    | 3    | 5    | 3  |
|                     | <b>7</b>    | <b>19</b> | 12   | 7    | 3    | 9    | 7  |
|                     | <b>8</b>    | <b>49</b> | 28   | 21   | 8    | 20   | 21 |
|                     | <b>9</b>    | <b>52</b> | 24   | 28   | 13   | 11   | 28 |
|                     | <b>10</b>   | <b>64</b> | 32   | 32   | 12   | 20   | 32 |
| <b>Mitjana</b>      | <b>8,41</b> | 8,15      | 8,72 | 8,33 | 8,04 | 8,72 |    |
| <b>Desv. típica</b> | <b>1,7</b>  | 1,92      | 1,34 | 1,71 | 2,04 | 1,34 |    |

**ISC**

|                     |             |       |       |       |       |       |  |
|---------------------|-------------|-------|-------|-------|-------|-------|--|
| <b>Casos vàlids</b> | <b>208</b>  | 114   | 94    | 43    | 71    | 94    |  |
| <b>Mitjana</b>      | <b>84,8</b> | 83,74 | 85,97 | 83,47 | 83,91 | 85,97 |  |

**P10a. Motiu origen**

|                              |            |    |    |    |    |    |  |
|------------------------------|------------|----|----|----|----|----|--|
| <b>Domicili</b>              | <b>105</b> | 48 | 57 | 19 | 29 | 57 |  |
| <b>Treball</b>               | <b>27</b>  | 24 | 3  | 24 | 0  | 3  |  |
| <b>Estudi</b>                | <b>44</b>  | 42 | 2  | 0  | 42 | 2  |  |
| <b>Gestions personals</b>    | <b>26</b>  | 0  | 26 | 0  | 0  | 26 |  |
| <b>Turisme</b>               | <b>3</b>   | 0  | 3  | 0  | 0  | 3  |  |
| <b>Altres llocs / Motius</b> | <b>3</b>   | 0  | 3  | 0  | 0  | 3  |  |

**P10b. Motiu destinació**

|                           |            |    |    |    |    |    |  |
|---------------------------|------------|----|----|----|----|----|--|
| <b>Domicili</b>           | <b>100</b> | 66 | 34 | 24 | 42 | 34 |  |
| <b>Treball</b>            | <b>21</b>  | 19 | 2  | 19 | 0  | 2  |  |
| <b>Estudi</b>             | <b>31</b>  | 29 | 2  | 0  | 29 | 2  |  |
| <b>Gestions personals</b> | <b>42</b>  | 0  | 42 | 0  | 0  | 42 |  |

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|   |            |     |    |    |    |    |
|---|------------|-----|----|----|----|----|
| <b>Turisme</b>                                  | <b>0</b>   | 0   | 0  | 0  | 0  | 0  |
| <b>Altres llocs / Motius</b>                    | <b>14</b>  | 0   | 14 | 0  | 0  | 14 |
| <b>P10a + P10b (combinats)</b>                  |            |     |    |    |    |    |
| <b>Domicili</b>                                 | <b>7</b>   | 0   | 7  | 0  | 0  | 7  |
| <b>Estudi</b>                                   | <b>1</b>   | 0   | 1  | 0  | 0  | 1  |
| <b>Domicili+Treball</b>                         | <b>43</b>  | 43  | 0  | 43 | 0  | 0  |
| <b>Domicili+Estudi</b>                          | <b>71</b>  | 71  | 0  | 0  | 71 | 0  |
| <b>Treball+Estudi</b>                           | <b>1</b>   | 0   | 1  | 0  | 0  | 1  |
| <b>Domicili+Gestions personals</b>              | <b>62</b>  | 0   | 62 | 0  | 0  | 62 |
| <b>Domicili+Altres llocs / Motius</b>           | <b>12</b>  | 0   | 12 | 0  | 0  | 12 |
| <b>Estudi+Altres llocs / Motius</b>             | <b>1</b>   | 0   | 1  | 0  | 0  | 1  |
| <b>Treball+Gestions personals</b>               | <b>3</b>   | 0   | 3  | 0  | 0  | 3  |
| <b>Treball+Altres llocs / Motius</b>            | <b>1</b>   | 0   | 1  | 0  | 0  | 1  |
| <b>Domicili+Turisme</b>                         | <b>3</b>   | 0   | 3  | 0  | 0  | 3  |
| <b>Gestions personals+Altres llocs / Motius</b> | <b>3</b>   | 0   | 3  | 0  | 0  | 3  |
| <b>Base HA FET UN VIATGE TURÍSTIC</b>           | <b>3</b>   | 0   | 3  | 0  | 0  | 3  |
| <b>(P10c) Quina activitat turística ha fet?</b> |            |     |    |    |    |    |
| <b>Senderisme</b>                               | <b>3</b>   | 0   | 3  | 0  | 0  | 3  |
| <b>Base TOTAL</b>                               | <b>208</b> | 114 | 94 | 43 | 71 | 94 |

**P11. En una setmana normal, quants trajectes com aquest o similars fa vostè amb aquesta línia, comptant anada i tornada si fos el cas?**

|           |           |    |    |    |    |    |
|-----------|-----------|----|----|----|----|----|
| <b>0</b>  | <b>19</b> | 2  | 17 | 2  | 0  | 17 |
| <b>1</b>  | <b>17</b> | 2  | 15 | 2  | 0  | 15 |
| <b>2</b>  | <b>28</b> | 9  | 19 | 3  | 6  | 19 |
| <b>3</b>  | <b>3</b>  | 2  | 1  | 0  | 2  | 1  |
| <b>4</b>  | <b>24</b> | 9  | 15 | 2  | 7  | 15 |
| <b>5</b>  | <b>4</b>  | 3  | 1  | 2  | 1  | 1  |
| <b>6</b>  | <b>20</b> | 11 | 9  | 6  | 5  | 9  |
| <b>7</b>  | <b>2</b>  | 2  | 0  | 2  | 0  | 0  |
| <b>8</b>  | <b>12</b> | 9  | 3  | 2  | 7  | 3  |
| <b>10</b> | <b>55</b> | 49 | 6  | 13 | 36 | 6  |
| <b>12</b> | <b>13</b> | 11 | 2  | 6  | 5  | 2  |
| <b>14</b> | <b>6</b>  | 2  | 4  | 2  | 0  | 4  |
| <b>15</b> | <b>1</b>  | 1  | 0  | 0  | 1  | 0  |

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|                     |             |             |             |             |             |             |          |
|---------------------|-------------|-------------|-------------|-------------|-------------|-------------|----------|
|                     | <b>16</b>   | <b>1</b>    | <b>1</b>    | <b>0</b>    | <b>0</b>    | <b>1</b>    | <b>0</b> |
|                     | <b>20</b>   | <b>2</b>    | <b>0</b>    | <b>2</b>    | <b>0</b>    | <b>0</b>    | <b>2</b> |
|                     | <b>21</b>   | <b>1</b>    | <b>1</b>    | <b>0</b>    | <b>1</b>    | <b>0</b>    | <b>0</b> |
| <b>Mitjana</b>      | <b>6,3</b>  | <b>8,17</b> | <b>4,03</b> | <b>7,98</b> | <b>8,28</b> | <b>4,03</b> |          |
| <b>Desv. típica</b> | <b>4,53</b> | <b>3,69</b> | <b>4,43</b> | <b>4,36</b> | <b>3,25</b> | <b>4,43</b> |          |

**P12. A curt termini, vostè diria que seguirà fent servir aquesta línia de Lleida - La Pobla per viatges com aquest o possiblement canviarà a un altre mitjà de transport?**

|  |            |           |           |           |           |           |
|--|------------|-----------|-----------|-----------|-----------|-----------|
| <b>Segur que seguirà fent servir Possiblement els alterni amb un altre mitjà</b> | <b>167</b> | <b>96</b> | <b>71</b> | <b>34</b> | <b>62</b> | <b>71</b> |
| <b>Segur que canviarà a un altre mitjà</b>                                       | <b>37</b>  | <b>15</b> | <b>22</b> | <b>9</b>  | <b>6</b>  | <b>22</b> |
|  | <b>4</b>   | <b>3</b>  | <b>1</b>  | <b>0</b>  | <b>3</b>  | <b>1</b>  |

**P13. Quan temps fa que és usuari/ària de la línia?**

|                          |            |           |           |           |           |           |
|--------------------------|------------|-----------|-----------|-----------|-----------|-----------|
| <b>Menys d'un any</b>    | <b>29</b>  | <b>17</b> | <b>12</b> | <b>8</b>  | <b>9</b>  | <b>12</b> |
| <b>Menys de dos anys</b> | <b>23</b>  | <b>18</b> | <b>5</b>  | <b>5</b>  | <b>13</b> | <b>5</b>  |
| <b>Menys de 3 anys</b>   | <b>29</b>  | <b>21</b> | <b>8</b>  | <b>8</b>  | <b>13</b> | <b>8</b>  |
| <b>Més de 3 anys</b>     | <b>127</b> | <b>58</b> | <b>69</b> | <b>22</b> | <b>36</b> | <b>69</b> |

**(P14) En quins aspectes del servei d'aquesta línia creu vostè que s'ha notat una millora en els darrers dos anys? Cap més aspecte?**

|  |           |           |           |          |           |           |
|--|-----------|-----------|-----------|----------|-----------|-----------|
| <b>Trens nous</b>                                      | <b>47</b> | <b>15</b> | <b>32</b> | <b>6</b> | <b>9</b>  | <b>32</b> |
| <b>Millora en la comoditat/ trens més confortables</b> | <b>37</b> | <b>13</b> | <b>24</b> | <b>4</b> | <b>9</b>  | <b>24</b> |
| <b>Més trens / més freqüència</b>                      | <b>34</b> | <b>20</b> | <b>14</b> | <b>6</b> | <b>14</b> | <b>14</b> |
| <b>Ha millorat la rapidesa en els trajectes</b>        | <b>27</b> | <b>10</b> | <b>17</b> | <b>6</b> | <b>4</b>  | <b>17</b> |
| <b>Millora en la neteja</b>                            | <b>22</b> | <b>9</b>  | <b>13</b> | <b>1</b> | <b>8</b>  | <b>13</b> |
| <b>Millora en la tecnologia/ trens més moderns</b>     | <b>11</b> | <b>5</b>  | <b>6</b>  | <b>1</b> | <b>4</b>  | <b>6</b>  |
| <b>Està bé / Ha millorat</b>                           | <b>10</b> | <b>7</b>  | <b>3</b>  | <b>2</b> | <b>5</b>  | <b>3</b>  |
| <b>Més seguretat, vigilància, empleats</b>             | <b>10</b> | <b>5</b>  | <b>5</b>  | <b>2</b> | <b>3</b>  | <b>5</b>  |
| <b>Endolls per carregar de mòbils</b>                  | <b>10</b> | <b>7</b>  | <b>3</b>  | <b>2</b> | <b>5</b>  | <b>3</b>  |

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|   |             |      |      |      |      |      |
|---|-------------|------|------|------|------|------|
| <b>El personal / Amabilitat del personal</b>                    | <b>10</b>   | 5    | 5    | 1    | 4    | 5    |
| <b>Més puntualitat</b>  | <b>9</b>    | 8    | 1    | 4    | 4    | 1    |
| <b>La via / menys brusquedats</b>                               | <b>7</b>    | 3    | 4    | 2    | 1    | 4    |
| <b>Menys sorollós</b>   | <b>5</b>    | 2    | 3    | 1    | 1    | 3    |
| <b>Climatització</b>  | <b>5</b>    | 3    | 2    | 1    | 2    | 2    |
| <b>Millora en els lavabos</b>                                   | <b>5</b>    | 2    | 3    | 0    | 2    | 3    |
| <b>Més informació de la línia / (dels horaris) més senzilla</b> | <b>4</b>    | 2    | 2    | 0    | 2    | 2    |
| <b>El frau / hi ha més control / la gent no es cola</b>         | <b>1</b>    | 0    | 1    | 0    | 0    | 1    |
| <b>Tot igual / no ha tingut temps per evaluar</b>               | <b>56</b>   | 35   | 21   | 15   | 20   | 21   |
| <b>Altres</b>   | <b>23</b>   | 13   | 10   | 7    | 6    | 10   |
| <b>Mitjana mencions</b>   | <b>1,62</b> | 1,46 | 1,81 | 1,42 | 1,49 | 1,81 |
| <b>Desv. típica mencions</b>                                    | <b>0,85</b> | 0,75 | 0,92 | 0,79 | 0,73 | 0,92 |

**(P15) Quins aspectes del servei d'aquesta línia creu vostè que han empitjorat en els darrers dos anys? Cap més aspecte?**

|   |           |   |    |   |   |    |
|---|-----------|---|----|---|---|----|
| <b>Els horaris del trens/ disponibilitat horaria</b>      | <b>13</b> | 3 | 10 | 0 | 3 | 10 |
| <b>Trens nous més petits / amb menys seients</b>          | <b>9</b>  | 3 | 6  | 1 | 2 | 6  |
| <b>Venda de billets</b>                                   | <b>5</b>  | 4 | 1  | 3 | 1 | 1  |
| <b>La puntualitat</b>                                     | <b>4</b>  | 2 | 2  | 0 | 2 | 2  |
| <b>WC</b>   | <b>3</b>  | 2 | 1  | 0 | 2 | 1  |
| <b>La freqüència</b>                                      | <b>3</b>  | 3 | 0  | 0 | 3 | 0  |
| <b>Més degradació / deixadesa dels cotxes / incòmodes</b> | <b>2</b>  | 1 | 1  | 1 | 0 | 1  |
| <b>Tot está be / Está millor</b>                          | <b>2</b>  | 2 | 0  | 1 | 1 | 0  |
| <b>Menys trens</b>  | <b>2</b>  | 0 | 2  | 0 | 0 | 2  |
| <b>Els preus dels billets</b>                             | <b>1</b>  | 0 | 1  | 0 | 0 | 1  |
| <b>Massa gent al trens/ trens molt plens</b>              | <b>1</b>  | 1 | 0  | 0 | 1 | 0  |
| <b>La velocitat dels trens</b>                            | <b>1</b>  | 0 | 1  | 0 | 0 | 1  |
| <b>Informació de la línia</b>                             | <b>1</b>  | 1 | 0  | 1 | 0 | 0  |
| <b>L' atenció personal</b>                                | <b>0</b>  | 0 | 0  | 0 | 0 | 0  |
| <b>La neteja</b>  | <b>0</b>  | 0 | 0  | 0 | 0 | 0  |
| <b>Informació en cas de incidència</b>                    | <b>0</b>  | 0 | 0  | 0 | 0 | 0  |
| <b>Temperatura dels trens</b>                             | <b>0</b>  | 0 | 0  | 0 | 0 | 0  |
| <b>Trens nous maregen</b>                                 | <b>0</b>  | 0 | 0  | 0 | 0 | 0  |
| <b>Accessos a les estacions</b>                           | <b>0</b>  | 0 | 0  | 0 | 0 | 0  |

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|   |             |      |      |      |      |      |
|---|-------------|------|------|------|------|------|
| <b>Endolls per carregar mòbils</b>  | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
| <b>Igual / Res</b>  | <b>151</b>  | 83   | 68   | 31   | 52   | 68   |
| <b>Altres</b>   | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
| <b>NS / NC</b>  | <b>16</b>   | 11   | 5    | 5    | 6    | 5    |
| <b>Mitjana mencions</b>   | <b>1,03</b> | 1,02 | 1,04 | 1    | 1,03 | 1,04 |
| <b>Desv. típica mencions</b>  | <b>0,17</b> | 0,13 | 0,2  | 0    | 0,17 | 0,2  |
| <b>(P16) Quins aspectes del servei d'aquesta línia creu vostè que s'haurien de millorar? Cap més aspecte?</b> |             |      |      |      |      |      |
| <b>Més trens / més freqüència de trens</b>  | <b>69</b>   | 40   | 29   | 14   | 26   | 29   |
| <b>El preu del billet</b>   | <b>17</b>   | 12   | 5    | 7    | 5    | 5    |
| <b>Més vagons / tren més gran</b>   | <b>12</b>   | 6    | 6    | 0    | 6    | 6    |
| <b>Millorar la combinació de trens/ combinació d'horaris amb altres transports</b>                            | <b>10</b>   | 4    | 6    | 1    | 3    | 6    |
| <b>No fer cua a taquilla / més màquines / dificultat per comprar</b>  | <b>8</b>    | 4    | 4    | 4    | 0    | 4    |
| <b>Més seients/ més còmodes</b>   | <b>8</b>    | 4    | 4    | 1    | 3    | 4    |
| <b>Ampliar horaris (nit)</b>  | <b>8</b>    | 5    | 3    | 1    | 4    | 3    |
| <b>Accés a la Wifi</b>  | <b>7</b>    | 4    | 3    | 0    | 4    | 3    |
| <b>La seguretat/ Vigilància</b>   | <b>6</b>    | 3    | 3    | 2    | 1    | 3    |
| <b>Més freqüència en cap de setmana</b>   | <b>6</b>    | 1    | 5    | 1    | 0    | 5    |
| <b>Més/millor Informació dels horaris</b>   | <b>5</b>    | 0    | 5    | 0    | 0    | 5    |
| <b>Combinació d'horaris amb els centres d'estudis</b>   | <b>5</b>    | 5    | 0    | 0    | 5    | 0    |
| <b>La rapidesa</b>  | <b>4</b>    | 2    | 2    | 1    | 1    | 2    |
| <b>Entreteniment / música de fons</b>   | <b>4</b>    | 1    | 3    | 1    | 0    | 3    |
| <b>Accessos a les estacions / infraestructures/ escales</b>   | <b>4</b>    | 3    | 1    | 1    | 2    | 1    |
| <b>Tot està bé / Res</b>  | <b>52</b>   | 28   | 24   | 7    | 21   | 24   |
| <b>Altres</b>   | <b>38</b>   | 20   | 18   | 10   | 10   | 18   |
| <b>NS</b>   | <b>1</b>    | 1    | 0    | 0    | 1    | 0    |
| <b>Mitjana mencions</b>   | <b>1,32</b> | 1,3  | 1,34 | 1,26 | 1,32 | 1,34 |
| <b>Desv. típica mencions</b>  | <b>0,61</b> | 0,58 | 0,65 | 0,49 | 0,63 | 0,65 |

**P17. Referint-nos ara al servei d'aquesta línia en general, en els darrers dos anys, fins a quin punt creu vostè que ha millorat o que ha empitjorat?**

|                               |           |    |    |    |    |    |
|-------------------------------|-----------|----|----|----|----|----|
| <b>Ha empitjorat molt</b>     | <b>11</b> | 4  | 7  | 1  | 3  | 7  |
| <b>Ha empitjorat una mica</b> | <b>12</b> | 7  | 5  | 3  | 4  | 5  |
| <b>Està igual</b>             | <b>79</b> | 47 | 32 | 19 | 28 | 32 |
| <b>Ha millorat una mica</b>   | <b>58</b> | 37 | 21 | 8  | 29 | 21 |
| <b>Ha millorat molt</b>       | <b>48</b> | 19 | 29 | 12 | 7  | 29 |

**P18. Com valora vostè el servei d'aquesta línia dels FGC respecte al d'altres mitjans/companyies de transport?**

|                        |           |    |    |    |    |    |
|------------------------|-----------|----|----|----|----|----|
| <b>Molt millor</b>     | <b>90</b> | 45 | 45 | 15 | 30 | 45 |
| <b>Una mica millor</b> | <b>79</b> | 42 | 37 | 17 | 25 | 37 |
| <b>Igual</b>           | <b>34</b> | 24 | 10 | 10 | 14 | 10 |
| <b>Una mica pitjor</b> | <b>3</b>  | 2  | 1  | 0  | 2  | 1  |
| <b>Molt pitjor</b>     | <b>2</b>  | 1  | 1  | 1  | 0  | 1  |

**(P18a) Amb quin mitjà o mitjans ha comparat?**

|                              |             |      |      |      |      |      |
|------------------------------|-------------|------|------|------|------|------|
| <b>Bus / autocar</b>         | <b>177</b>  | 96   | 81   | 37   | 59   | 81   |
| <b>Tren</b>                  | <b>32</b>   | 20   | 12   | 7    | 13   | 12   |
| <b>Cotxe</b>                 | <b>9</b>    | 3    | 6    | 2    | 1    | 6    |
| <b>Cap</b>                   | <b>1</b>    | 1    | 0    | 0    | 1    | 0    |
| <b>Altres respostes</b>      | <b>4</b>    | 3    | 1    | 1    | 2    | 1    |
| <b>Mitjana mencions</b>      | <b>1,07</b> | 1,08 | 1,06 | 1,09 | 1,07 | 1,06 |
| <b>Desv. típica mencions</b> | <b>0,26</b> | 0,27 | 0,25 | 0,29 | 0,26 | 0,25 |

**P19 Valoració seguretat a les estacions**

|           |           |    |    |    |    |    |
|-----------|-----------|----|----|----|----|----|
| <b>0</b>  | <b>0</b>  | 0  | 0  | 0  | 0  | 0  |
| <b>1</b>  | <b>0</b>  | 0  | 0  | 0  | 0  | 0  |
| <b>2</b>  | <b>1</b>  | 0  | 1  | 0  | 0  | 1  |
| <b>3</b>  | <b>1</b>  | 1  | 0  | 1  | 0  | 0  |
| <b>4</b>  | <b>2</b>  | 1  | 1  | 1  | 0  | 1  |
| <b>5</b>  | <b>6</b>  | 1  | 5  | 0  | 1  | 5  |
| <b>6</b>  | <b>6</b>  | 4  | 2  | 3  | 1  | 2  |
| <b>7</b>  | <b>12</b> | 8  | 4  | 3  | 5  | 4  |
| <b>8</b>  | <b>42</b> | 24 | 18 | 9  | 15 | 18 |
| <b>9</b>  | <b>72</b> | 42 | 30 | 16 | 26 | 30 |
| <b>10</b> | <b>66</b> | 33 | 33 | 10 | 23 | 33 |

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|                                       |             |      |      |      |      |      |
|---------------------------------------|-------------|------|------|------|------|------|
| <b>Mitjana</b>                        | <b>8,69</b> | 8,7  | 8,67 | 8,42 | 8,87 | 8,67 |
| <b>Desv. típica</b>                   | <b>1,43</b> | 1,3  | 1,57 | 1,58 | 1,08 | 1,57 |
| <b>Base VALORA LA SENSACIÓ DE</b>     |             |      |      |      |      |      |
| <b>SEGURETAT A LES</b>                |             |      |      |      |      |      |
| <b>ESTACIONS DE 0 A 4</b>             | <b>4</b>    | 2    | 2    | 2    | 0    | 2    |
| <b>P19a. Per quin motiu té</b>        |             |      |      |      |      |      |
| <b>sensació de poca</b>               |             |      |      |      |      |      |
| <b>seguretat a les estacions?</b>     |             |      |      |      |      |      |
| <b>Falta vigilància / vigilants</b>   | <b>3</b>    | 2    | 1    | 2    | 0    | 1    |
| <b>Falta personal d'atenció</b>       | <b>2</b>    | 1    | 1    | 1    | 0    | 1    |
| <b>Falten càmeres</b>                 | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
| <b>Poca il·luminació</b>              | <b>1</b>    | 1    | 0    | 1    | 0    | 0    |
| <b>Poc manteniment de les</b>         |             |      |      |      |      |      |
| <b>instal·lacions</b>                 | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
| <b>He vist furtos o robatoris</b>     | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
| <b>Hi ha gent que es cola / va</b>    |             |      |      |      |      |      |
| <b>sense bitllet</b>                  | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
| <b>Comportaments incívics</b>         |             |      |      |      |      |      |
| <b>d'algunes persones</b>             | <b>1</b>    | 0    | 1    | 0    | 0    | 1    |
| <b>Hi ha aglomeracions de gent</b>    | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
| <b>Tipus de gent / mal ambient</b>    | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
| <b>Altres (Especifiqueu:)</b>         | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
| <b>No contesta</b>                    | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
| <b>Mitjana mencions</b>               | <b>1,75</b> | 2    | 1,5  | 2    |      | 1,5  |
| <b>Desv. típica mencions</b>          | <b>0,96</b> | 1,41 | 0,71 | 1,41 |      | 0,71 |
| <b>Base VALORA LA SENSACIÓ DE</b>     |             |      |      |      |      |      |
| <b>SEGURETAT A LES</b>                |             |      |      |      |      |      |
| <b>ESTACIONS DE 6 A 10</b>            | <b>198</b>  | 111  | 87   | 41   | 70   | 87   |
| <b>P19b. Per quin motiu té</b>        |             |      |      |      |      |      |
| <b>sensació de seguretat a</b>        |             |      |      |      |      |      |
| <b>les estacions?</b>                 |             |      |      |      |      |      |
| <b>Hi ha vigilància / vigilants</b>   | <b>89</b>   | 53   | 36   | 18   | 35   | 36   |
| <b>Hi ha personal d'atenció. Bona</b> |             |      |      |      |      |      |
| <b>atenció del</b>                    |             |      |      |      |      |      |
| <b>personal</b>                       | <b>21</b>   | 14   | 7    | 3    | 11   | 7    |
| <b>Hi ha càmeres</b>                  | <b>27</b>   | 20   | 7    | 5    | 15   | 7    |
| <b>Hi ha prou il·luminació</b>        | <b>24</b>   | 11   | 13   | 2    | 9    | 13   |
| <b>Bon manteniment de les</b>         |             |      |      |      |      |      |
| <b>instal·lacions</b>                 | <b>22</b>   | 10   | 12   | 2    | 8    | 12   |
| <b>Hi ha control del frau</b>         |             |      |      |      |      |      |
| <b>(validació a la sortida)</b>       | <b>2</b>    | 0    | 2    | 0    | 0    | 2    |
| <b>Civisme de la gent</b>             | <b>16</b>   | 8    | 8    | 4    | 4    | 8    |

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|  |           |    |    |    |    |    |
|--|-----------|----|----|----|----|----|
| <b>Presència de gent / bon ambient de gent</b> | <b>91</b> | 48 | 43 | 20 | 28 | 43 |
| <b>Altres (Especifiqueu:)</b>                  | <b>4</b>  | 3  | 1  | 1  | 2  | 1  |
| <b>No contesta</b>                             | <b>0</b>  | 0  | 0  | 0  | 0  | 0  |

|                              |             |      |      |      |      |      |
|------------------------------|-------------|------|------|------|------|------|
| <b>Mitjana mencions</b>      | <b>1,49</b> | 1,5  | 1,48 | 1,34 | 1,6  | 1,48 |
| <b>Desv. típica mencions</b> | <b>0,88</b> | 0,93 | 0,8  | 0,69 | 1,04 | 0,8  |

|                   |            |     |    |    |    |    |
|-------------------|------------|-----|----|----|----|----|
| <b>Base TOTAL</b> | <b>208</b> | 114 | 94 | 43 | 71 | 94 |
|-------------------|------------|-----|----|----|----|----|

**P20 Valoració seguretat als trens**

|           |           |    |    |    |    |    |
|-----------|-----------|----|----|----|----|----|
| <b>0</b>  | <b>0</b>  | 0  | 0  | 0  | 0  | 0  |
| <b>1</b>  | <b>0</b>  | 0  | 0  | 0  | 0  | 0  |
| <b>2</b>  | <b>1</b>  | 0  | 1  | 0  | 0  | 1  |
| <b>3</b>  | <b>0</b>  | 0  | 0  | 0  | 0  | 0  |
| <b>4</b>  | <b>0</b>  | 0  | 0  | 0  | 0  | 0  |
| <b>5</b>  | <b>4</b>  | 1  | 3  | 1  | 0  | 3  |
| <b>6</b>  | <b>1</b>  | 1  | 0  | 1  | 0  | 0  |
| <b>7</b>  | <b>10</b> | 6  | 4  | 3  | 3  | 4  |
| <b>8</b>  | <b>26</b> | 17 | 9  | 8  | 9  | 9  |
| <b>9</b>  | <b>76</b> | 41 | 35 | 15 | 26 | 35 |
| <b>10</b> | <b>90</b> | 48 | 42 | 15 | 33 | 42 |

|                     |             |      |      |      |      |      |
|---------------------|-------------|------|------|------|------|------|
| <b>Mitjana</b>      | <b>9,09</b> | 9,11 | 9,06 | 8,86 | 9,25 | 9,06 |
| <b>Desv. típica</b> | <b>1,16</b> | 1    | 1,33 | 1,19 | 0,84 | 1,33 |

**Base VALORA LA SENSACIÓ DE SEGURETAT ALS TRENS DE**

|              |          |   |   |   |   |   |
|--------------|----------|---|---|---|---|---|
| <b>0 A 4</b> | <b>1</b> | 0 | 1 | 0 | 0 | 1 |
|--------------|----------|---|---|---|---|---|

**P20a. Per quin motiu té sensació de poca seguretat als trens?**

|  |          |   |   |   |   |   |
|--|----------|---|---|---|---|---|
| <b>Falta vigilància / vigilants</b>              | <b>0</b> | 0 | 0 | 0 | 0 | 0 |
| <b>Falta personal d'atenció</b>                  | <b>0</b> | 0 | 0 | 0 | 0 | 0 |
| <b>Falten càmeres</b>                            | <b>0</b> | 0 | 0 | 0 | 0 | 0 |
| <b>Poca il·luminació</b>                         | <b>0</b> | 0 | 0 | 0 | 0 | 0 |
| <b>Poc manteniment de les instal·lacions</b>     | <b>0</b> | 0 | 0 | 0 | 0 | 0 |
| <b>He vist furtos o robatoris</b>                | <b>0</b> | 0 | 0 | 0 | 0 | 0 |
| <b>Hi ha gent que es cola / va sense bitllet</b> | <b>0</b> | 0 | 0 | 0 | 0 | 0 |
| <b>Comportaments incívics d'algunes persones</b> | <b>0</b> | 0 | 0 | 0 | 0 | 0 |
| <b>Hi ha aglomeracions de gent</b>               | <b>0</b> | 0 | 0 | 0 | 0 | 0 |
| <b>Tipus de gent / mal ambient</b>               | <b>0</b> | 0 | 0 | 0 | 0 | 0 |

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|                                       |             |      |      |      |      |      |
|---------------------------------------|-------------|------|------|------|------|------|
| <b>Altres (Especifiqueu:)</b>         | <b>1</b>    | 0    | 1    | 0    | 0    | 1    |
| <b>No contesta</b>                    | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
| <b>Mitjana mencions</b>               | <b>1</b>    |      | 1    |      |      | 1    |
| <b>Desv. típica mencions</b>          |             |      |      |      |      |      |
| <b>Base VALORA LA SENSACIÓ DE</b>     |             |      |      |      |      |      |
| <b>SEGURETAT ALS TRENS DE</b>         |             |      |      |      |      |      |
| <b>6 A 10</b>                         |             |      |      |      |      |      |
|                                       | <b>203</b>  | 113  | 90   | 42   | 71   | 90   |
| <b>P20b. Per quin motiu té</b>        |             |      |      |      |      |      |
| <b>sensació de seguretat als</b>      |             |      |      |      |      |      |
| <b>trens?</b>                         |             |      |      |      |      |      |
| <b>Hi ha vigilància / vigilants</b>   | <b>112</b>  | 67   | 45   | 21   | 46   | 45   |
| <b>Hi ha personal d'atenció. Bona</b> |             |      |      |      |      |      |
| <b>atenció del</b>                    |             |      |      |      |      |      |
| <b>personal</b>                       | <b>58</b>   | 30   | 28   | 10   | 20   | 28   |
| <b>Hi ha càmeres</b>                  | <b>20</b>   | 15   | 5    | 7    | 8    | 5    |
| <b>Hi ha prou il·luminació</b>        | <b>10</b>   | 7    | 3    | 2    | 5    | 3    |
| <b>Bon manteniment de les</b>         |             |      |      |      |      |      |
| <b>instal·lacions</b>                 | <b>17</b>   | 7    | 10   | 1    | 6    | 10   |
| <b>Hi ha control del frau</b>         |             |      |      |      |      |      |
| <b>(validació a la sortida)</b>       | <b>2</b>    | 1    | 1    | 1    | 0    | 1    |
| <b>Civisme de la gent</b>             | <b>20</b>   | 10   | 10   | 4    | 6    | 10   |
| <b>Presència de gent / bon</b>        |             |      |      |      |      |      |
| <b>ambient de gent</b>                | <b>88</b>   | 50   | 38   | 21   | 29   | 38   |
| <b>Altres (Especifiqueu:)</b>         | <b>8</b>    | 2    | 6    | 0    | 2    | 6    |
| <b>No contesta</b>                    | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
| <b>Mitjana mencions</b>               | <b>1,65</b> | 1,67 | 1,62 | 1,6  | 1,72 | 1,62 |
| <b>Desv. típica mencions</b>          | <b>0,94</b> | 1,07 | 0,76 | 1,08 | 1,07 | 0,76 |
| <b>Base TOTAL</b>                     | <b>208</b>  | 114  | 94   | 43   | 71   | 94   |
| <b>P21. Valoració global</b>          |             |      |      |      |      |      |
|                                       | <b>0</b>    | 0    | 0    | 0    | 0    | 0    |
|                                       | <b>1</b>    | 0    | 0    | 0    | 0    | 0    |
|                                       | <b>2</b>    | 0    | 0    | 0    | 0    | 0    |
|                                       | <b>3</b>    | 0    | 0    | 0    | 0    | 0    |
|                                       | <b>4</b>    | 1    | 1    | 0    | 0    | 1    |
|                                       | <b>5</b>    | 5    | 3    | 2    | 0    | 3    |
|                                       | <b>6</b>    | 1    | 0    | 1    | 0    | 0    |
|                                       | <b>7</b>    | 7    | 3    | 2    | 2    | 3    |
|                                       | <b>8</b>    | 40   | 16   | 12   | 12   | 16   |
|                                       | <b>9</b>    | 77   | 36   | 14   | 27   | 36   |
|                                       | <b>10</b>   | 77   | 35   | 12   | 30   | 35   |
| <b>Mitjana</b>                        | <b>8,98</b> | 8,99 | 8,96 | 8,65 | 9,2  | 8,96 |
| <b>Desv. típica</b>                   | <b>1,12</b> | 1,04 | 1,21 | 1,27 | 0,82 | 1,21 |

Psyma Iberica Marketing Research, SL

**P22. Valori, utilitzant la mateixa escala de 0 a 10, el nivell de seguretat que hi ha... Al món**

|                     |               |             |             |             |             |             |             |
|---------------------|---------------|-------------|-------------|-------------|-------------|-------------|-------------|
|                     | <b>0</b>      | <b>8</b>    | <b>3</b>    | <b>5</b>    | <b>0</b>    | <b>3</b>    | <b>5</b>    |
|                     | <b>1</b>      | <b>5</b>    | <b>2</b>    | <b>3</b>    | <b>0</b>    | <b>2</b>    | <b>3</b>    |
|                     | <b>2</b>      | <b>6</b>    | <b>4</b>    | <b>2</b>    | <b>2</b>    | <b>2</b>    | <b>2</b>    |
|                     | <b>3</b>      | <b>15</b>   | <b>9</b>    | <b>6</b>    | <b>4</b>    | <b>5</b>    | <b>6</b>    |
|                     | <b>4</b>      | <b>20</b>   | <b>11</b>   | <b>9</b>    | <b>7</b>    | <b>4</b>    | <b>9</b>    |
|                     | <b>5</b>      | <b>48</b>   | <b>26</b>   | <b>22</b>   | <b>12</b>   | <b>14</b>   | <b>22</b>   |
|                     | <b>6</b>      | <b>44</b>   | <b>25</b>   | <b>19</b>   | <b>7</b>    | <b>18</b>   | <b>19</b>   |
|                     | <b>7</b>      | <b>43</b>   | <b>25</b>   | <b>18</b>   | <b>10</b>   | <b>15</b>   | <b>18</b>   |
|                     | <b>8</b>      | <b>13</b>   | <b>6</b>    | <b>7</b>    | <b>1</b>    | <b>5</b>    | <b>7</b>    |
|                     | <b>9</b>      | <b>5</b>    | <b>3</b>    | <b>2</b>    | <b>0</b>    | <b>3</b>    | <b>2</b>    |
|                     | <b>10</b>     | <b>1</b>    | <b>0</b>    | <b>1</b>    | <b>0</b>    | <b>0</b>    | <b>1</b>    |
| <b>0-4</b>          |               | <b>54</b>   | <b>29</b>   | <b>25</b>   | <b>13</b>   | <b>16</b>   | <b>25</b>   |
|                     | <b>06-may</b> | <b>92</b>   | <b>51</b>   | <b>41</b>   | <b>19</b>   | <b>32</b>   | <b>41</b>   |
|                     | <b>08-jul</b> | <b>56</b>   | <b>31</b>   | <b>25</b>   | <b>11</b>   | <b>20</b>   | <b>25</b>   |
|                     | <b>10-sep</b> | <b>6</b>    | <b>3</b>    | <b>3</b>    | <b>0</b>    | <b>3</b>    | <b>3</b>    |
| <b>Mitjana</b>      |               | <b>5,32</b> | <b>5,36</b> | <b>5,27</b> | <b>5,21</b> | <b>5,45</b> | <b>5,27</b> |
| <b>Desv. típica</b> |               | <b>2</b>    | <b>1,89</b> | <b>2,15</b> | <b>1,5</b>  | <b>2,09</b> | <b>2,15</b> |

**P22. Valori, utilitzant la mateixa escala de 0 a 10, el nivell de seguretat que hi ha... A Espanya**

|                     |               |             |             |             |             |             |             |
|---------------------|---------------|-------------|-------------|-------------|-------------|-------------|-------------|
|                     | <b>0</b>      | <b>5</b>    | <b>1</b>    | <b>4</b>    | <b>0</b>    | <b>1</b>    | <b>4</b>    |
|                     | <b>1</b>      | <b>4</b>    | <b>2</b>    | <b>2</b>    | <b>0</b>    | <b>2</b>    | <b>2</b>    |
|                     | <b>2</b>      | <b>5</b>    | <b>2</b>    | <b>3</b>    | <b>0</b>    | <b>2</b>    | <b>3</b>    |
|                     | <b>3</b>      | <b>9</b>    | <b>6</b>    | <b>3</b>    | <b>3</b>    | <b>3</b>    | <b>3</b>    |
|                     | <b>4</b>      | <b>11</b>   | <b>9</b>    | <b>2</b>    | <b>4</b>    | <b>5</b>    | <b>2</b>    |
|                     | <b>5</b>      | <b>34</b>   | <b>17</b>   | <b>17</b>   | <b>9</b>    | <b>8</b>    | <b>17</b>   |
|                     | <b>6</b>      | <b>35</b>   | <b>18</b>   | <b>17</b>   | <b>6</b>    | <b>12</b>   | <b>17</b>   |
|                     | <b>7</b>      | <b>63</b>   | <b>35</b>   | <b>28</b>   | <b>9</b>    | <b>26</b>   | <b>28</b>   |
|                     | <b>8</b>      | <b>25</b>   | <b>13</b>   | <b>12</b>   | <b>6</b>    | <b>7</b>    | <b>12</b>   |
|                     | <b>9</b>      | <b>11</b>   | <b>8</b>    | <b>3</b>    | <b>4</b>    | <b>4</b>    | <b>3</b>    |
|                     | <b>10</b>     | <b>6</b>    | <b>3</b>    | <b>3</b>    | <b>2</b>    | <b>1</b>    | <b>3</b>    |
| <b>0-4</b>          |               | <b>34</b>   | <b>20</b>   | <b>14</b>   | <b>7</b>    | <b>13</b>   | <b>14</b>   |
|                     | <b>06-may</b> | <b>69</b>   | <b>35</b>   | <b>34</b>   | <b>15</b>   | <b>20</b>   | <b>34</b>   |
|                     | <b>08-jul</b> | <b>88</b>   | <b>48</b>   | <b>40</b>   | <b>15</b>   | <b>33</b>   | <b>40</b>   |
|                     | <b>10-sep</b> | <b>17</b>   | <b>11</b>   | <b>6</b>    | <b>6</b>    | <b>5</b>    | <b>6</b>    |
| <b>Mitjana</b>      |               | <b>6,08</b> | <b>6,18</b> | <b>5,97</b> | <b>6,35</b> | <b>6,07</b> | <b>5,97</b> |
| <b>Desv. típica</b> |               | <b>2,06</b> | <b>1,95</b> | <b>2,19</b> | <b>1,88</b> | <b>2</b>    | <b>2,19</b> |

**P22. Valori, utilitzant la mateixa escala de 0 a 10, el nivell de seguretat que hi ha... A Catalunya**

|                     |               |             |      |      |      |      |      |
|---------------------|---------------|-------------|------|------|------|------|------|
|                     | <b>0</b>      | <b>6</b>    | 0    | 6    | 0    | 0    | 6    |
|                     | <b>1</b>      | <b>5</b>    | 4    | 1    | 0    | 4    | 1    |
|                     | <b>2</b>      | <b>3</b>    | 1    | 2    | 0    | 1    | 2    |
|                     | <b>3</b>      | <b>4</b>    | 2    | 2    | 2    | 0    | 2    |
|                     | <b>4</b>      | <b>12</b>   | 10   | 2    | 3    | 7    | 2    |
|                     | <b>5</b>      | <b>27</b>   | 14   | 13   | 8    | 6    | 13   |
|                     | <b>6</b>      | <b>26</b>   | 12   | 14   | 5    | 7    | 14   |
|                     | <b>7</b>      | <b>52</b>   | 25   | 27   | 7    | 18   | 27   |
|                     | <b>8</b>      | <b>44</b>   | 26   | 18   | 7    | 19   | 18   |
|                     | <b>9</b>      | <b>17</b>   | 11   | 6    | 6    | 5    | 6    |
|                     | <b>10</b>     | <b>12</b>   | 9    | 3    | 5    | 4    | 3    |
| <b>0-4</b>          |               | <b>30</b>   | 17   | 13   | 5    | 12   | 13   |
|                     | <b>06-may</b> | <b>53</b>   | 26   | 27   | 13   | 13   | 27   |
|                     | <b>08-jul</b> | <b>96</b>   | 51   | 45   | 14   | 37   | 45   |
|                     | <b>10-sep</b> | <b>29</b>   | 20   | 9    | 11   | 9    | 9    |
| <b>Mitjana</b>      |               | <b>6,5</b>  | 6,72 | 6,22 | 6,91 | 6,61 | 6,22 |
| <b>Desv. típica</b> |               | <b>2,22</b> | 2,11 | 2,34 | 2,02 | 2,16 | 2,34 |

**P22. Valori, utilitzant la mateixa escala de 0 a 10, el nivell de seguretat que hi ha... Al seu barri o entorn més proper**

|                     |               |             |      |      |      |      |      |
|---------------------|---------------|-------------|------|------|------|------|------|
|                     | <b>0</b>      | <b>4</b>    | 1    | 3    | 0    | 1    | 3    |
|                     | <b>1</b>      | <b>3</b>    | 2    | 1    | 0    | 2    | 1    |
|                     | <b>2</b>      | <b>2</b>    | 2    | 0    | 2    | 0    | 0    |
|                     | <b>3</b>      | <b>6</b>    | 3    | 3    | 1    | 2    | 3    |
|                     | <b>4</b>      | <b>3</b>    | 3    | 0    | 2    | 1    | 0    |
|                     | <b>5</b>      | <b>18</b>   | 12   | 6    | 4    | 8    | 6    |
|                     | <b>6</b>      | <b>16</b>   | 9    | 7    | 2    | 7    | 7    |
|                     | <b>7</b>      | <b>44</b>   | 22   | 22   | 8    | 14   | 22   |
|                     | <b>8</b>      | <b>47</b>   | 20   | 27   | 9    | 11   | 27   |
|                     | <b>9</b>      | <b>34</b>   | 20   | 14   | 7    | 13   | 14   |
|                     | <b>10</b>     | <b>31</b>   | 20   | 11   | 8    | 12   | 11   |
| <b>0-4</b>          |               | <b>18</b>   | 11   | 7    | 5    | 6    | 7    |
|                     | <b>06-may</b> | <b>34</b>   | 21   | 13   | 6    | 15   | 13   |
|                     | <b>08-jul</b> | <b>91</b>   | 42   | 49   | 17   | 25   | 49   |
|                     | <b>10-sep</b> | <b>65</b>   | 40   | 25   | 15   | 25   | 25   |
| <b>Mitjana</b>      |               | <b>7,32</b> | 7,32 | 7,32 | 7,4  | 7,28 | 7,32 |
| <b>Desv. típica</b> |               | <b>2,2</b>  | 2,25 | 2,16 | 2,21 | 2,29 | 2,16 |

**P23. Vostè té smartphone (Iphone, Android....)?**

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|  |             |      |     |      |      |     |   |
|--|-------------|------|-----|------|------|-----|---|
| <b>SÍ</b>  | <b>197</b>  | 112  | 85  | 41   | 71   | 85  |   |
| <b>NO</b>  | <b>11</b>   | 2    | 9   | 2    | 0    | 9   |   |
| <b>Base TÉ SMARTPHONE</b>  | <b>197</b>  | 112  | 85  | 41   | 71   | 85  |   |
| <b>P24. Vostè disposa de l'aplicació APP que serveix per informar on-line d'horaris, itineraris, línies i l'estat dels serveis de FGC?</b> |             |      |     |      |      |     |   |
| <b>SÍ</b>  | <b>32</b>   | 24   | 8   | 9    | 15   | 8   |   |
| <b>La conec però no la tinc</b>  | <b>66</b>   | 45   | 21  | 16   | 29   | 21  |   |
| <b>No la conec</b>   | <b>99</b>   | 43   | 56  | 16   | 27   | 56  |   |
| <b>Base DISPOSA DE L'APLICACIÓ</b>   | <b>32</b>   | 24   | 8   | 9    | 15   | 8   |   |
| <b>P25. Amb quina freqüència l'utilitza?</b>   |             |      |     |      |      |     |   |
| <b>Diàriament</b>  | <b>8</b>    | 7    | 1   | 2    | 5    | 1   |   |
| <b>Setmanalment</b>  | <b>18</b>   | 13   | 5   | 6    | 7    | 5   |   |
| <b>Mensualment</b>   | <b>1</b>    | 1    | 0   | 0    | 1    | 0   |   |
| <b>Esporàdicament</b>  | <b>5</b>    | 3    | 2   | 1    | 2    | 2   |   |
| <b>P26. Valoració</b>  |             |      |     |      |      |     |   |
|  | <b>0</b>    | 1    | 1   | 0    | 0    | 1   | 0 |
|  | <b>1</b>    | 0    | 0   | 0    | 0    | 0   | 0 |
|  | <b>2</b>    | 0    | 0   | 0    | 0    | 0   | 0 |
|  | <b>3</b>    | 0    | 0   | 0    | 0    | 0   | 0 |
|  | <b>4</b>    | 1    | 1   | 0    | 0    | 1   | 0 |
|  | <b>5</b>    | 1    | 1   | 0    | 1    | 0   | 0 |
|  | <b>6</b>    | 3    | 3   | 0    | 1    | 2   | 0 |
|  | <b>7</b>    | 4    | 2   | 2    | 1    | 1   | 2 |
|  | <b>8</b>    | 6    | 4   | 2    | 2    | 2   | 2 |
|  | <b>9</b>    | 8    | 6   | 2    | 3    | 3   | 2 |
|  | <b>10</b>   | 8    | 6   | 2    | 1    | 5   | 2 |
| <b>Mitjana</b>   | <b>7,97</b> | 7,79 | 8,5 | 7,89 | 7,73 | 8,5 |   |
| <b>Desv. típica</b>  | <b>2,16</b> | 2,4  | 1,2 | 1,62 | 2,81 | 1,2 |   |
| <b>P27. Ha fet ús de la part de l'aplicació per fomentar el civisme en trens o estacions?</b>  |             |      |     |      |      |     |   |
| <b>SÍ</b>  | <b>4</b>    | 3    | 1   | 1    | 2    | 1   |   |
| <b>NO</b>  | <b>28</b>   | 21   | 7   | 8    | 13   | 7   |   |
| <b>Base TOTAL</b>  | <b>208</b>  | 114  | 94  | 43   | 71   | 94  |   |



**P28. Valoració**

|    |   |   |   |   |   |   |
|----|---|---|---|---|---|---|
| 0  | 0 | 0 | 0 | 0 | 0 | 0 |
| 1  | 0 | 0 | 0 | 0 | 0 | 0 |
| 2  | 0 | 0 | 0 | 0 | 0 | 0 |
| 3  | 0 | 0 | 0 | 0 | 0 | 0 |
| 4  | 0 | 0 | 0 | 0 | 0 | 0 |
| 5  | 0 | 0 | 0 | 0 | 0 | 0 |
| 6  | 0 | 0 | 0 | 0 | 0 | 0 |
| 7  | 0 | 0 | 0 | 0 | 0 | 0 |
| 8  | 2 | 1 | 1 | 1 | 0 | 1 |
| 9  | 2 | 2 | 0 | 0 | 2 | 0 |
| 10 | 0 | 0 | 0 | 0 | 0 | 0 |

|              |      |      |   |   |   |   |
|--------------|------|------|---|---|---|---|
| Mitjana      | 8,5  | 8,67 | 8 | 8 | 9 | 8 |
| Desv. típica | 0,58 | 0,58 |   |   | 0 |   |

**P29. Sap vostè que hi ha un bitllet combinat "Tren + Activitat" anomenat TURISTREN, que combina el viatge amb tren amb la realització d'activitats de lleure com rutes culturals o visites a museus o centres d'interès turístic?**

|    |     |     |    |    |    |    |
|----|-----|-----|----|----|----|----|
| SÍ | 23  | 9   | 14 | 8  | 1  | 14 |
| NO | 185 | 105 | 80 | 35 | 70 | 80 |

**Base CONEIX ELS BITLLETS TURISTREN**

|    |   |    |   |   |    |
|----|---|----|---|---|----|
| 23 | 9 | 14 | 8 | 1 | 14 |
|----|---|----|---|---|----|

**P30. Ha fet servir mai algun d'aquests bitllets combinats de TURISTREN?**

|    |    |   |    |   |   |    |
|----|----|---|----|---|---|----|
| SÍ | 3  | 1 | 2  | 1 | 0 | 2  |
| NO | 20 | 8 | 12 | 7 | 1 | 12 |

**Base Responen de P31 a P36**

|     |    |    |    |    |    |
|-----|----|----|----|----|----|
| 105 | 49 | 56 | 25 | 24 | 56 |
|-----|----|----|----|----|----|

**P31. Sap vostè que hi ha un bitllet conjunt del tren Lleida - La Pobla amb el tren AVE amb destinació Barcelona o Madrid?**

|    |    |    |    |    |    |    |
|----|----|----|----|----|----|----|
| SÍ | 17 | 11 | 6  | 6  | 5  | 6  |
| NO | 88 | 38 | 50 | 19 | 19 | 50 |

**P32. Sap vostè que els horaris del tren de Lleida - La Pobla estan pensats per facilitar l'enllaç a Lleida amb el tren AVE?**

|           |           |    |    |    |    |    |
|-----------|-----------|----|----|----|----|----|
| <b>SÍ</b> | <b>38</b> | 22 | 16 | 13 | 9  | 16 |
| <b>NO</b> | <b>67</b> | 27 | 40 | 12 | 15 | 40 |

**P33. Sap vostè que el web del servei de Lleida – La Pobla (<http://lleidalapobla.fgc.cat/>) ofereix informació en temps real d'horaris i d'incidències?**

|           |           |    |    |    |    |    |
|-----------|-----------|----|----|----|----|----|
| <b>SÍ</b> | <b>70</b> | 34 | 36 | 17 | 17 | 36 |
| <b>NO</b> | <b>35</b> | 15 | 20 | 8  | 7  | 20 |

**Base HO SAP (P33=1)**                      **70**      34      36      17      17      36

**P34. Com ho valora, de 0 (molt malament) a 10 (molt bé)?**

|           |           |   |   |   |   |   |
|-----------|-----------|---|---|---|---|---|
| <b>0</b>  | <b>1</b>  | 0 | 1 | 0 | 0 | 1 |
| <b>1</b>  | <b>1</b>  | 1 | 0 | 0 | 1 | 0 |
| <b>2</b>  | <b>1</b>  | 0 | 1 | 0 | 0 | 1 |
| <b>3</b>  | <b>2</b>  | 0 | 2 | 0 | 0 | 2 |
| <b>4</b>  | <b>1</b>  | 1 | 0 | 1 | 0 | 0 |
| <b>5</b>  | <b>5</b>  | 4 | 1 | 4 | 0 | 1 |
| <b>6</b>  | <b>6</b>  | 4 | 2 | 1 | 3 | 2 |
| <b>7</b>  | <b>9</b>  | 3 | 6 | 1 | 2 | 6 |
| <b>8</b>  | <b>18</b> | 9 | 9 | 5 | 4 | 9 |
| <b>9</b>  | <b>14</b> | 7 | 7 | 2 | 5 | 7 |
| <b>10</b> | <b>12</b> | 5 | 7 | 3 | 2 | 7 |

**Mitjana**                                      **7,53**      7,5      7,56      7,35      7,65      7,56  
**Desv. típica**                                **2,22**      2,05      2,4      2      2,15      2,4

**Base Responen de P31 a P36**      **105**      49      56      25      24      56

**P35. Sap vostè que a les estacions hi ha codis QR i NFC que ofereixen informació en temps real d'horaris i d'incidències?**

|           |           |    |    |    |    |    |
|-----------|-----------|----|----|----|----|----|
| <b>SÍ</b> | <b>25</b> | 17 | 8  | 9  | 8  | 8  |
| <b>NO</b> | <b>80</b> | 32 | 48 | 16 | 16 | 48 |

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Base HO SAP (P35=1) 25 17 8 9 8 8

P36. Com ho valora, de 0 (molt malament) a 10 (molt bé)?

|    |   |   |   |   |   |   |
|----|---|---|---|---|---|---|
| 0  | 1 | 0 | 1 | 0 | 0 | 1 |
| 1  | 0 | 0 | 0 | 0 | 0 | 0 |
| 2  | 0 | 0 | 0 | 0 | 0 | 0 |
| 3  | 1 | 0 | 1 | 0 | 0 | 1 |
| 4  | 0 | 0 | 0 | 0 | 0 | 0 |
| 5  | 5 | 3 | 2 | 2 | 1 | 2 |
| 6  | 4 | 2 | 2 | 1 | 1 | 2 |
| 7  | 2 | 2 | 0 | 0 | 2 | 0 |
| 8  | 5 | 4 | 1 | 2 | 2 | 1 |
| 9  | 4 | 3 | 1 | 2 | 1 | 1 |
| 10 | 3 | 3 | 0 | 2 | 1 | 0 |

Mitjana 6,88 7,65 5,25 7,78 7,5 5,25  
Desv. típica 2,39 1,77 2,82 1,99 1,6 2,82

Base TOTAL 208 114 94 43 71 94

P37. Sense tenir en compte el dia d'avui, ¿quan va ser el darrer cop que va accedir a una xarxa social?

|                     |     |     |    |    |    |    |
|---------------------|-----|-----|----|----|----|----|
| AHIR                | 178 | 106 | 72 | 36 | 70 | 72 |
| ELS DARRERS 7 DIES  | 7   | 5   | 2  | 4  | 1  | 2  |
| ELS DARRERS 30 DIES | 1   | 0   | 1  | 0  | 0  | 1  |
| EL DARRER ANY       | 3   | 0   | 3  | 0  | 0  | 3  |
| FA MÉS TEMPS / MAI  | 19  | 3   | 16 | 3  | 0  | 16 |

Base NOMÉS ALS QUI S'HAN CONECTAT A XARXES SOCIALS EN ELS DARRERS 30 DIES

186 111 75 40 71 75

P38. Quines xarxes socials utilitza?

|                       |     |    |    |    |    |    |
|-----------------------|-----|----|----|----|----|----|
| BADDOO                | 2   | 1  | 1  | 1  | 0  | 1  |
| FACEBOOK              | 113 | 62 | 51 | 31 | 31 | 51 |
| FLICKR                | 0   | 0  | 0  | 0  | 0  | 0  |
| FOURSQUARE            | 0   | 0  | 0  | 0  | 0  | 0  |
| GOOGLE+ / GOOGLE PLUS | 67  | 33 | 34 | 13 | 20 | 34 |
| HIS                   | 2   | 2  | 0  | 1  | 1  | 0  |
| INSTAGRAM             | 131 | 84 | 47 | 22 | 62 | 47 |
| LINKEDIN              | 7   | 4  | 3  | 2  | 2  | 3  |
| PINTEREST             | 13  | 9  | 4  | 1  | 8  | 4  |
| SNAPCHAT              | 15  | 10 | 5  | 2  | 8  | 5  |

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|                              |           |    |   |    |    |   |
|------------------------------|-----------|----|---|----|----|---|
| <b>TUMBLR</b>                | <b>4</b>  | 1  | 3 | 1  | 0  | 3 |
| <b>TWITTER</b>               | <b>32</b> | 26 | 6 | 11 | 15 | 6 |
| <b>XING</b>                  | <b>0</b>  | 0  | 0 | 0  | 0  | 0 |
| <b>ALTRES (especifiqueu)</b> | <b>4</b>  | 2  | 2 | 1  | 1  | 2 |

**P39. Per a què fa servir les xarxes socials?**

**RELACIONS D'AMISTAT O FAMILIARS**

**170** 100 70 36 64 70

**RELACIONS PROFESSIONALS**

**28** 15 13 9 6 13

**ESTAR INFORMAT DE L'ACTUALITAT INFORMATIVA**

**99** 57 42 20 37 42

**ESTAR INFORMAT DE SERVEIS DELS QUE SÓC USUARI/ÀRIA**

**19** 10 9 6 4 9

**BÚSQUEDA DE PARELLA/CITES**

**1** 1 0 1 0 0

**HOBBIES**

**33** 21 12 3 18 12

**ALTRES (especifiqueu)**

**3** 2 1 2 0 1

**P40. És vostè seguidor/a d'algun mitjà de transport a alguna xarxa social (Facebook, Twitter, Instagram, etc.)? A quines?**

**SÍ, A FACEBOOK**

**6** 3 3 3 0 3

**SÍ, A TWITTER**

**6** 5 1 2 3 1

**SI, A D'ALTRES XARXES SOCIALS**

**12** 5 7 2 3 7

**NO, NO SEGUEIX CAP MITJÀ DE TRANSPORT A XARXES SOCIALS**

**163** 99 64 34 65 64

**Base SEGUEIX ALGUN MITJÀ DE TRANSPORT A LES XARXES SOCIALS**

**23** 12 11 6 6 11

**P41. De quins mitjans de transport és seguidor/a a xarxes socials?**

**FERROCARRILS DE LA GENERALITAT (FGC)**

**10** 6 4 4 2 4

**Renfe**

**10** 4 6 2 2 6

**Alsa**

**4** 2 2 1 1 2

**Línies aèries diverses**

**2** 1 1 1 0 1

**Uber**

**1** 1 0 0 1 0

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|  |             |       |       |      |       |       |
|--|-------------|-------|-------|------|-------|-------|
| <b>Mitjana mencions</b>  | <b>1,17</b> | 1,17  | 1,18  | 1,33 | 1     | 1,18  |
| <b>Desv. típica mencions</b>   | <b>0,49</b> | 0,58  | 0,4   | 0,82 | 0     | 0,4   |
| <b>(P42) Per a què fa servir les xarxes socials en relació amb els mitjans de transport? Per a què li serveixen?</b> |             |       |       |      |       |       |
| <b>Consultar horaris</b>   | <b>7</b>    | 2     | 5     | 1    | 1     | 5     |
| <b>Informació sobre incidències</b>  | <b>6</b>    | 3     | 3     | 1    | 2     | 3     |
| <b>Informació</b>  | <b>4</b>    | 2     | 2     | 0    | 2     | 2     |
| <b>Consultar tarifes</b>   | <b>3</b>    | 2     | 1     | 1    | 1     | 1     |
| <b>Altres</b>  | <b>6</b>    | 3     | 3     | 3    | 0     | 3     |
| <b>Mitjana mencions</b>  | <b>1,13</b> | 1     | 1,27  | 1    | 1     | 1,27  |
| <b>Desv. típica mencions</b>   | <b>0,34</b> | 0     | 0,47  | 0    | 0     | 0,47  |
| <b>Base TOTAL</b>  | <b>208</b>  | 114   | 94    | 43   | 71    | 94    |
| <b>DC1 SEXE</b>  |             |       |       |      |       |       |
| <b>Masculí</b>   | <b>97</b>   | 60    | 37    | 19   | 41    | 37    |
| <b>Femení</b>  | <b>111</b>  | 54    | 57    | 24   | 30    | 57    |
| <b>DC2 EDAT</b>  |             |       |       |      |       |       |
| <b>Fins 30 anys</b>  | <b>117</b>  | 82    | 35    | 12   | 70    | 35    |
| <b>31 a 45 anys</b>  | <b>40</b>   | 17    | 23    | 17   | 0     | 23    |
| <b>Més de 45 anys</b>  | <b>51</b>   | 15    | 36    | 14   | 1     | 36    |
| <b>Mitjana</b>   | <b>33,1</b> | 27,06 | 40,44 | 40   | 19,23 | 40,44 |
| <b>DC3. ACTUALMENT, QUINA ÉS LA SEVA SITUACIÓ LABORAL? (LLEGIU POSSIBILITATS)</b>                                    |             |       |       |      |       |       |
| <b>Treballa per compte propi (empresari, autònom)</b>  | <b>12</b>   | 8     | 4     | 7    | 1     | 4     |
| <b>Treballa per compte d'altri (assalariat/ada)</b>  | <b>81</b>   | 37    | 44    | 36   | 1     | 44    |
| <b>Jubilat/ada / pensionista / incapacitat laboral</b>   | <b>17</b>   | 0     | 17    | 0    | 0     | 17    |
| <b>Aturat/ada / busca feina</b>  | <b>15</b>   | 2     | 13    | 0    | 2     | 13    |
| <b>Tasques de la llar (no remunerades)</b>   | <b>2</b>    | 0     | 2     | 0    | 0     | 2     |
| <b>Estudiant</b>   | <b>81</b>   | 67    | 14    | 0    | 67    | 14    |
| <b>(NO LLEGIU) No contesta</b>   | <b>0</b>    | 0     | 0     | 0    | 0     | 0     |

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| ANTIGUITAT      |              | SEXE    |        | EDAT    |       |     | Mitjana |
|-----------------|--------------|---------|--------|---------|-------|-----|---------|
| Menys de 2 anys | 2 o més anys | Masculí | Femení | Fins 30 | 31-45 | >45 |         |
| 52              | 156          | 97      | 111    | 117     | 40    | 51  | 33,11   |
| 17              | 72           | 38      | 51     | 52      | 10    | 27  | 34,22   |
| 1               | 2            | 3       | 0      | 3       | 0     | 0   | 23,33   |
| 1               | 5            | 2       | 4      | 1       | 5     | 0   | 34,5    |
| 2               | 8            | 4       | 6      | 6       | 2     | 2   | 30,2    |
| 1               | 2            | 2       | 1      | 3       | 0     | 0   | 18,67   |
| 18              | 41           | 29      | 30     | 37      | 8     | 14  | 31,49   |
| 0               | 2            | 1       | 1      | 2       | 0     | 0   | 18      |
| 1               | 1            | 2       | 0      | 0       | 1     | 1   | 43      |
| 0               | 0            | 0       | 0      | 0       | 0     | 0   |         |
| 0               | 0            | 0       | 0      | 0       | 0     | 0   |         |
| 0               | 1            | 1       | 0      | 0       | 0     | 1   | 48      |
| 0               | 0            | 0       | 0      | 0       | 0     | 0   |         |
| 0               | 0            | 0       | 0      | 0       | 0     | 0   |         |
| 2               | 12           | 7       | 7      | 6       | 5     | 3   | 33,71   |
| 0               | 0            | 0       | 0      | 0       | 0     | 0   |         |
| 9               | 10           | 8       | 11     | 7       | 9     | 3   | 37,11   |
| 29              | 66           | 45      | 50     | 52      | 22    | 21  | 32,82   |
| 0               | 0            | 0       | 0      | 0       | 0     | 0   |         |
| 0               | 4            | 3       | 1      | 2       | 0     | 2   | 38      |
| 2               | 6            | 4       | 4      | 5       | 2     | 1   | 28,63   |
| 3               | 2            | 3       | 2      | 4       | 1     | 0   | 20,8    |
| 14              | 64           | 35      | 43     | 47      | 11    | 20  | 32,97   |
| 0               | 0            | 0       | 0      | 0       | 0     | 0   |         |
| 0               | 0            | 0       | 0      | 0       | 0     | 0   |         |
| 0               | 0            | 0       | 0      | 0       | 0     | 0   |         |
| 0               | 0            | 0       | 0      | 0       | 0     | 0   |         |
| 0               | 0            | 0       | 0      | 0       | 0     | 0   |         |
| 0               | 0            | 0       | 0      | 0       | 0     | 0   |         |
| 0               | 0            | 0       | 0      | 0       | 0     | 0   |         |
| 1               | 9            | 3       | 7      | 4       | 1     | 5   | 42,1    |
| 0               | 0            | 0       | 0      | 0       | 0     | 0   |         |
| 3               | 5            | 4       | 4      | 3       | 3     | 2   | 36,25   |
| 49              | 155          | 94      | 110    | 116     | 38    | 50  | 33      |
| 3               | 1            | 3       | 1      | 1       | 2     | 1   | 38,25   |
| 0               | 0            | 0       | 0      | 0       | 0     | 0   |         |

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|    |     |    |    |    |    |    |       |
|----|-----|----|----|----|----|----|-------|
| 18 | 53  | 32 | 39 | 50 | 8  | 13 | 29,08 |
| 13 | 37  | 23 | 27 | 21 | 10 | 19 | 40,04 |
| 2  | 12  | 6  | 8  | 10 | 2  | 2  | 27,79 |
| 1  | 10  | 3  | 8  | 3  | 3  | 5  | 42,55 |
| 1  | 9   | 2  | 8  | 6  | 1  | 3  | 37,4  |
| 5  | 5   | 6  | 4  | 9  | 1  | 0  | 19,7  |
| 2  | 6   | 3  | 5  | 5  | 2  | 1  | 26,13 |
| 3  | 3   | 4  | 2  | 2  | 2  | 2  | 38,83 |
| 0  | 6   | 3  | 3  | 1  | 3  | 2  | 39,67 |
| 1  | 2   | 3  | 0  | 2  | 1  | 0  | 24,67 |
| 1  | 1   | 1  | 1  | 1  | 1  | 0  | 27    |
| 0  | 1   | 0  | 1  | 0  | 0  | 1  | 51    |
| 1  | 0   | 0  | 1  | 0  | 1  | 0  | 38    |
| 0  | 1   | 0  | 1  | 0  | 0  | 1  | 53    |
| 0  | 1   | 1  | 0  | 1  | 0  | 0  | 23    |
| 1  | 0   | 1  | 0  | 0  | 1  | 0  | 36    |
| 0  | 1   | 1  | 0  | 0  | 0  | 1  | 59    |
| 0  | 1   | 0  | 1  | 1  | 0  | 0  | 22    |
| 0  | 1   | 1  | 0  | 0  | 1  | 0  | 32    |
| 0  | 1   | 0  | 1  | 0  | 1  | 0  | 41    |
| 1  | 0   | 1  | 0  | 0  | 0  | 1  | 54    |
| 0  | 1   | 1  | 0  | 0  | 1  | 0  | 45    |
| 0  | 1   | 1  | 0  | 1  | 0  | 0  | 19    |
| 0  | 1   | 1  | 0  | 1  | 0  | 0  | 18    |
| 1  | 0   | 0  | 1  | 1  | 0  | 0  | 18    |
| 0  | 1   | 1  | 0  | 1  | 0  | 0  | 19    |
| 1  | 0   | 1  | 0  | 0  | 1  | 0  | 38    |
| 0  | 1   | 1  | 0  | 1  | 0  | 0  | 17    |
|    |     |    |    |    |    |    |       |
| 30 | 122 | 69 | 83 | 92 | 24 | 36 | 32,03 |
| 6  | 9   | 6  | 9  | 5  | 2  | 8  | 46,93 |
| 16 | 25  | 22 | 19 | 20 | 14 | 7  | 32,02 |
|    |     |    |    |    |    |    |       |
| 19 | 34  | 26 | 27 | 24 | 15 | 14 | 36,02 |
|    |     |    |    |    |    |    |       |
| 3  | 0   | 1  | 2  | 2  | 0  | 1  | 31,67 |
| 2  | 0   | 1  | 1  | 0  | 2  | 0  | 43    |
| 2  | 1   | 2  | 1  | 2  | 1  | 0  | 31,33 |
| 2  | 0   | 0  | 2  | 0  | 2  | 0  | 35,5  |
| 2  | 2   | 2  | 2  | 3  | 1  | 0  | 22    |

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|   |   |   |   |   |   |   |       |
|---|---|---|---|---|---|---|-------|
| 0 | 2 | 1 | 1 | 1 | 0 | 1 | 40    |
| 1 | 2 | 2 | 1 | 2 | 1 | 0 | 23,67 |
| 0 | 2 | 2 | 0 | 2 | 0 | 0 | 19    |
| 1 | 3 | 4 | 0 | 2 | 1 | 1 | 32,75 |
| 0 | 1 | 0 | 1 | 0 | 1 | 0 | 31    |
| 0 | 3 | 1 | 2 | 3 | 0 | 0 | 19    |
| 1 | 1 | 0 | 2 | 1 | 1 | 0 | 27,5  |
| 1 | 3 | 2 | 2 | 3 | 1 | 0 | 22,75 |
| 0 | 1 | 1 | 0 | 0 | 1 | 0 | 33    |
| 1 | 1 | 1 | 1 | 1 | 1 | 0 | 31,5  |
| 0 | 1 | 0 | 1 | 0 | 0 | 1 | 66    |
| 1 | 2 | 2 | 1 | 0 | 1 | 2 | 51,33 |
| 0 | 1 | 0 | 1 | 1 | 0 | 0 | 25    |
| 1 | 0 | 1 | 0 | 0 | 1 | 0 | 38    |
| 0 | 1 | 1 | 0 | 0 | 0 | 1 | 48    |
| 0 | 2 | 0 | 2 | 0 | 0 | 2 | 54    |
| 0 | 1 | 1 | 0 | 0 | 0 | 1 | 73    |
| 1 | 0 | 0 | 1 | 0 | 0 | 1 | 65    |
| 0 | 2 | 0 | 2 | 0 | 0 | 2 | 70    |
| 0 | 1 | 0 | 1 | 0 | 0 | 1 | 82    |
| 0 | 1 | 1 | 0 | 1 | 0 | 0 | 26    |

|       |       |       |       |       |      |      |
|-------|-------|-------|-------|-------|------|------|
| 10,08 | 21,71 | 15,75 | 19,26 | 12,75 | 10,2 | 33,6 |
| 14,24 | 21,92 | 20,06 | 20,5  | 19,34 | 8,5  | 22,5 |

|    |     |    |     |     |    |    |       |
|----|-----|----|-----|-----|----|----|-------|
| 52 | 156 | 97 | 111 | 117 | 40 | 51 | 33,11 |
|----|-----|----|-----|-----|----|----|-------|

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 0  | 1  | 0  | 1  | 0  | 0  | 1  | 53    |
| 1  | 4  | 5  | 0  | 4  | 0  | 1  | 26,8  |
| 3  | 5  | 4  | 4  | 2  | 3  | 3  | 39,13 |
| 6  | 19 | 13 | 12 | 17 | 0  | 8  | 31,76 |
| 12 | 39 | 20 | 31 | 35 | 7  | 9  | 29,84 |
| 19 | 49 | 35 | 33 | 37 | 15 | 16 | 32,07 |
| 11 | 39 | 20 | 30 | 22 | 15 | 13 | 37,78 |

|      |      |      |      |      |      |      |
|------|------|------|------|------|------|------|
| 8,5  | 8,53 | 8,4  | 8,62 | 8,41 | 8,97 | 8,41 |
| 1,23 | 1,28 | 1,34 | 1,18 | 1,2  | 1,12 | 1,44 |

|    |     |    |    |    |    |    |       |
|----|-----|----|----|----|----|----|-------|
| 2  | 4   | 1  | 5  | 2  | 2  | 2  | 39,67 |
| 37 | 109 | 68 | 78 | 86 | 28 | 32 | 32,09 |

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|    |     |    |    |    |    |    |       |
|----|-----|----|----|----|----|----|-------|
| 13 | 43  | 28 | 28 | 29 | 10 | 17 | 35,05 |
| 2  | 5   | 1  | 6  | 6  | 1  | 0  | 22,43 |
| 38 | 101 | 68 | 71 | 79 | 29 | 31 | 32,44 |
| 12 | 50  | 28 | 34 | 32 | 10 | 20 | 35,81 |
| 7  | 15  | 10 | 12 | 15 | 6  | 1  | 24,91 |
| 31 | 99  | 64 | 66 | 71 | 25 | 34 | 33,92 |
| 14 | 42  | 23 | 33 | 31 | 9  | 16 | 34,45 |
| 2  | 2   | 3  | 1  | 3  | 1  | 0  | 23,25 |
| 27 | 77  | 59 | 45 | 57 | 21 | 26 | 33,51 |
| 23 | 77  | 35 | 65 | 57 | 18 | 25 | 33,08 |
| 5  | 2   | 4  | 3  | 5  | 2  | 0  | 23,71 |
| 22 | 70  | 47 | 45 | 46 | 21 | 25 | 34,7  |
| 25 | 84  | 46 | 63 | 66 | 17 | 26 | 32,37 |
| 5  | 5   | 3  | 7  | 5  | 4  | 1  | 30,4  |
| 26 | 70  | 53 | 43 | 51 | 20 | 25 | 33,45 |
| 21 | 81  | 41 | 61 | 61 | 16 | 25 | 33,05 |
| 4  | 9   | 5  | 8  | 9  | 4  | 0  | 24,23 |
| 26 | 83  | 57 | 52 | 62 | 17 | 30 | 34,79 |
| 22 | 64  | 35 | 51 | 46 | 19 | 21 | 32,31 |
| 2  | 5   | 4  | 3  | 3  | 4  | 0  | 28,86 |
| 16 | 65  | 42 | 39 | 41 | 14 | 26 | 36,43 |
| 34 | 86  | 51 | 69 | 73 | 22 | 25 | 31,11 |

0 1 0 1 0 1 0 38

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|    |     |    |    |    |    |    |       |
|----|-----|----|----|----|----|----|-------|
| 14 | 48  | 31 | 31 | 26 | 15 | 21 | 37,84 |
| 38 | 107 | 66 | 79 | 91 | 24 | 30 | 31,05 |
| 9  | 13  | 10 | 12 | 15 | 5  | 2  | 27    |
| 35 | 98  | 67 | 66 | 73 | 25 | 35 | 34,08 |
| 8  | 45  | 20 | 33 | 29 | 10 | 14 | 33,21 |
| 5  | 5   | 3  | 7  | 5  | 4  | 1  | 31,1  |
| 27 | 93  | 65 | 55 | 67 | 22 | 31 | 33,37 |
| 20 | 58  | 29 | 49 | 45 | 14 | 19 | 32,96 |
| 10 | 24  | 14 | 20 | 28 | 3  | 3  | 24,97 |
| 35 | 97  | 63 | 69 | 65 | 29 | 38 | 35,48 |
| 7  | 35  | 20 | 22 | 24 | 8  | 10 | 32,24 |
| 6  | 16  | 10 | 12 | 19 | 3  | 0  | 21,64 |
| 34 | 100 | 62 | 72 | 66 | 31 | 37 | 35,37 |
| 12 | 40  | 25 | 27 | 32 | 6  | 14 | 32,12 |
| 7  | 12  | 10 | 9  | 16 | 3  | 0  | 21,74 |
| 30 | 101 | 59 | 72 | 68 | 27 | 36 | 34,36 |
| 15 | 43  | 28 | 30 | 33 | 10 | 15 | 34    |
| 4  | 3   | 4  | 3  | 6  | 1  | 0  | 20,71 |
| 31 | 92  | 63 | 60 | 57 | 31 | 35 | 35,7  |
| 17 | 61  | 30 | 48 | 54 | 8  | 16 | 30,13 |
| 6  | 9   | 6  | 9  | 14 | 1  | 0  | 19,73 |
| 29 | 91  | 60 | 60 | 60 | 26 | 34 | 35,15 |
| 17 | 56  | 31 | 42 | 43 | 13 | 17 | 32,49 |

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|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 4  | 4  | 5  | 3  | 7  | 0  | 1  | 24,75 |
| 16 | 53 | 39 | 30 | 29 | 17 | 23 | 37,61 |
| 32 | 99 | 53 | 78 | 81 | 23 | 27 | 31,24 |

|    |     |    |    |    |    |    |       |
|----|-----|----|----|----|----|----|-------|
| 4  | 3   | 5  | 2  | 6  | 0  | 1  | 25,86 |
| 16 | 50  | 39 | 27 | 29 | 17 | 20 | 36,44 |
| 32 | 103 | 53 | 82 | 82 | 23 | 30 | 31,85 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 3  | 2  | 3  | 2  | 3  | 2  | 0  | 25,8  |
| 28 | 72 | 53 | 47 | 51 | 21 | 28 | 34,69 |
| 21 | 82 | 41 | 62 | 63 | 17 | 23 | 31,92 |

|    |     |    |    |    |    |    |       |
|----|-----|----|----|----|----|----|-------|
| 18 | 37  | 25 | 30 | 38 | 9  | 8  | 28,38 |
| 29 | 100 | 60 | 69 | 64 | 27 | 38 | 35,32 |
| 5  | 19  | 12 | 12 | 15 | 4  | 5  | 32,04 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 4  | 6  | 6  | 4  | 9  | 0  | 1  | 23,8  |
| 34 | 96 | 67 | 63 | 73 | 23 | 34 | 33,53 |
| 14 | 54 | 24 | 44 | 35 | 17 | 16 | 33,66 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 4  | 1  | 4  | 1  | 5  | 0  | 0  | 18,2  |
| 26 | 76 | 55 | 47 | 51 | 22 | 29 | 35,12 |
| 22 | 79 | 38 | 63 | 61 | 18 | 22 | 31,81 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 4  | 4  | 4  | 4  | 5  | 1  | 2  | 33,88 |
| 23 | 82 | 51 | 54 | 52 | 22 | 31 | 35,2  |
| 25 | 70 | 42 | 53 | 60 | 17 | 18 | 30,73 |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |     |    |    |    |    |    |       |
|----|-----|----|----|----|----|----|-------|
| 1  | 1   | 2  | 0  | 2  | 0  | 0  | 16,5  |
| 28 | 95  | 60 | 63 | 68 | 25 | 30 | 33,91 |
| 23 | 60  | 35 | 48 | 47 | 15 | 21 | 32,31 |
| 0  | 5   | 1  | 4  | 2  | 0  | 3  | 51    |
| 34 | 95  | 61 | 68 | 72 | 26 | 31 | 33,33 |
| 18 | 56  | 35 | 39 | 43 | 14 | 17 | 31,51 |
| 1  | 5   | 3  | 3  | 2  | 1  | 3  | 47,17 |
| 39 | 104 | 64 | 79 | 77 | 30 | 36 | 33,89 |
| 12 | 47  | 30 | 29 | 38 | 9  | 12 | 29,78 |
| 13 | 43  | 28 | 28 | 29 | 10 | 17 | 35,05 |
| 0  | 4   | 2  | 2  | 1  | 1  | 2  | 44,75 |
| 2  | 4   | 0  | 6  | 3  | 0  | 3  | 40,33 |
| 1  | 2   | 1  | 2  | 2  | 1  | 0  | 22,67 |
| 0  | 5   | 4  | 1  | 3  | 0  | 2  | 36,8  |
| 2  | 1   | 2  | 1  | 2  | 0  | 1  | 30,33 |
| 12 | 50  | 28 | 34 | 32 | 10 | 20 | 35,81 |
| 0  | 1   | 0  | 1  | 1  | 0  | 0  | 27    |
| 1  | 2   | 1  | 2  | 1  | 0  | 2  | 50    |
| 1  | 3   | 1  | 3  | 2  | 0  | 2  | 41    |
| 1  | 0   | 0  | 1  | 1  | 0  | 0  | 17    |
| 0  | 5   | 4  | 1  | 2  | 1  | 2  | 43    |
| 14 | 42  | 23 | 33 | 31 | 9  | 16 | 34,45 |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 0  | 2  | 1  | 1  | 2  | 0  | 0  | 21    |
| 1  | 1  | 0  | 2  | 0  | 1  | 1  | 48,5  |
| 2  | 2  | 3  | 1  | 2  | 0  | 2  | 42,75 |
| 2  | 2  | 1  | 3  | 2  | 2  | 0  | 28,5  |
| 0  | 3  | 1  | 2  | 2  | 0  | 1  | 30,33 |
| 23 | 77 | 35 | 65 | 57 | 18 | 25 | 33,08 |
| 1  | 10 | 4  | 7  | 7  | 3  | 1  | 29,55 |
| 0  | 5  | 2  | 3  | 3  | 1  | 1  | 29,6  |
| 1  | 5  | 1  | 5  | 4  | 1  | 1  | 34,83 |
| 3  | 6  | 5  | 4  | 8  | 0  | 1  | 26    |
| 3  | 6  | 3  | 6  | 4  | 3  | 2  | 33,89 |
| 25 | 84 | 46 | 63 | 66 | 17 | 26 | 32,37 |
| 2  | 7  | 4  | 5  | 4  | 0  | 5  | 40,78 |
| 4  | 7  | 6  | 5  | 6  | 2  | 3  | 35,36 |
| 1  | 7  | 3  | 5  | 6  | 0  | 2  | 28,63 |
| 0  | 6  | 0  | 6  | 4  | 0  | 2  | 37,17 |
| 2  | 8  | 4  | 6  | 7  | 2  | 1  | 27,8  |
| 21 | 81 | 41 | 61 | 61 | 16 | 25 | 33,05 |
| 2  | 5  | 3  | 4  | 3  | 1  | 3  | 46,43 |
| 1  | 10 | 6  | 5  | 7  | 2  | 2  | 30,27 |
| 3  | 9  | 3  | 9  | 5  | 4  | 3  | 34,75 |
| 5  | 8  | 7  | 6  | 11 | 0  | 2  | 26,69 |
| 2  | 12 | 4  | 10 | 9  | 1  | 4  | 32,07 |
| 22 | 64 | 35 | 51 | 46 | 19 | 21 | 32,31 |
| 2  | 6  | 4  | 4  | 7  | 1  | 0  | 22,75 |
| 2  | 9  | 9  | 2  | 4  | 5  | 2  | 33    |
| 3  | 3  | 2  | 4  | 4  | 1  | 1  | 27,17 |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |     |    |    |    |    |    |       |
|----|-----|----|----|----|----|----|-------|
| 3  | 8   | 5  | 6  | 5  | 1  | 5  | 36,27 |
| 3  | 3   | 3  | 3  | 4  | 1  | 1  | 31,5  |
| 34 | 86  | 51 | 69 | 73 | 22 | 25 | 31,11 |
| 8  | 19  | 14 | 13 | 16 | 6  | 5  | 30,3  |
| 3  | 14  | 7  | 10 | 8  | 3  | 6  | 37,35 |
| 5  | 7   | 8  | 4  | 6  | 1  | 5  | 34,67 |
| 2  | 8   | 2  | 8  | 6  | 2  | 2  | 31,3  |
| 3  | 9   | 5  | 7  | 9  | 1  | 2  | 30,25 |
| 38 | 107 | 66 | 79 | 91 | 24 | 30 | 31,05 |
| 9  | 23  | 16 | 16 | 17 | 7  | 8  | 33,59 |
| 6  | 16  | 8  | 14 | 14 | 4  | 4  | 30,27 |
| 3  | 8   | 3  | 8  | 7  | 2  | 2  | 29,27 |
| 4  | 17  | 18 | 3  | 16 | 1  | 4  | 27,43 |
| 3  | 12  | 8  | 7  | 10 | 3  | 2  | 31,4  |
| 8  | 45  | 20 | 33 | 29 | 10 | 14 | 33,21 |
| 0  | 1   | 1  | 0  | 0  | 0  | 1  | 47    |
| 1  | 0   | 0  | 1  | 0  | 0  | 1  | 51    |
| 1  | 5   | 3  | 3  | 3  | 2  | 1  | 33,83 |
| 0  | 1   | 0  | 1  | 0  | 1  | 0  | 36    |
| 1  | 1   | 0  | 2  | 0  | 1  | 1  | 48,5  |
| 20 | 58  | 29 | 49 | 45 | 14 | 19 | 32,96 |
| 3  | 5   | 2  | 6  | 5  | 1  | 2  | 33,38 |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 2  | 4  | 1  | 5  | 3  | 2  | 1  | 31,17 |
| 0  | 5  | 2  | 3  | 4  | 1  | 0  | 23,8  |
| 0  | 6  | 3  | 3  | 3  | 1  | 2  | 38,67 |
| 3  | 3  | 3  | 3  | 3  | 0  | 3  | 44,33 |
| 7  | 35 | 20 | 22 | 24 | 8  | 10 | 32,24 |
| 0  | 1  | 0  | 1  | 1  | 0  | 0  | 17    |
| 0  | 2  | 1  | 1  | 2  | 0  | 0  | 21,5  |
| 0  | 1  | 1  | 0  | 0  | 1  | 0  | 43    |
| 1  | 0  | 1  | 0  | 1  | 0  | 0  | 18    |
| 0  | 3  | 2  | 1  | 2  | 0  | 1  | 29,67 |
| 12 | 40 | 25 | 27 | 32 | 6  | 14 | 32,12 |
| 2  | 1  | 2  | 1  | 2  | 0  | 1  | 29    |
| 0  | 1  | 1  | 0  | 0  | 0  | 1  | 85    |
| 0  | 3  | 2  | 1  | 1  | 2  | 0  | 30,67 |
| 15 | 43 | 28 | 30 | 33 | 10 | 15 | 34    |
| 1  | 3  | 1  | 3  | 3  | 0  | 1  | 33,25 |
| 1  | 1  | 0  | 2  | 2  | 0  | 0  | 22    |
| 0  | 4  | 2  | 2  | 2  | 2  | 0  | 28    |
| 17 | 61 | 30 | 48 | 54 | 8  | 16 | 30,13 |
| 1  | 3  | 2  | 2  | 4  | 0  | 0  | 25    |
| 0  | 4  | 2  | 2  | 4  | 0  | 0  | 18    |
| 1  | 4  | 2  | 3  | 3  | 0  | 2  | 34,2  |
| 0  | 5  | 1  | 4  | 3  | 1  | 1  | 31,4  |
| 0  | 4  | 1  | 3  | 4  | 0  | 0  | 19,5  |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |     |    |    |    |    |    |       |
|----|-----|----|----|----|----|----|-------|
| 17 | 56  | 31 | 42 | 43 | 13 | 17 | 32,49 |
| 1  | 3   | 3  | 1  | 3  | 1  | 0  | 25,25 |
| 0  | 3   | 0  | 3  | 3  | 0  | 0  | 23    |
| 2  | 6   | 6  | 2  | 5  | 1  | 2  | 32    |
| 1  | 4   | 1  | 4  | 2  | 0  | 3  | 48,2  |
| 0  | 3   | 1  | 2  | 2  | 0  | 1  | 30,33 |
| 32 | 99  | 53 | 78 | 81 | 23 | 27 | 31,24 |
| 4  | 9   | 3  | 10 | 7  | 3  | 3  | 33,85 |
| 3  | 12  | 5  | 10 | 8  | 3  | 4  | 34,6  |
| 4  | 17  | 10 | 11 | 16 | 4  | 1  | 24,52 |
| 5  | 5   | 4  | 6  | 6  | 1  | 3  | 32,5  |
| 1  | 11  | 5  | 7  | 6  | 2  | 4  | 35,42 |
| 32 | 103 | 53 | 82 | 82 | 23 | 30 | 31,85 |
| 6  | 18  | 9  | 15 | 15 | 4  | 5  | 30,88 |
| 3  | 18  | 10 | 11 | 12 | 6  | 3  | 31,67 |
| 4  | 8   | 4  | 8  | 8  | 1  | 3  | 29,75 |
| 3  | 11  | 6  | 8  | 9  | 3  | 2  | 29,57 |
| 2  | 5   | 4  | 3  | 5  | 1  | 1  | 27,14 |
| 21 | 82  | 41 | 62 | 63 | 17 | 23 | 31,92 |
| 1  | 6   | 5  | 2  | 4  | 2  | 1  | 33,86 |
| 1  | 3   | 3  | 1  | 3  | 0  | 1  | 28,75 |
| 0  | 12  | 5  | 7  | 4  | 2  | 6  | 43,92 |
| 1  | 4   | 1  | 4  | 3  | 0  | 2  | 32,2  |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 3  | 3  | 2  | 4  | 5  | 1  | 0  | 24,17 |
| 5  | 19 | 12 | 12 | 15 | 4  | 5  | 32,04 |
| 0  | 1  | 1  | 0  | 1  | 0  | 0  | 20    |
| 0  | 1  | 0  | 1  | 1  | 0  | 0  | 24    |
| 0  | 1  | 0  | 1  | 0  | 1  | 0  | 35    |
| 14 | 54 | 24 | 44 | 35 | 17 | 16 | 33,66 |
| 1  | 1  | 2  | 0  | 1  | 1  | 0  | 25    |
| 0  | 3  | 2  | 1  | 3  | 0  | 0  | 18    |
| 1  | 3  | 2  | 2  | 3  | 1  | 0  | 26    |
| 1  | 5  | 1  | 5  | 2  | 1  | 3  | 48,33 |
| 1  | 5  | 3  | 3  | 3  | 1  | 2  | 34,5  |
| 22 | 79 | 38 | 63 | 61 | 18 | 22 | 31,81 |
| 1  | 11 | 4  | 8  | 8  | 2  | 2  | 27    |
| 7  | 5  | 5  | 7  | 7  | 2  | 3  | 36,25 |
| 3  | 12 | 7  | 8  | 10 | 3  | 2  | 31,87 |
| 3  | 9  | 3  | 9  | 8  | 3  | 1  | 28    |
| 1  | 9  | 3  | 7  | 4  | 2  | 4  | 37,6  |
| 25 | 70 | 42 | 53 | 60 | 17 | 18 | 30,73 |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |     |    |     |     |    |    |       |
|----|-----|----|-----|-----|----|----|-------|
| 2  | 6   | 4  | 4   | 4   | 1  | 3  | 36,25 |
| 2  | 12  | 8  | 6   | 10  | 3  | 1  | 26,71 |
| 3  | 10  | 4  | 9   | 7   | 3  | 3  | 32,54 |
| 2  | 3   | 1  | 4   | 3   | 2  | 0  | 27,2  |
| 2  | 5   | 2  | 5   | 7   | 0  | 0  | 18,29 |
| 23 | 60  | 35 | 48  | 47  | 15 | 21 | 32,31 |
| 3  | 2   | 1  | 4   | 2   | 2  | 1  | 34,4  |
| 3  | 3   | 2  | 4   | 4   | 0  | 2  | 31,5  |
| 1  | 3   | 2  | 2   | 2   | 0  | 2  | 37,25 |
| 4  | 7   | 6  | 5   | 5   | 6  | 0  | 28,82 |
| 2  | 5   | 4  | 3   | 5   | 1  | 1  | 25,86 |
| 18 | 56  | 35 | 39  | 43  | 14 | 17 | 31,51 |
| 1  | 3   | 3  | 1   | 3   | 0  | 1  | 28,25 |
| 2  | 1   | 1  | 2   | 1   | 1  | 1  | 39    |
| 1  | 4   | 4  | 1   | 2   | 3  | 0  | 29,6  |
| 0  | 6   | 1  | 5   | 2   | 0  | 4  | 43,5  |
| 4  | 3   | 1  | 6   | 2   | 4  | 1  | 36,57 |
| 12 | 47  | 30 | 29  | 38  | 9  | 12 | 29,78 |
| 0  | 1   | 0  | 1   | 0   | 0  | 1  | 56    |
| 0  | 1   | 1  | 0   | 1   | 0  | 0  | 17    |
| 2  | 2   | 2  | 2   | 3   | 1  | 0  | 30,25 |
| 1  | 1   | 1  | 1   | 1   | 1  | 0  | 32    |
| 1  | 3   | 3  | 1   | 2   | 1  | 1  | 31,5  |
| 52 | 156 | 97 | 111 | 117 | 40 | 51 | 33,11 |
| 2  | 4   | 1  | 5   | 2   | 2  | 2  | 39,67 |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |     |    |    |    |    |    |       |
|----|-----|----|----|----|----|----|-------|
| 37 | 109 | 68 | 78 | 86 | 28 | 32 | 32,09 |
| 8  | 27  | 19 | 16 | 18 | 8  | 9  | 34,26 |
| 5  | 16  | 9  | 12 | 11 | 2  | 8  | 36,38 |

|       |       |       |       |       |       |      |
|-------|-------|-------|-------|-------|-------|------|
| 0,592 | 0,607 | 0,617 | 0,592 | 0,599 | 0,582 | 0,63 |
| 0,21  | 0,208 | 0,199 | 0,215 | 0,197 | 0,207 | 0,23 |

|    |     |    |    |    |    |    |       |
|----|-----|----|----|----|----|----|-------|
| 2  | 5   | 1  | 6  | 6  | 1  | 0  | 22,43 |
| 38 | 101 | 68 | 71 | 79 | 29 | 31 | 32,44 |
| 9  | 39  | 22 | 26 | 25 | 9  | 14 | 34,31 |
| 3  | 11  | 6  | 8  | 7  | 1  | 6  | 40,93 |

|       |       |       |       |       |       |      |
|-------|-------|-------|-------|-------|-------|------|
| 0,58  | 0,618 | 0,613 | 0,605 | 0,592 | 0,589 | 0,66 |
| 0,198 | 0,211 | 0,193 | 0,222 | 0,213 | 0,188 | 0,21 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 7  | 15 | 10 | 12 | 15 | 6  | 1  | 24,91 |
| 31 | 99 | 64 | 66 | 71 | 25 | 34 | 33,92 |
| 9  | 32 | 17 | 24 | 23 | 6  | 12 | 34,49 |
| 5  | 10 | 6  | 9  | 8  | 3  | 4  | 34,33 |

|       |       |       |       |       |       |      |
|-------|-------|-------|-------|-------|-------|------|
| 0,563 | 0,573 | 0,558 | 0,582 | 0,56  | 0,537 | 0,62 |
| 0,257 | 0,233 | 0,23  | 0,247 | 0,247 | 0,249 | 0,21 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 2  | 2  | 3  | 1  | 3  | 1  | 0  | 23,25 |
| 27 | 77 | 59 | 45 | 57 | 21 | 26 | 33,51 |
| 15 | 45 | 20 | 40 | 31 | 10 | 19 | 34,78 |
| 8  | 32 | 15 | 25 | 26 | 8  | 6  | 30,52 |

|       |       |       |       |       |       |      |
|-------|-------|-------|-------|-------|-------|------|
| 0,672 | 0,707 | 0,644 | 0,746 | 0,702 | 0,686 | 0,7  |
| 0,239 | 0,228 | 0,23  | 0,223 | 0,239 | 0,238 | 0,21 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 5  | 2  | 4  | 3  | 5  | 2  | 0  | 23,71 |
| 22 | 70 | 47 | 45 | 46 | 21 | 25 | 34,7  |
| 16 | 49 | 29 | 36 | 39 | 13 | 13 | 31,42 |
| 9  | 35 | 17 | 27 | 27 | 4  | 13 | 33,77 |

|       |       |       |       |       |       |      |
|-------|-------|-------|-------|-------|-------|------|
| 0,667 | 0,727 | 0,686 | 0,735 | 0,726 | 0,654 | 0,72 |
|-------|-------|-------|-------|-------|-------|------|

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|       |       |       |       |       |       |      |       |
|-------|-------|-------|-------|-------|-------|------|-------|
| 0,274 | 0,229 | 0,243 | 0,239 | 0,248 | 0,238 | 0,23 |       |
| 5     | 5     | 3     | 7     | 5     | 4     | 1    | 30,4  |
| 26    | 70    | 53    | 43    | 51    | 20    | 25   | 33,45 |
| 8     | 37    | 18    | 27    | 26    | 8     | 11   | 33,33 |
| 13    | 44    | 23    | 34    | 35    | 8     | 14   | 32,82 |
| 0,647 | 0,719 | 0,677 | 0,722 | 0,718 | 0,638 | 0,71 |       |
| 0,28  | 0,249 | 0,244 | 0,269 | 0,257 | 0,276 | 0,24 |       |
| 4     | 9     | 5     | 8     | 9     | 4     | 0    | 24,23 |
| 26    | 83    | 57    | 52    | 62    | 17    | 30   | 34,79 |
| 9     | 35    | 12    | 32    | 22    | 10    | 12   | 33,7  |
| 13    | 29    | 23    | 19    | 24    | 9     | 9    | 30,86 |
| 0,662 | 0,656 | 0,646 | 0,668 | 0,645 | 0,669 | 0,68 |       |
| 0,272 | 0,251 | 0,253 | 0,259 | 0,263 | 0,283 | 0,22 |       |
| 2     | 5     | 4     | 3     | 3     | 4     | 0    | 28,86 |
| 16    | 65    | 42    | 39    | 41    | 14    | 26   | 36,43 |
| 13    | 29    | 15    | 27    | 28    | 9     | 5    | 28,29 |
| 21    | 57    | 36    | 42    | 45    | 13    | 20   | 32,63 |
| 0,782 | 0,741 | 0,729 | 0,771 | 0,774 | 0,71  | 0,73 |       |
| 0,253 | 0,255 | 0,264 | 0,246 | 0,245 | 0,294 | 0,24 |       |
| 0     | 1     | 0     | 1     | 0     | 1     | 0    | 38    |
| 14    | 48    | 31    | 31    | 26    | 15    | 21   | 37,84 |
| 13    | 31    | 13    | 31    | 27    | 7     | 10   | 31,64 |
| 25    | 76    | 53    | 48    | 64    | 17    | 20   | 30,79 |
| 0,835 | 0,817 | 0,824 | 0,819 | 0,861 | 0,77  | 0,77 |       |
| 0,211 | 0,227 | 0,227 | 0,22  | 0,2   | 0,253 | 0,23 |       |
| 9     | 13    | 10    | 12    | 15    | 5     | 2    | 27    |
| 35    | 98    | 67    | 66    | 73    | 25    | 35   | 34,08 |
| 5     | 37    | 16    | 26    | 26    | 6     | 10   | 31,57 |
| 3     | 8     | 4     | 7     | 3     | 4     | 4    | 39,45 |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|       |       |       |       |       |      |      |
|-------|-------|-------|-------|-------|------|------|
| 0,5   | 0,584 | 0,544 | 0,579 | 0,549 | 0,56 | 0,6  |
| 0,233 | 0,229 | 0,218 | 0,244 | 0,235 | 0,25 | 0,21 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 5  | 5  | 3  | 7  | 5  | 4  | 1  | 31,1  |
| 27 | 93 | 65 | 55 | 67 | 22 | 31 | 33,37 |
| 12 | 35 | 18 | 29 | 27 | 9  | 11 | 31,91 |
| 8  | 23 | 11 | 20 | 18 | 5  | 8  | 34,55 |

|       |       |       |       |       |      |      |
|-------|-------|-------|-------|-------|------|------|
| 0,628 | 0,647 | 0,615 | 0,665 | 0,648 | 0,61 | 0,65 |
| 0,266 | 0,23  | 0,216 | 0,255 | 0,238 | 0,26 | 0,23 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 10 | 24 | 14 | 20 | 28 | 3  | 3  | 24,97 |
| 35 | 97 | 63 | 69 | 65 | 29 | 38 | 35,48 |
| 6  | 28 | 15 | 19 | 18 | 7  | 9  | 33,65 |
| 1  | 7  | 5  | 3  | 6  | 1  | 1  | 26,25 |

|       |       |       |       |       |       |      |
|-------|-------|-------|-------|-------|-------|------|
| 0,48  | 0,532 | 0,53  | 0,51  | 0,493 | 0,55  | 0,56 |
| 0,223 | 0,242 | 0,236 | 0,241 | 0,265 | 0,202 | 0,19 |

|    |     |    |    |    |    |    |       |
|----|-----|----|----|----|----|----|-------|
| 6  | 16  | 10 | 12 | 19 | 3  | 0  | 21,64 |
| 34 | 100 | 62 | 72 | 66 | 31 | 37 | 35,37 |
| 10 | 35  | 20 | 25 | 29 | 4  | 12 | 31,24 |
| 2  | 5   | 5  | 2  | 3  | 2  | 2  | 37,71 |

|       |       |       |       |       |       |      |
|-------|-------|-------|-------|-------|-------|------|
| 0,548 | 0,562 | 0,565 | 0,554 | 0,545 | 0,534 | 0,61 |
| 0,23  | 0,227 | 0,232 | 0,224 | 0,253 | 0,194 | 0,18 |

|    |     |    |    |    |    |    |       |
|----|-----|----|----|----|----|----|-------|
| 7  | 12  | 10 | 9  | 16 | 3  | 0  | 21,74 |
| 30 | 101 | 59 | 72 | 68 | 27 | 36 | 34,36 |
| 13 | 35  | 25 | 23 | 26 | 8  | 14 | 35,06 |
| 2  | 8   | 3  | 7  | 7  | 2  | 1  | 28,9  |

|       |       |       |       |       |       |      |
|-------|-------|-------|-------|-------|-------|------|
| 0,563 | 0,582 | 0,574 | 0,579 | 0,562 | 0,573 | 0,61 |
| 0,25  | 0,224 | 0,234 | 0,227 | 0,252 | 0,219 | 0,18 |

|   |   |   |   |   |   |   |       |
|---|---|---|---|---|---|---|-------|
| 4 | 3 | 4 | 3 | 6 | 1 | 0 | 20,71 |
|---|---|---|---|---|---|---|-------|

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|       |       |       |       |       |       |      |       |
|-------|-------|-------|-------|-------|-------|------|-------|
| 31    | 92    | 63    | 60    | 57    | 31    | 35   | 35,7  |
| 15    | 41    | 22    | 34    | 36    | 7     | 13   | 31,64 |
| 2     | 20    | 8     | 14    | 18    | 1     | 3    | 26,27 |
| 0,6   | 0,657 | 0,612 | 0,669 | 0,674 | 0,57  | 0,63 |       |
| 0,231 | 0,22  | 0,218 | 0,227 | 0,246 | 0,176 | 0,19 |       |
| 6     | 9     | 6     | 9     | 14    | 1     | 0    | 19,73 |
| 29    | 91    | 60    | 60    | 60    | 26    | 34   | 35,15 |
| 13    | 37    | 20    | 30    | 28    | 11    | 11   | 32,28 |
| 4     | 19    | 11    | 12    | 15    | 2     | 6    | 32,96 |
| 0,59  | 0,629 | 0,612 | 0,626 | 0,61  | 0,62  | 0,64 |       |
| 0,255 | 0,238 | 0,235 | 0,25  | 0,269 | 0,206 | 0,2  |       |
| 4     | 4     | 5     | 3     | 7     | 0     | 1    | 24,75 |
| 16    | 53    | 39    | 30    | 29    | 17    | 23   | 37,61 |
| 15    | 45    | 26    | 34    | 38    | 10    | 12   | 31,15 |
| 17    | 54    | 27    | 44    | 43    | 13    | 15   | 31,32 |
| 0,744 | 0,773 | 0,721 | 0,804 | 0,784 | 0,758 | 0,73 |       |
| 0,277 | 0,24  | 0,26  | 0,235 | 0,259 | 0,229 | 0,24 |       |
| 4     | 3     | 5     | 2     | 6     | 0     | 1    | 25,86 |
| 16    | 50    | 39    | 27    | 29    | 17    | 20   | 36,44 |
| 14    | 43    | 20    | 37    | 33    | 8     | 16   | 33,91 |
| 18    | 60    | 33    | 45    | 49    | 15    | 14   | 30,35 |
| 0,746 | 0,79  | 0,729 | 0,823 | 0,797 | 0,763 | 0,75 |       |
| 0,278 | 0,235 | 0,266 | 0,22  | 0,255 | 0,234 | 0,24 |       |
| 3     | 2     | 3     | 2     | 3     | 2     | 0    | 25,8  |
| 28    | 72    | 53    | 47    | 51    | 21    | 28   | 34,69 |
| 15    | 54    | 25    | 44    | 44    | 12    | 13   | 30,48 |
| 6     | 28    | 16    | 18    | 19    | 5     | 10   | 34,85 |
| 0,645 | 0,716 | 0,669 | 0,725 | 0,714 | 0,657 | 0,7  |       |
| 0,243 | 0,224 | 0,235 | 0,224 | 0,23  | 0,242 | 0,22 |       |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |     |    |    |    |    |    |       |
|----|-----|----|----|----|----|----|-------|
| 18 | 37  | 25 | 30 | 38 | 9  | 8  | 28,38 |
| 29 | 100 | 60 | 69 | 64 | 27 | 38 | 35,32 |
| 5  | 16  | 11 | 10 | 13 | 3  | 5  | 32,86 |
| 0  | 3   | 1  | 2  | 2  | 1  | 0  | 26,33 |

|       |       |       |       |       |       |      |
|-------|-------|-------|-------|-------|-------|------|
| 0,405 | 0,458 | 0,45  | 0,441 | 0,427 | 0,455 | 0,48 |
| 0,236 | 0,229 | 0,233 | 0,231 | 0,25  | 0,221 | 0,19 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 4  | 6  | 6  | 4  | 9  | 0  | 1  | 23,8  |
| 34 | 96 | 67 | 63 | 73 | 23 | 34 | 33,53 |
| 10 | 37 | 14 | 33 | 23 | 13 | 11 | 33,7  |
| 4  | 17 | 10 | 11 | 12 | 4  | 5  | 33,57 |

|       |       |       |       |       |       |      |
|-------|-------|-------|-------|-------|-------|------|
| 0,582 | 0,63  | 0,583 | 0,649 | 0,597 | 0,673 | 0,62 |
| 0,229 | 0,225 | 0,222 | 0,226 | 0,237 | 0,207 | 0,21 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 4  | 1  | 4  | 1  | 5  | 0  | 0  | 18,2  |
| 26 | 76 | 55 | 47 | 51 | 22 | 29 | 35,12 |
| 7  | 33 | 16 | 24 | 24 | 6  | 10 | 31,6  |
| 15 | 46 | 22 | 39 | 37 | 12 | 12 | 31,95 |

|       |       |       |       |       |       |      |
|-------|-------|-------|-------|-------|-------|------|
| 0,666 | 0,725 | 0,66  | 0,754 | 0,72  | 0,707 | 0,69 |
| 0,277 | 0,234 | 0,248 | 0,237 | 0,259 | 0,235 | 0,23 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 4  | 4  | 4  | 4  | 5  | 1  | 2  | 33,88 |
| 23 | 82 | 51 | 54 | 52 | 22 | 31 | 35,2  |
| 14 | 34 | 23 | 25 | 29 | 8  | 11 | 32,67 |
| 11 | 36 | 19 | 28 | 31 | 9  | 7  | 28,74 |

|       |       |       |       |       |       |      |
|-------|-------|-------|-------|-------|-------|------|
| 0,679 | 0,688 | 0,672 | 0,698 | 0,71  | 0,679 | 0,64 |
| 0,269 | 0,24  | 0,245 | 0,249 | 0,254 | 0,241 | 0,23 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 1  | 1  | 2  | 0  | 2  | 0  | 0  | 16,5  |
| 28 | 95 | 60 | 63 | 68 | 25 | 30 | 33,91 |
| 10 | 40 | 20 | 30 | 29 | 6  | 15 | 33,48 |
| 13 | 20 | 15 | 18 | 18 | 9  | 6  | 30,55 |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|       |       |       |       |       |       |      |
|-------|-------|-------|-------|-------|-------|------|
| 0,691 | 0,659 | 0,648 | 0,684 | 0,665 | 0,669 | 0,67 |
| 0,24  | 0,212 | 0,224 | 0,215 | 0,224 | 0,225 | 0,21 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 0  | 5  | 1  | 4  | 2  | 0  | 3  | 51    |
| 34 | 95 | 61 | 68 | 72 | 26 | 31 | 33,33 |
| 10 | 39 | 25 | 24 | 33 | 6  | 10 | 29,33 |
| 8  | 17 | 10 | 15 | 10 | 8  | 7  | 35,8  |

|       |       |       |       |       |       |      |
|-------|-------|-------|-------|-------|-------|------|
| 0,65  | 0,637 | 0,646 | 0,636 | 0,643 | 0,657 | 0,62 |
| 0,211 | 0,222 | 0,209 | 0,228 | 0,211 | 0,22  | 0,24 |

|    |     |    |    |    |    |    |       |
|----|-----|----|----|----|----|----|-------|
| 1  | 5   | 3  | 3  | 2  | 1  | 3  | 47,17 |
| 39 | 104 | 64 | 79 | 77 | 30 | 36 | 33,89 |
| 8  | 39  | 23 | 24 | 31 | 6  | 10 | 29,21 |
| 4  | 8   | 7  | 5  | 7  | 3  | 2  | 32    |

|       |       |       |       |       |       |      |
|-------|-------|-------|-------|-------|-------|------|
| 0,59  | 0,608 | 0,614 | 0,594 | 0,624 | 0,585 | 0,57 |
| 0,192 | 0,205 | 0,21  | 0,194 | 0,202 | 0,194 | 0,21 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 0  | 1  | 0  | 1  | 1  | 0  | 0  | 16    |
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 0  | 1  | 0  | 1  | 0  | 0  | 1  | 83    |
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 1  | 6  | 3  | 4  | 3  | 1  | 3  | 36,71 |
| 0  | 10 | 2  | 8  | 7  | 2  | 1  | 28,2  |
| 10 | 26 | 13 | 23 | 22 | 8  | 6  | 30,17 |
| 25 | 44 | 40 | 29 | 39 | 13 | 17 | 32,52 |
| 6  | 30 | 14 | 22 | 23 | 5  | 8  | 31,89 |
| 10 | 38 | 25 | 23 | 22 | 11 | 15 | 36,88 |

|      |      |      |      |      |      |      |
|------|------|------|------|------|------|------|
| 8,25 | 8,19 | 8,39 | 8,04 | 8,12 | 8,3  | 8,31 |
| 1,1  | 1,58 | 1,24 | 1,63 | 1,47 | 1,34 | 1,58 |

|   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|----|
| 0 | 0 | 0 | 0 | 0 | 0 | 0 |    |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 |    |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 |    |
| 0 | 1 | 0 | 1 | 0 | 0 | 1 | 55 |
| 0 | 1 | 1 | 0 | 0 | 0 | 1 | 73 |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |      |      |      |      |       |
|------|------|------|------|------|------|------|-------|
| 0    | 1    | 0    | 1    | 0    | 0    | 1    | 53    |
| 3    | 10   | 4    | 9    | 8    | 2    | 3    | 29,46 |
| 8    | 16   | 10   | 14   | 15   | 5    | 4    | 29,75 |
| 19   | 48   | 33   | 34   | 41   | 12   | 14   | 31,37 |
| 10   | 35   | 19   | 26   | 25   | 9    | 11   | 33,98 |
| 12   | 44   | 30   | 26   | 28   | 12   | 16   | 35,3  |
| 8,38 | 8,48 | 8,59 | 8,34 | 8,43 | 8,6  | 8,41 |       |
| 1,17 | 1,35 | 1,24 | 1,35 | 1,18 | 1,19 | 1,63 |       |

|      |      |      |      |      |      |      |       |
|------|------|------|------|------|------|------|-------|
| 0    | 1    | 0    | 1    | 0    | 0    | 1    | 55    |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 1    | 1    | 1    | 1    | 2    | 0    | 0    | 21    |
| 0    | 1    | 0    | 1    | 1    | 0    | 0    | 17    |
| 0    | 7    | 4    | 3    | 4    | 1    | 2    | 31,57 |
| 4    | 6    | 4    | 6    | 7    | 1    | 2    | 28,7  |
| 6    | 8    | 6    | 8    | 7    | 6    | 1    | 30,86 |
| 8    | 25   | 19   | 14   | 19   | 5    | 9    | 33,64 |
| 14   | 35   | 20   | 29   | 27   | 10   | 12   | 33,31 |
| 19   | 72   | 43   | 48   | 50   | 17   | 24   | 33,96 |
| 8,63 | 8,78 | 8,77 | 8,71 | 8,68 | 8,82 | 8,8  |       |
| 1,51 | 1,66 | 1,5  | 1,73 | 1,63 | 1,34 | 1,82 |       |

|      |      |      |      |      |      |      |       |
|------|------|------|------|------|------|------|-------|
| 0    | 1    | 1    | 0    | 0    | 1    | 0    | 33    |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 1    | 0    | 1    | 0    | 0    | 1    | 53    |
| 1    | 3    | 1    | 3    | 1    | 2    | 1    | 37,5  |
| 2    | 2    | 0    | 4    | 3    | 0    | 1    | 32    |
| 8    | 15   | 13   | 10   | 15   | 5    | 3    | 28,57 |
| 9    | 27   | 18   | 18   | 19   | 6    | 11   | 34,17 |
| 17   | 42   | 28   | 31   | 36   | 11   | 12   | 31,83 |
| 15   | 65   | 36   | 44   | 43   | 15   | 22   | 34,46 |
| 8,62 | 8,85 | 8,78 | 8,79 | 8,84 | 8,55 | 8,86 |       |
| 1,27 | 1,44 | 1,44 | 1,37 | 1,18 | 1,93 | 1,37 |       |

|   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|
| 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 1  | 0  | 1  | 0  | 0  | 1  | 0  | 38    |
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 1  | 1  | 1  | 1  | 2  | 0  | 0  | 21,5  |
| 0  | 3  | 1  | 2  | 0  | 1  | 2  | 51    |
| 1  | 5  | 1  | 5  | 5  | 0  | 1  | 26,33 |
| 8  | 11 | 6  | 13 | 15 | 2  | 2  | 24,68 |
| 6  | 36 | 25 | 17 | 22 | 8  | 12 | 34,71 |
| 13 | 39 | 21 | 31 | 28 | 11 | 13 | 34,04 |
| 22 | 61 | 41 | 42 | 45 | 17 | 21 | 33,7  |

|      |      |      |      |      |      |      |
|------|------|------|------|------|------|------|
| 8,71 | 8,81 | 8,85 | 8,74 | 8,73 | 8,85 | 8,88 |
| 1,65 | 1,28 | 1,39 | 1,37 | 1,36 | 1,58 | 1,28 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 0  | 1  | 1  | 0  | 0  | 0  | 1  | 56    |
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 2  | 2  | 2  | 2  | 2  | 2  | 0  | 26    |
| 0  | 3  | 1  | 2  | 2  | 0  | 1  | 30,67 |
| 6  | 16 | 8  | 14 | 17 | 4  | 1  | 24,14 |
| 8  | 24 | 19 | 13 | 20 | 5  | 7  | 31,5  |
| 15 | 38 | 24 | 29 | 24 | 13 | 16 | 35,66 |
| 21 | 72 | 42 | 51 | 52 | 16 | 25 | 34,46 |

|      |      |      |      |      |      |      |
|------|------|------|------|------|------|------|
| 8,87 | 8,94 | 8,87 | 8,96 | 8,86 | 8,88 | 9,08 |
| 1,28 | 1,39 | 1,49 | 1,24 | 1,27 | 1,32 | 1,59 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 0  | 1  | 0  | 1  | 1  | 0  | 0  | 27    |
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 0  | 1  | 1  | 0  | 0  | 1  | 0  | 31    |
| 4  | 4  | 2  | 6  | 7  | 1  | 0  | 22,38 |
| 4  | 5  | 7  | 2  | 6  | 2  | 1  | 28,22 |
| 6  | 18 | 12 | 12 | 13 | 6  | 5  | 32,13 |
| 7  | 25 | 13 | 19 | 14 | 4  | 14 | 39,69 |
| 13 | 42 | 25 | 30 | 29 | 15 | 11 | 32,85 |
| 18 | 60 | 37 | 41 | 47 | 11 | 20 | 32,65 |

|      |      |      |      |      |     |      |
|------|------|------|------|------|-----|------|
| 8,44 | 8,72 | 8,65 | 8,65 | 8,61 | 8,5 | 8,86 |
| 1,61 | 1,45 | 1,47 | 1,53 | 1,63 | 1,5 | 1,11 |

|   |   |   |   |   |   |   |       |
|---|---|---|---|---|---|---|-------|
| 2 | 1 | 1 | 2 | 2 | 1 | 0 | 30,33 |
|---|---|---|---|---|---|---|-------|

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |    |    |   |    |       |
|----|----|----|----|----|---|----|-------|
| 3  | 1  | 3  | 1  | 1  | 3 | 0  | 34    |
| 0  | 3  | 2  | 1  | 3  | 0 | 0  | 21,67 |
| 0  | 11 | 8  | 3  | 5  | 4 | 2  | 31,82 |
| 3  | 11 | 2  | 12 | 5  | 2 | 7  | 42,14 |
| 10 | 22 | 16 | 16 | 17 | 6 | 9  | 33,38 |
| 11 | 20 | 19 | 12 | 23 | 3 | 5  | 27,65 |
| 4  | 16 | 10 | 10 | 9  | 4 | 7  | 38,05 |
| 6  | 32 | 16 | 22 | 22 | 6 | 10 | 33,26 |
| 6  | 20 | 11 | 15 | 15 | 6 | 5  | 33,08 |
| 7  | 19 | 9  | 17 | 15 | 5 | 6  | 32,46 |

|      |      |      |      |      |      |      |
|------|------|------|------|------|------|------|
| 6,37 | 6,74 | 6,39 | 6,87 | 6,74 | 6,28 | 6,73 |
| 2,64 | 2,29 | 2,37 | 2,38 | 2,34 | 2,86 | 2,08 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 0  | 3  | 1  | 2  | 0  | 1  | 2  | 50    |
| 0  | 2  | 2  | 0  | 2  | 0  | 0  | 19    |
| 3  | 3  | 3  | 3  | 6  | 0  | 0  | 19,5  |
| 7  | 4  | 4  | 7  | 7  | 3  | 1  | 28,09 |
| 4  | 22 | 15 | 11 | 10 | 6  | 10 | 40,04 |
| 10 | 43 | 23 | 30 | 31 | 9  | 13 | 32,17 |
| 28 | 79 | 49 | 58 | 61 | 21 | 25 | 32,95 |

|      |      |      |      |      |      |      |
|------|------|------|------|------|------|------|
| 9,02 | 9,11 | 9,04 | 9,13 | 9,09 | 9,1  | 9,06 |
| 1,31 | 1,27 | 1,31 | 1,25 | 1,26 | 1,28 | 1,33 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 0  | 2  | 2  | 0  | 1  | 0  | 1  | 31,5  |
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 0  | 1  | 0  | 1  | 0  | 0  | 1  | 53    |
| 2  | 0  | 0  | 2  | 2  | 0  | 0  | 21    |
| 3  | 4  | 4  | 3  | 5  | 1  | 1  | 27,14 |
| 1  | 13 | 6  | 8  | 9  | 2  | 3  | 30,71 |
| 4  | 18 | 14 | 8  | 12 | 6  | 4  | 31,05 |
| 9  | 29 | 23 | 15 | 23 | 6  | 9  | 33,11 |
| 14 | 35 | 17 | 32 | 27 | 9  | 13 | 33,67 |
| 19 | 54 | 31 | 42 | 38 | 16 | 19 | 34,48 |

|      |      |      |      |      |     |      |
|------|------|------|------|------|-----|------|
| 8,56 | 8,42 | 8,26 | 8,63 | 8,36 | 8,7 | 8,49 |
| 1,66 | 1,76 | 1,87 | 1,6  | 1,74 | 1,4 | 1,95 |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |      |      |      |      |       |
|------|------|------|------|------|------|------|-------|
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 1    | 1    | 2    | 0    | 2    | 0    | 0    | 16    |
| 1    | 2    | 0    | 3    | 2    | 0    | 1    | 29    |
| 2    | 1    | 1    | 2    | 2    | 1    | 0    | 29,67 |
| 2    | 6    | 3    | 5    | 5    | 2    | 1    | 28,5  |
| 2    | 11   | 6    | 7    | 10   | 2    | 1    | 24,62 |
| 6    | 32   | 24   | 14   | 23   | 4    | 11   | 33,79 |
| 17   | 46   | 27   | 36   | 32   | 15   | 16   | 34,4  |
| 21   | 57   | 34   | 44   | 41   | 16   | 21   | 34,35 |
| 8,73 | 8,78 | 8,72 | 8,8  | 8,6  | 8,95 | 9    |       |
| 1,67 | 1,35 | 1,4  | 1,46 | 1,57 | 1,26 | 1,18 |       |

|      |      |      |      |      |      |     |       |
|------|------|------|------|------|------|-----|-------|
| 0    | 1    | 0    | 1    | 1    | 0    | 0   | 26    |
| 0    | 0    | 0    | 0    | 0    | 0    | 0   |       |
| 1    | 0    | 0    | 1    | 1    | 0    | 0   | 25    |
| 0    | 1    | 1    | 0    | 1    | 0    | 0   | 16    |
| 0    | 0    | 0    | 0    | 0    | 0    | 0   |       |
| 3    | 5    | 6    | 2    | 7    | 0    | 1   | 23    |
| 3    | 5    | 6    | 2    | 8    | 0    | 0   | 20,25 |
| 5    | 16   | 5    | 16   | 15   | 2    | 4   | 29,05 |
| 11   | 32   | 25   | 18   | 20   | 12   | 11  | 33,74 |
| 17   | 48   | 28   | 37   | 33   | 15   | 17  | 35,34 |
| 12   | 48   | 26   | 34   | 31   | 11   | 18  | 35,25 |
| 8,29 | 8,58 | 8,41 | 8,59 | 8,21 | 8,88 | 8,9 |       |
| 1,66 | 1,52 | 1,53 | 1,59 | 1,83 | 0,88 | 1,1 |       |

|      |      |     |      |      |      |      |       |
|------|------|-----|------|------|------|------|-------|
| 0    | 0    | 0   | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0   | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0   | 0    | 0    | 0    | 0    |       |
| 0    | 3    | 2   | 1    | 1    | 0    | 2    | 49,67 |
| 1    | 6    | 5   | 2    | 5    | 1    | 1    | 27,71 |
| 4    | 6    | 2   | 8    | 6    | 1    | 3    | 32,1  |
| 2    | 12   | 8   | 6    | 7    | 3    | 4    | 33,36 |
| 7    | 20   | 15  | 12   | 20   | 2    | 5    | 29,33 |
| 7    | 36   | 17  | 26   | 26   | 8    | 9    | 30,58 |
| 17   | 32   | 19  | 30   | 24   | 13   | 12   | 35,84 |
| 14   | 41   | 29  | 26   | 28   | 12   | 15   | 34,4  |
| 8,35 | 8,08 | 8,1 | 8,19 | 8,03 | 8,55 | 8,12 |       |

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|      |      |      |      |      |      |      |       |
|------|------|------|------|------|------|------|-------|
| 1,62 | 1,77 | 1,85 | 1,64 | 1,72 | 1,5  | 1,93 |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 1    | 0    | 1    | 1    | 0    | 0    | 17    |
| 1    | 2    | 1    | 2    | 1    | 1    | 1    | 33,67 |
| 1    | 0    | 1    | 0    | 1    | 0    | 0    | 18    |
| 3    | 19   | 15   | 7    | 16   | 1    | 5    | 29,55 |
| 17   | 31   | 21   | 27   | 27   | 10   | 11   | 32,46 |
| 16   | 50   | 28   | 38   | 33   | 15   | 18   | 35,05 |
| 14   | 53   | 31   | 36   | 38   | 13   | 16   | 33,27 |
| 8,69 | 8,81 | 8,72 | 8,84 | 8,72 | 8,93 | 8,82 |       |
| 1,11 | 1,17 | 1,16 | 1,15 | 1,21 | 1,05 | 1,11 |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 2    | 2    | 0    | 2    | 0    | 0    | 20    |
| 0    | 1    | 1    | 0    | 1    | 0    | 0    | 19    |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 1    | 4    | 1    | 4    | 0    | 1    | 4    | 54,8  |
| 2    | 7    | 6    | 3    | 5    | 1    | 3    | 34,33 |
| 7    | 18   | 11   | 14   | 16   | 5    | 4    | 29,24 |
| 12   | 34   | 21   | 25   | 27   | 6    | 13   | 32,63 |
| 14   | 39   | 23   | 30   | 28   | 12   | 13   | 34,13 |
| 16   | 51   | 32   | 35   | 38   | 15   | 14   | 32,88 |
| 8,62 | 8,51 | 8,45 | 8,61 | 8,52 | 8,8  | 8,37 |       |
| 1,27 | 1,57 | 1,68 | 1,32 | 1,56 | 1,29 | 1,51 |       |
| 0    | 1    | 1    | 0    | 1    | 0    | 0    | 17    |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 2    | 2    | 0    | 1    | 0    | 1    | 33,5  |
| 2    | 9    | 9    | 2    | 7    | 2    | 2    | 29,82 |
| 1    | 6    | 2    | 5    | 4    | 1    | 2    | 33,57 |
| 4    | 12   | 5    | 11   | 11   | 2    | 3    | 28,81 |
| 16   | 38   | 28   | 26   | 31   | 11   | 12   | 31,78 |
| 15   | 48   | 25   | 38   | 33   | 14   | 16   | 34,62 |

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|      |      |      |      |      |      |      |       |
|------|------|------|------|------|------|------|-------|
| 14   | 40   | 25   | 29   | 29   | 10   | 15   | 34,83 |
| 8,6  | 8,39 | 8,24 | 8,62 | 8,33 | 8,6  | 8,57 |       |
| 1,24 | 1,6  | 1,8  | 1,21 | 1,62 | 1,28 | 1,45 |       |
| 0    | 1    | 1    | 0    | 1    | 0    | 0    | 17    |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 1    | 1    | 0    | 1    | 0    | 0    | 19    |
| 0    | 1    | 0    | 1    | 1    | 0    | 0    | 17    |
| 0    | 3    | 1    | 2    | 2    | 0    | 1    | 30,33 |
| 0    | 3    | 2    | 1    | 1    | 1    | 1    | 38,67 |
| 4    | 4    | 2    | 6    | 2    | 3    | 3    | 41,88 |
| 6    | 28   | 19   | 15   | 19   | 4    | 11   | 34,29 |
| 18   | 50   | 26   | 42   | 36   | 16   | 16   | 33,78 |
| 24   | 65   | 45   | 44   | 54   | 16   | 19   | 31,78 |
| 9,19 | 8,92 | 8,97 | 9,01 | 9    | 9,07 | 8,9  |       |
| 0,93 | 1,45 | 1,52 | 1,16 | 1,51 | 1,02 | 1,15 |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 2    | 1    | 1    | 2    | 0    | 0    | 18    |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 2    | 0    | 2    | 0    | 0    | 2    | 50,5  |
| 1    | 1    | 2    | 0    | 1    | 1    | 0    | 29    |
| 3    | 4    | 3    | 4    | 5    | 1    | 1    | 25,86 |
| 6    | 22   | 14   | 14   | 15   | 4    | 9    | 35,57 |
| 18   | 48   | 25   | 41   | 33   | 16   | 17   | 34,77 |
| 24   | 77   | 52   | 49   | 61   | 18   | 22   | 31,87 |
| 9,17 | 9,14 | 9,2  | 9,11 | 9,16 | 9,22 | 9,06 |       |
| 0,98 | 1,27 | 1,21 | 1,2  | 1,31 | 0,92 | 1,16 |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 1    | 0    | 1    | 0    | 0    | 1    | 53    |
| 0    | 4    | 3    | 1    | 3    | 0    | 1    | 32,5  |
| 5    | 7    | 5    | 7    | 9    | 1    | 2    | 27,5  |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |      |      |      |      |       |
|------|------|------|------|------|------|------|-------|
| 6    | 25   | 13   | 18   | 15   | 6    | 10   | 35,55 |
| 16   | 52   | 30   | 38   | 34   | 14   | 20   | 35,32 |
| 25   | 67   | 46   | 46   | 56   | 19   | 17   | 31,18 |
| 9,17 | 9,08 | 9,14 | 9,06 | 9,12 | 9,28 | 8,92 |       |
| 0,98 | 1,05 | 1,04 | 1,03 | 1,07 | 0,82 | 1,09 |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 1    | 1    | 0    | 1    | 0    | 0    | 20    |
| 1    | 0    | 1    | 0    | 0    | 1    | 0    | 38    |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 2    | 1    | 1    | 2    | 3    | 0    | 0    | 19    |
| 4    | 10   | 8    | 6    | 9    | 3    | 2    | 29,21 |
| 4    | 5    | 3    | 6    | 6    | 0    | 3    | 32,56 |
| 4    | 17   | 11   | 10   | 16   | 3    | 2    | 26,14 |
| 8    | 44   | 27   | 25   | 34   | 5    | 13   | 30,63 |
| 17   | 33   | 22   | 28   | 22   | 13   | 15   | 36,78 |
| 12   | 45   | 23   | 34   | 26   | 15   | 16   | 36,63 |
| 8,06 | 8,35 | 8,1  | 8,43 | 8    | 8,63 | 8,65 |       |
| 1,92 | 1,58 | 1,79 | 1,55 | 1,72 | 1,78 | 1,34 |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 2    | 0    | 2    | 0    | 1    | 1    | 44,5  |
| 1    | 0    | 0    | 1    | 0    | 1    | 0    | 31    |
| 2    | 2    | 0    | 4    | 3    | 0    | 1    | 30    |
| 2    | 8    | 4    | 6    | 6    | 1    | 3    | 33,7  |
| 6    | 14   | 10   | 10   | 14   | 2    | 4    | 29,25 |
| 10   | 36   | 24   | 22   | 26   | 9    | 11   | 32,37 |
| 15   | 46   | 28   | 33   | 31   | 14   | 16   | 34,79 |
| 16   | 48   | 31   | 33   | 37   | 12   | 15   | 33,02 |
| 8,52 | 8,62 | 8,74 | 8,46 | 8,6  | 8,63 | 8,55 |       |
| 1,49 | 1,37 | 1,14 | 1,59 | 1,32 | 1,55 | 1,49 |       |
| 0    | 1    | 1    | 0    | 1    | 0    | 0    | 20    |
| 1    | 0    | 0    | 1    | 1    | 0    | 0    | 17    |
| 3    | 0    | 1    | 2    | 2    | 1    | 0    | 24,33 |
| 4    | 4    | 6    | 2    | 5    | 2    | 1    | 27,5  |
| 0    | 3    | 2    | 1    | 1    | 1    | 1    | 41    |

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|      |      |      |      |      |      |      |       |
|------|------|------|------|------|------|------|-------|
| 4    | 11   | 7    | 8    | 11   | 2    | 2    | 27,27 |
| 2    | 9    | 6    | 5    | 5    | 2    | 4    | 35,36 |
| 5    | 13   | 12   | 6    | 15   | 1    | 2    | 25,39 |
| 10   | 31   | 11   | 30   | 21   | 9    | 11   | 34,07 |
| 9    | 36   | 20   | 25   | 21   | 12   | 12   | 36,67 |
| 14   | 48   | 31   | 31   | 34   | 10   | 18   | 34,37 |
| 7,44 | 8,18 | 7,85 | 8,13 | 7,79 | 8,03 | 8,45 |       |
| 2,64 | 1,94 | 2,33 | 1,98 | 2,3  | 2,15 | 1,74 |       |

|      |      |      |      |      |      |      |       |
|------|------|------|------|------|------|------|-------|
| 0    | 2    | 1    | 1    | 1    | 0    | 1    | 40    |
| 2    | 0    | 1    | 1    | 1    | 1    | 0    | 27,5  |
| 4    | 1    | 1    | 4    | 3    | 2    | 0    | 26,4  |
| 0    | 3    | 2    | 1    | 1    | 0    | 2    | 45,33 |
| 2    | 8    | 4    | 6    | 6    | 4    | 0    | 27,6  |
| 2    | 10   | 5    | 7    | 5    | 2    | 5    | 39,75 |
| 3    | 18   | 13   | 8    | 13   | 3    | 5    | 30,38 |
| 8    | 13   | 7    | 14   | 13   | 5    | 3    | 29,67 |
| 7    | 40   | 25   | 22   | 31   | 5    | 11   | 31,36 |
| 15   | 27   | 20   | 22   | 23   | 9    | 10   | 33,17 |
| 9    | 34   | 18   | 25   | 20   | 9    | 14   | 37,26 |
| 7,37 | 7,66 | 7,6  | 7,58 | 7,55 | 7,38 | 7,84 |       |
| 2,59 | 2,11 | 2,15 | 2,31 | 2,14 | 2,53 | 2,22 |       |

|      |      |      |      |      |      |      |       |
|------|------|------|------|------|------|------|-------|
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 1    | 0    | 1    | 0    | 1    | 0    | 34    |
| 1    | 0    | 0    | 1    | 0    | 1    | 0    | 38    |
| 0    | 2    | 2    | 0    | 1    | 0    | 1    | 37,5  |
| 3    | 3    | 2    | 4    | 2    | 3    | 1    | 38,67 |
| 3    | 9    | 8    | 4    | 7    | 2    | 3    | 34,08 |
| 3    | 8    | 5    | 6    | 9    | 2    | 0    | 22,27 |
| 10   | 17   | 16   | 11   | 18   | 3    | 6    | 30,04 |
| 6    | 38   | 17   | 27   | 26   | 3    | 15   | 32,98 |
| 11   | 39   | 20   | 30   | 25   | 12   | 13   | 35,98 |
| 15   | 39   | 27   | 27   | 29   | 13   | 12   | 33,19 |
| 7,96 | 8,18 | 8,06 | 8,18 | 8,11 | 8    | 8,25 |       |
| 2    | 1,74 | 1,82 | 1,79 | 1,64 | 2,41 | 1,62 |       |



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|       |       |       |       |       |       |      |       |
|-------|-------|-------|-------|-------|-------|------|-------|
| 0     | 0     | 0     | 0     | 0     | 0     | 0    |       |
| 0     | 0     | 0     | 0     | 0     | 0     | 0    |       |
| 0     | 1     | 1     | 0     | 1     | 0     | 0    | 18    |
| 0     | 1     | 1     | 0     | 1     | 0     | 0    | 18    |
| 0     | 3     | 0     | 3     | 1     | 0     | 2    | 42    |
| 4     | 17    | 8     | 13    | 7     | 7     | 7    | 39,33 |
| 5     | 10    | 13    | 2     | 14    | 0     | 1    | 21,53 |
| 7     | 19    | 11    | 15    | 17    | 3     | 6    | 32    |
| 12    | 32    | 20    | 24    | 30    | 5     | 9    | 29,75 |
| 11    | 35    | 18    | 28    | 18    | 14    | 14   | 38,35 |
| 13    | 38    | 25    | 26    | 28    | 11    | 12   | 32,75 |
| 8,15  | 7,99  | 7,96  | 8,09  | 7,94  | 8,3   | 8,02 |       |
| 1,56  | 1,81  | 1,81  | 1,7   | 1,72  | 1,76  | 1,83 |       |
| 0     | 2     | 1     | 1     | 1     | 0     | 1    | 35,5  |
| 0     | 0     | 0     | 0     | 0     | 0     | 0    |       |
| 0     | 0     | 0     | 0     | 0     | 0     | 0    |       |
| 0     | 1     | 0     | 1     | 0     | 0     | 1    | 56    |
| 0     | 3     | 1     | 2     | 1     | 1     | 1    | 36    |
| 2     | 5     | 5     | 2     | 4     | 1     | 2    | 31,29 |
| 3     | 8     | 7     | 4     | 8     | 2     | 1    | 25,36 |
| 7     | 12    | 5     | 14    | 14    | 2     | 3    | 27,58 |
| 13    | 36    | 21    | 28    | 33    | 4     | 12   | 31,1  |
| 13    | 39    | 23    | 29    | 21    | 14    | 17   | 38,46 |
| 14    | 50    | 34    | 30    | 35    | 16    | 13   | 32,89 |
| 8,42  | 8,4   | 8,46  | 8,36  | 8,32  | 8,82  | 8,29 |       |
| 1,38  | 1,8   | 1,76  | 1,66  | 1,64  | 1,48  | 1,97 |       |
| 52    | 156   | 97    | 111   | 117   | 40    | 51   | 33,11 |
| 83,88 | 85,04 | 84,49 | 84,97 | 84,36 | 85,14 | 85,3 |       |
| 23    | 82    | 49    | 56    | 61    | 19    | 25   | 33,27 |
| 8     | 19    | 14    | 13    | 6     | 11    | 10   | 41,63 |
| 14    | 30    | 20    | 24    | 43    | 0     | 1    | 19,61 |
| 4     | 22    | 10    | 16    | 6     | 7     | 13   | 44,69 |
| 2     | 1     | 3     | 0     | 0     | 2     | 1    | 42,67 |
| 1     | 2     | 1     | 2     | 1     | 1     | 1    | 38,67 |
| 27    | 73    | 46    | 54    | 58    | 19    | 23   | 31,65 |
| 6     | 15    | 9     | 12    | 7     | 9     | 5    | 37,81 |
| 11    | 20    | 23    | 8     | 31    | 0     | 0    | 18,58 |
| 5     | 37    | 16    | 26    | 15    | 8     | 19   | 44,05 |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |     |    |     |     |    |    |       |
|----|-----|----|-----|-----|----|----|-------|
| 0  | 0   | 0  | 0   | 0   | 0  | 0  |       |
| 3  | 11  | 3  | 11  | 6   | 4  | 4  | 35,79 |
| 1  | 6   | 3  | 4   | 6   | 1  | 0  | 20,29 |
| 1  | 0   | 0  | 1   | 1   | 0  | 0  | 18    |
| 13 | 30  | 19 | 24  | 12  | 17 | 14 | 40    |
| 22 | 49  | 41 | 30  | 70  | 0  | 1  | 19,23 |
| 0  | 1   | 1  | 0   | 1   | 0  | 0  | 21    |
| 9  | 53  | 23 | 39  | 20  | 12 | 30 | 44,56 |
| 2  | 10  | 3  | 9   | 5   | 5  | 2  | 33,17 |
| 1  | 0   | 1  | 0   | 1   | 0  | 0  | 17    |
| 0  | 3   | 3  | 0   | 0   | 3  | 0  | 37,33 |
| 1  | 0   | 0  | 1   | 0   | 0  | 1  | 65    |
| 2  | 1   | 3  | 0   | 0   | 2  | 1  | 42,67 |
| 0  | 3   | 0  | 3   | 1   | 0  | 2  | 45,67 |
| 2  | 1   | 3  | 0   | 0   | 2  | 1  | 42,67 |
| 2  | 1   | 3  | 0   | 0   | 2  | 1  | 42,67 |
| 52 | 156 | 97 | 111 | 117 | 40 | 51 | 33,11 |
| 6  | 13  | 8  | 11  | 3   | 9  | 7  | 43,53 |
| 3  | 14  | 6  | 11  | 3   | 5  | 9  | 47,06 |
| 3  | 25  | 9  | 19  | 13  | 4  | 11 | 41,07 |
| 0  | 3   | 1  | 2   | 2   | 1  | 0  | 23,67 |
| 6  | 18  | 10 | 14  | 13  | 4  | 7  | 35,63 |
| 1  | 3   | 2  | 2   | 1   | 1  | 2  | 41,25 |
| 4  | 16  | 10 | 10  | 14  | 4  | 2  | 27,7  |
| 0  | 2   | 2  | 0   | 0   | 1  | 1  | 41    |
| 6  | 6   | 6  | 6   | 10  | 1  | 1  | 22,83 |
| 18 | 37  | 30 | 25  | 42  | 5  | 8  | 26,09 |
| 3  | 10  | 8  | 5   | 8   | 3  | 2  | 29,23 |
| 1  | 5   | 3  | 3   | 4   | 2  | 0  | 26    |
| 0  | 1   | 1  | 0   | 1   | 0  | 0  | 18    |

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|      |      |      |      |      |      |      |       |
|------|------|------|------|------|------|------|-------|
| 0    | 1    | 0    | 1    | 1    | 0    | 0    | 18    |
| 1    | 1    | 1    | 1    | 2    | 0    | 0    | 19    |
| 0    | 1    | 0    | 1    | 0    | 0    | 1    | 63    |
| 6,92 | 6,09 | 6,93 | 5,75 | 7,68 | 4,75 | 4,33 |       |
| 4,43 | 4,56 | 4,35 | 4,63 | 4,11 | 4,52 | 4,41 |       |
| 42   | 125  | 77   | 90   | 101  | 28   | 38   | 31,86 |
| 8    | 29   | 16   | 21   | 12   | 12   | 13   | 40,35 |
| 2    | 2    | 4    | 0    | 4    | 0    | 0    | 18,25 |
| 29   | 0    | 13   | 16   | 15   | 11   | 3    | 30,97 |
| 23   | 0    | 12   | 11   | 19   | 4    | 0    | 21,61 |
| 0    | 29   | 16   | 13   | 19   | 4    | 6    | 30,55 |
| 0    | 127  | 56   | 71   | 64   | 21   | 42   | 36,26 |
| 2    | 45   | 20   | 27   | 19   | 9    | 19   | 39,98 |
| 1    | 36   | 14   | 23   | 20   | 8    | 9    | 35,81 |
| 2    | 32   | 13   | 21   | 18   | 3    | 13   | 35,5  |
| 2    | 25   | 10   | 17   | 11   | 7    | 9    | 38,78 |
| 3    | 19   | 5    | 17   | 12   | 4    | 6    | 33,68 |
| 1    | 10   | 5    | 6    | 7    | 3    | 1    | 32,18 |
| 7    | 3    | 4    | 6    | 5    | 3    | 2    | 33,7  |
| 1    | 9    | 7    | 3    | 8    | 2    | 0    | 24    |
| 1    | 9    | 4    | 6    | 10   | 0    | 0    | 20,4  |

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|      |      |      |      |      |      |      |       |
|------|------|------|------|------|------|------|-------|
| 1    | 9    | 3    | 7    | 7    | 0    | 3    | 31,6  |
| 2    | 7    | 5    | 4    | 3    | 2    | 4    | 37,78 |
| 1    | 6    | 4    | 3    | 1    | 2    | 4    | 48,71 |
| 0    | 5    | 3    | 2    | 3    | 1    | 1    | 36,8  |
| 1    | 4    | 0    | 5    | 3    | 1    | 1    | 32,6  |
| 0    | 5    | 1    | 4    | 5    | 0    | 0    | 18,8  |
| 1    | 3    | 3    | 1    | 4    | 0    | 0    | 18    |
| 0    | 1    | 0    | 1    | 0    | 0    | 1    | 69    |
| 31   | 25   | 29   | 27   | 32   | 12   | 12   | 32,09 |
| 1    | 22   | 8    | 15   | 11   | 6    | 6    | 37,04 |
| 1,12 | 1,79 | 1,43 | 1,78 | 1,56 | 1,57 | 1,8  |       |
| 0,38 | 0,89 | 0,69 | 0,94 | 0,78 | 0,96 | 0,89 |       |

|   |    |   |    |   |   |   |       |
|---|----|---|----|---|---|---|-------|
| 1 | 12 | 2 | 11 | 7 | 4 | 2 | 30,69 |
| 1 | 8  | 3 | 6  | 5 | 1 | 3 | 36,78 |
| 0 | 5  | 1 | 4  | 3 | 1 | 1 | 32,2  |
| 1 | 3  | 2 | 2  | 4 | 0 | 0 | 19    |
| 1 | 2  | 2 | 1  | 2 | 1 | 0 | 25    |
| 0 | 3  | 0 | 3  | 3 | 0 | 0 | 18,33 |
| 0 | 2  | 1 | 1  | 0 | 1 | 1 | 42    |
| 2 | 0  | 1 | 1  | 1 | 1 | 0 | 29,5  |
| 0 | 2  | 0 | 2  | 1 | 1 | 0 | 26    |
| 0 | 1  | 1 | 0  | 1 | 0 | 0 | 30    |
| 1 | 0  | 1 | 0  | 1 | 0 | 0 | 20    |
| 0 | 1  | 0 | 1  | 0 | 0 | 1 | 64    |
| 1 | 0  | 1 | 0  | 0 | 1 | 0 | 41    |
| 0 | 0  | 0 | 0  | 0 | 0 | 0 |       |
| 0 | 0  | 0 | 0  | 0 | 0 | 0 |       |
| 0 | 0  | 0 | 0  | 0 | 0 | 0 |       |
| 0 | 0  | 0 | 0  | 0 | 0 | 0 |       |
| 0 | 0  | 0 | 0  | 0 | 0 | 0 |       |
| 0 | 0  | 0 | 0  | 0 | 0 | 0 |       |
| 0 | 0  | 0 | 0  | 0 | 0 | 0 |       |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |      |      |      |      |       |
|------|------|------|------|------|------|------|-------|
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 41   | 110  | 76   | 75   | 84   | 29   | 38   | 33,35 |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 4    | 12   | 6    | 10   | 10   | 1    | 5    | 32,81 |
| 1,02 | 1,03 | 1    | 1,05 | 1,04 | 1,02 | 1    |       |
| 0,14 | 0,18 | 0    | 0,23 | 0,2  | 0,16 | 0    |       |
| 17   | 52   | 24   | 45   | 36   | 12   | 21   | 35,3  |
| 5    | 12   | 12   | 5    | 12   | 4    | 1    | 27,24 |
| 1    | 11   | 4    | 8    | 6    | 3    | 3    | 33,25 |
| 3    | 7    | 6    | 4    | 3    | 4    | 3    | 39,1  |
| 3    | 5    | 3    | 5    | 4    | 2    | 2    | 31,13 |
| 1    | 7    | 6    | 2    | 4    | 2    | 2    | 34,75 |
| 5    | 3    | 2    | 6    | 6    | 1    | 1    | 27,13 |
| 3    | 4    | 4    | 3    | 6    | 1    | 0    | 20,86 |
| 0    | 6    | 1    | 5    | 3    | 0    | 3    | 41    |
| 0    | 6    | 2    | 4    | 2    | 2    | 2    | 41,33 |
| 2    | 3    | 2    | 3    | 3    | 2    | 0    | 29,4  |
| 3    | 2    | 1    | 4    | 5    | 0    | 0    | 18,6  |
| 1    | 3    | 2    | 2    | 3    | 1    | 0    | 24    |
| 0    | 4    | 2    | 2    | 3    | 0    | 1    | 32,25 |
| 0    | 4    | 3    | 1    | 2    | 2    | 0    | 26,75 |
| 13   | 39   | 29   | 23   | 33   | 8    | 11   | 31,37 |
| 11   | 27   | 16   | 22   | 15   | 13   | 10   | 34,47 |
| 0    | 1    | 0    | 1    | 1    | 0    | 0    | 26    |
| 1,35 | 1,31 | 1,28 | 1,35 | 1,28 | 1,5  | 1,25 |       |
| 0,59 | 0,62 | 0,59 | 0,63 | 0,58 | 0,72 | 0,56 |       |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 0  | 11 | 2  | 9  | 5  | 1  | 5  | 40,18 |
| 4  | 8  | 5  | 7  | 7  | 2  | 3  | 32,67 |
| 39 | 40 | 42 | 37 | 46 | 17 | 16 | 31,75 |
| 8  | 50 | 28 | 30 | 39 | 12 | 7  | 27,38 |
| 1  | 47 | 20 | 28 | 20 | 8  | 20 | 40,75 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 14 | 76 | 42 | 48 | 48 | 19 | 23 | 34,09 |
| 22 | 57 | 34 | 45 | 43 | 16 | 20 | 33,14 |
| 14 | 20 | 16 | 18 | 23 | 5  | 6  | 30,21 |
| 2  | 1  | 3  | 0  | 3  | 0  | 0  | 17,33 |
| 0  | 2  | 2  | 0  | 0  | 0  | 2  | 60,5  |

|    |     |    |    |    |    |    |       |
|----|-----|----|----|----|----|----|-------|
| 41 | 136 | 82 | 95 | 97 | 35 | 45 | 33,51 |
| 12 | 20  | 11 | 21 | 21 | 6  | 5  | 29,56 |
| 1  | 8   | 6  | 3  | 3  | 2  | 4  | 43,78 |
| 0  | 1   | 1  | 0  | 1  | 0  | 0  | 23    |
| 1  | 3   | 3  | 1  | 3  | 1  | 0  | 23    |

|      |      |      |      |      |     |      |
|------|------|------|------|------|-----|------|
| 1,06 | 1,08 | 1,06 | 1,08 | 1,07 | 1,1 | 1,06 |
| 0,24 | 0,27 | 0,24 | 0,27 | 0,25 | 0,3 | 0,24 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 0  | 0  | 0  | 0  | 0  | 0  | 0  |       |
| 0  | 1  | 1  | 0  | 0  | 1  | 0  | 33    |
| 0  | 1  | 0  | 1  | 0  | 1  | 0  | 38    |
| 1  | 1  | 1  | 1  | 0  | 2  | 0  | 37    |
| 2  | 4  | 1  | 5  | 3  | 1  | 2  | 38    |
| 2  | 4  | 1  | 5  | 3  | 0  | 3  | 35,33 |
| 0  | 12 | 4  | 8  | 8  | 1  | 3  | 31,33 |
| 17 | 25 | 19 | 23 | 27 | 8  | 7  | 31,24 |
| 14 | 58 | 32 | 40 | 40 | 11 | 21 | 33,79 |
| 16 | 50 | 38 | 28 | 36 | 15 | 15 | 33,03 |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |      |      |      |      |       |
|------|------|------|------|------|------|------|-------|
| 8,62 | 8,71 | 8,92 | 8,49 | 8,76 | 8,45 | 8,71 |       |
| 1,4  | 1,44 | 1,34 | 1,48 | 1,19 | 2,06 | 1,33 |       |
| 1    | 3    | 2    | 2    | 0    | 4    | 0    | 36,25 |
| 1    | 2    | 1    | 2    | 0    | 3    | 0    | 37,33 |
| 1    | 1    | 2    | 0    | 0    | 2    | 0    | 35,5  |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 1    | 0    | 1    | 0    | 0    | 1    | 0    | 38    |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 1    | 0    | 1    | 0    | 1    | 0    | 36    |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 3    | 1,33 | 2    | 1,5  |      | 1,75 |      |       |
|      | 0,58 | 1,41 | 0,71 |      | 0,96 |      |       |
| 49   | 149  | 94   | 104  | 114  | 35   | 49   | 32,89 |
| 26   | 63   | 42   | 47   | 54   | 16   | 19   | 31,34 |
| 6    | 15   | 10   | 11   | 12   | 5    | 4    | 31,48 |
| 9    | 18   | 9    | 18   | 23   | 2    | 2    | 25,26 |
| 6    | 18   | 12   | 12   | 16   | 5    | 3    | 27,33 |
| 5    | 17   | 12   | 10   | 13   | 3    | 6    | 32,14 |
| 1    | 1    | 2    | 0    | 2    | 0    | 0    | 21,5  |
| 5    | 11   | 6    | 10   | 8    | 3    | 5    | 34,56 |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |      |      |      |      |       |
|------|------|------|------|------|------|------|-------|
| 22   | 69   | 42   | 49   | 49   | 17   | 25   | 34,98 |
| 0    | 4    | 0    | 4    | 4    | 0    | 0    | 22,25 |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 1,63 | 1,45 | 1,44 | 1,55 | 1,59 | 1,46 | 1,31 |       |
| 1,01 | 0,83 | 0,85 | 0,9  | 0,99 | 0,82 | 0,55 |       |
| 52   | 156  | 97   | 111  | 117  | 40   | 51   | 33,11 |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 1    | 1    | 0    | 0    | 1    | 0    | 33    |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 1    | 3    | 1    | 3    | 1    | 1    | 2    | 48    |
| 0    | 1    | 0    | 1    | 0    | 0    | 1    | 56    |
| 1    | 9    | 4    | 6    | 7    | 0    | 3    | 29,5  |
| 10   | 16   | 10   | 16   | 14   | 7    | 5    | 31,42 |
| 19   | 57   | 29   | 47   | 44   | 14   | 18   | 32,8  |
| 21   | 69   | 52   | 38   | 51   | 17   | 22   | 33,33 |
| 9,1  | 9,08 | 9,24 | 8,95 | 9,16 | 8,97 | 9    |       |
| 1    | 1,21 | 1,2  | 1,11 | 0,96 | 1,51 | 1,26 |       |
| 0    | 1    | 1    | 0    | 0    | 1    | 0    | 33    |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |      |      |      |      |       |
|------|------|------|------|------|------|------|-------|
| 0    | 1    | 1    | 0    | 0    | 1    | 0    | 33    |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
|      | 1    | 1    |      |      | 1    |      |       |
| 51   | 152  | 95   | 108  | 116  | 38   | 49   | 32,81 |
| 31   | 81   | 52   | 60   | 73   | 19   | 20   | 29,78 |
| 13   | 45   | 24   | 34   | 33   | 10   | 15   | 33,29 |
| 6    | 14   | 7    | 13   | 15   | 2    | 3    | 26,75 |
| 2    | 8    | 5    | 5    | 7    | 3    | 0    | 23,9  |
| 5    | 12   | 10   | 7    | 11   | 4    | 2    | 27,53 |
| 2    | 0    | 1    | 1    | 1    | 1    | 0    | 29,5  |
| 9    | 11   | 9    | 11   | 9    | 3    | 8    | 37,35 |
| 23   | 65   | 44   | 44   | 44   | 19   | 25   | 35,67 |
| 0    | 8    | 2    | 6    | 3    | 2    | 3    | 42,5  |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 1,78 | 1,61 | 1,62 | 1,68 | 1,69 | 1,66 | 1,55 |       |
| 1,24 | 0,82 | 1    | 0,89 | 0,99 | 1,15 | 0,61 |       |
| 52   | 156  | 97   | 111  | 117  | 40   | 51   | 33,11 |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 1    | 1    | 0    | 0    | 1    | 0    | 33    |
| 1    | 4    | 1    | 4    | 1    | 2    | 2    | 46    |
| 0    | 1    | 0    | 1    | 0    | 0    | 1    | 56    |
| 2    | 5    | 3    | 4    | 4    | 0    | 3    | 34,71 |
| 14   | 26   | 17   | 23   | 22   | 11   | 7    | 31,52 |
| 17   | 60   | 33   | 44   | 46   | 13   | 18   | 32,36 |
| 18   | 59   | 42   | 35   | 44   | 13   | 20   | 33,39 |
| 8,92 | 8,99 | 9,1  | 8,86 | 9,09 | 8,72 | 8,92 |       |
| 1,04 | 1,14 | 1,08 | 1,15 | 0,92 | 1,41 | 1,26 |       |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 2  | 6  | 3  | 5  | 4  | 1  | 3  | 38,75 |
| 2  | 3  | 3  | 2  | 3  | 1  | 1  | 34    |
| 2  | 4  | 3  | 3  | 4  | 2  | 0  | 26,5  |
| 4  | 11 | 6  | 9  | 8  | 3  | 4  | 32,87 |
| 5  | 15 | 9  | 11 | 13 | 3  | 4  | 30,3  |
| 14 | 34 | 18 | 30 | 20 | 13 | 15 | 37    |
| 7  | 37 | 21 | 23 | 28 | 6  | 10 | 31,66 |
| 7  | 36 | 22 | 21 | 27 | 7  | 9  | 31,35 |
| 7  | 6  | 8  | 5  | 7  | 3  | 3  | 33,23 |
| 2  | 3  | 3  | 2  | 3  | 0  | 2  | 33    |
| 0  | 1  | 1  | 0  | 0  | 1  | 0  | 34    |
| 15 | 39 | 24 | 30 | 32 | 10 | 12 | 32,19 |
| 21 | 71 | 39 | 53 | 48 | 19 | 25 | 34,45 |
| 14 | 42 | 30 | 26 | 34 | 10 | 12 | 31,79 |
| 2  | 4  | 4  | 2  | 3  | 1  | 2  | 33,17 |

|      |      |      |      |      |      |      |
|------|------|------|------|------|------|------|
| 5,25 | 5,34 | 5,51 | 5,15 | 5,36 | 5,25 | 5,27 |
| 2,2  | 1,94 | 2,07 | 1,94 | 1,99 | 2,01 | 2,06 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 0  | 5  | 2  | 3  | 1  | 1  | 3  | 52    |
| 2  | 2  | 0  | 4  | 2  | 1  | 1  | 34,25 |
| 2  | 3  | 2  | 3  | 3  | 1  | 1  | 30,6  |
| 2  | 7  | 2  | 7  | 4  | 2  | 3  | 35,44 |
| 1  | 10 | 6  | 5  | 7  | 0  | 4  | 33,91 |
| 9  | 25 | 13 | 21 | 11 | 11 | 12 | 40,03 |
| 9  | 26 | 18 | 17 | 26 | 4  | 5  | 27,63 |
| 17 | 46 | 29 | 34 | 41 | 9  | 13 | 30,46 |
| 6  | 19 | 12 | 13 | 13 | 7  | 5  | 33    |
| 2  | 9  | 9  | 2  | 8  | 1  | 2  | 28,45 |
| 2  | 4  | 4  | 2  | 1  | 3  | 2  | 43,17 |
| 7  | 27 | 12 | 22 | 17 | 5  | 12 | 36,53 |
| 18 | 51 | 31 | 38 | 37 | 15 | 17 | 33,74 |
| 23 | 65 | 41 | 47 | 54 | 16 | 18 | 31,18 |
| 4  | 13 | 13 | 4  | 9  | 4  | 4  | 33,65 |

|      |      |      |      |      |      |      |
|------|------|------|------|------|------|------|
| 6,15 | 6,06 | 6,46 | 5,75 | 6,26 | 6,15 | 5,63 |
| 1,99 | 2,08 | 1,94 | 2,11 | 1,82 | 2,26 | 2,37 |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |      |      |      |      |       |
|------|------|------|------|------|------|------|-------|
| 1    | 5    | 2    | 4    | 1    | 1    | 4    | 53,33 |
| 2    | 3    | 1    | 4    | 4    | 1    | 0    | 22,4  |
| 1    | 2    | 1    | 2    | 2    | 0    | 1    | 31,67 |
| 1    | 3    | 1    | 3    | 1    | 2    | 1    | 41    |
| 1    | 11   | 5    | 7    | 9    | 0    | 3    | 28,83 |
| 8    | 19   | 11   | 16   | 8    | 10   | 9    | 40,07 |
| 6    | 20   | 10   | 16   | 14   | 4    | 8    | 34,46 |
| 11   | 41   | 26   | 26   | 35   | 6    | 11   | 30,73 |
| 13   | 31   | 22   | 22   | 26   | 10   | 8    | 31,11 |
| 4    | 13   | 9    | 8    | 12   | 3    | 2    | 27,24 |
| 4    | 8    | 9    | 3    | 5    | 3    | 4    | 36,75 |
| 6    | 24   | 10   | 20   | 17   | 4    | 9    | 34,57 |
| 14   | 39   | 21   | 32   | 22   | 14   | 17   | 37,32 |
| 24   | 72   | 48   | 48   | 61   | 16   | 19   | 30,91 |
| 8    | 21   | 18   | 11   | 17   | 6    | 6    | 31,17 |
| 6,62 | 6,46 | 6,91 | 6,14 | 6,68 | 6,5  | 6,06 |       |
| 2,29 | 2,21 | 2,07 | 2,29 | 2,06 | 2,26 | 2,51 |       |

|      |      |      |      |      |      |      |       |
|------|------|------|------|------|------|------|-------|
| 0    | 4    | 3    | 1    | 2    | 1    | 1    | 35    |
| 3    | 0    | 1    | 2    | 3    | 0    | 0    | 17,67 |
| 1    | 1    | 1    | 1    | 2    | 0    | 0    | 22,5  |
| 0    | 6    | 3    | 3    | 3    | 2    | 1    | 29,17 |
| 0    | 3    | 1    | 2    | 1    | 0    | 2    | 46    |
| 4    | 14   | 9    | 9    | 13   | 2    | 3    | 28,89 |
| 4    | 12   | 3    | 13   | 9    | 4    | 3    | 33,81 |
| 11   | 33   | 19   | 25   | 24   | 11   | 9    | 31,68 |
| 14   | 33   | 19   | 28   | 20   | 8    | 19   | 39,87 |
| 7    | 27   | 19   | 15   | 19   | 8    | 7    | 31,65 |
| 8    | 23   | 19   | 12   | 21   | 4    | 6    | 30    |
| 4    | 14   | 9    | 9    | 11   | 3    | 4    | 30,61 |
| 8    | 26   | 12   | 22   | 22   | 6    | 6    | 31,21 |
| 25   | 66   | 38   | 53   | 44   | 19   | 28   | 35,91 |
| 15   | 50   | 38   | 27   | 40   | 12   | 13   | 30,86 |
| 7,33 | 7,32 | 7,47 | 7,19 | 7,25 | 7,33 | 7,49 |       |
| 2,26 | 2,19 | 2,39 | 2,03 | 2,37 | 2,06 | 1,93 |       |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |      |      |      |      |       |
|------|------|------|------|------|------|------|-------|
| 51   | 146  | 91   | 106  | 117  | 38   | 42   | 31,43 |
| 1    | 10   | 6    | 5    | 0    | 2    | 9    | 63,18 |
| 51   | 146  | 91   | 106  | 117  | 38   | 42   | 31,43 |
| 11   | 21   | 17   | 15   | 23   | 5    | 4    | 27,53 |
| 11   | 55   | 32   | 34   | 41   | 6    | 19   | 31,94 |
| 29   | 70   | 42   | 57   | 53   | 27   | 19   | 32,34 |
| 11   | 21   | 17   | 15   | 23   | 5    | 4    | 27,53 |
| 4    | 4    | 5    | 3    | 6    | 2    | 0    | 23,25 |
| 7    | 11   | 9    | 9    | 14   | 3    | 1    | 26,5  |
| 0    | 1    | 0    | 1    | 1    | 0    | 0    | 19    |
| 0    | 5    | 3    | 2    | 2    | 0    | 3    | 39,8  |
| 0    | 1    | 0    | 1    | 1    | 0    | 0    | 19    |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 1    | 1    | 0    | 1    | 0    | 0    | 17    |
| 0    | 1    | 1    | 0    | 1    | 0    | 0    | 20    |
| 0    | 3    | 2    | 1    | 3    | 0    | 0    | 21,33 |
| 1    | 3    | 1    | 3    | 2    | 0    | 2    | 39,25 |
| 3    | 3    | 2    | 4    | 3    | 2    | 1    | 31    |
| 4    | 4    | 4    | 4    | 5    | 2    | 1    | 30,25 |
| 3    | 5    | 6    | 2    | 7    | 1    | 0    | 22    |
| 8,82 | 7,52 | 8,24 | 7,67 | 7,83 | 8,8  | 7,75 |       |
| 0,98 | 2,48 | 1,95 | 2,41 | 2,48 | 0,84 | 0,96 |       |
| 1    | 3    | 1    | 3    | 2    | 1    | 1    | 29,25 |
| 10   | 18   | 16   | 12   | 21   | 4    | 3    | 27,29 |
| 52   | 156  | 97   | 111  | 117  | 40   | 51   | 33,11 |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|   |      |   |      |   |   |   |      |
|---|------|---|------|---|---|---|------|
| 0 | 0    | 0 | 0    | 0 | 0 | 0 |      |
| 0 | 0    | 0 | 0    | 0 | 0 | 0 |      |
| 0 | 0    | 0 | 0    | 0 | 0 | 0 |      |
| 0 | 0    | 0 | 0    | 0 | 0 | 0 |      |
| 0 | 0    | 0 | 0    | 0 | 0 | 0 |      |
| 0 | 0    | 0 | 0    | 0 | 0 | 0 |      |
| 0 | 0    | 0 | 0    | 0 | 0 | 0 |      |
| 0 | 0    | 0 | 0    | 0 | 0 | 0 |      |
| 0 | 0    | 0 | 0    | 0 | 0 | 0 |      |
| 1 | 1    | 0 | 2    | 0 | 1 | 1 | 41   |
| 0 | 2    | 1 | 1    | 2 | 0 | 0 | 17,5 |
| 0 | 0    | 0 | 0    | 0 | 0 | 0 |      |
| 8 | 8,67 | 9 | 8,33 | 9 | 8 | 8 |      |
|   | 0,58 |   | 0,58 | 0 |   |   |      |

|    |     |    |    |     |    |    |       |
|----|-----|----|----|-----|----|----|-------|
| 4  | 19  | 11 | 12 | 4   | 7  | 12 | 47,74 |
| 48 | 137 | 86 | 99 | 113 | 33 | 39 | 31,29 |

|   |    |    |    |   |   |    |       |
|---|----|----|----|---|---|----|-------|
| 4 | 19 | 11 | 12 | 4 | 7 | 12 | 47,74 |
|---|----|----|----|---|---|----|-------|

|   |    |    |   |   |   |    |       |
|---|----|----|---|---|---|----|-------|
| 1 | 2  | 0  | 3 | 0 | 1 | 2  | 55,67 |
| 3 | 17 | 11 | 9 | 4 | 6 | 10 | 46,55 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 24 | 81 | 46 | 59 | 47 | 26 | 32 | 36,58 |
|----|----|----|----|----|----|----|-------|

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 3  | 14 | 11 | 6  | 9  | 2  | 6  | 35,12 |
| 21 | 67 | 35 | 53 | 38 | 24 | 26 | 36,86 |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 6  | 32 | 20 | 18 | 15 | 5  | 18 | 40,82 |
| 18 | 49 | 26 | 41 | 32 | 21 | 14 | 34,18 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 12 | 58 | 30 | 40 | 36 | 16 | 18 | 33,76 |
| 12 | 23 | 16 | 19 | 11 | 10 | 14 | 42,23 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 12 | 58 | 30 | 40 | 36 | 16 | 18 | 33,76 |
|----|----|----|----|----|----|----|-------|

|   |    |   |    |   |   |   |       |
|---|----|---|----|---|---|---|-------|
| 1 | 0  | 0 | 1  | 0 | 1 | 0 | 38    |
| 0 | 1  | 0 | 1  | 1 | 0 | 0 | 18    |
| 0 | 1  | 1 | 0  | 1 | 0 | 0 | 22    |
| 0 | 2  | 0 | 2  | 0 | 0 | 2 | 60    |
| 0 | 1  | 0 | 1  | 0 | 0 | 1 | 53    |
| 1 | 4  | 4 | 1  | 2 | 1 | 2 | 38    |
| 0 | 6  | 3 | 3  | 4 | 1 | 1 | 30,67 |
| 3 | 6  | 5 | 4  | 4 | 3 | 2 | 32,33 |
| 3 | 15 | 5 | 13 | 8 | 4 | 6 | 37,89 |
| 2 | 12 | 4 | 10 | 9 | 2 | 3 | 29,86 |
| 2 | 10 | 8 | 4  | 7 | 4 | 1 | 28,92 |

|      |      |      |      |      |      |      |
|------|------|------|------|------|------|------|
| 7,33 | 7,57 | 7,7  | 7,4  | 7,78 | 7,63 | 6,94 |
| 2,71 | 2,13 | 2,05 | 2,35 | 2,13 | 2,53 | 2,13 |

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 24 | 81 | 46 | 59 | 47 | 26 | 32 | 36,58 |
|----|----|----|----|----|----|----|-------|

|    |    |    |    |    |    |    |       |
|----|----|----|----|----|----|----|-------|
| 6  | 19 | 14 | 11 | 12 | 7  | 6  | 34,08 |
| 18 | 62 | 32 | 48 | 35 | 19 | 26 | 37,36 |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |      |      |      |      |       |
|------|------|------|------|------|------|------|-------|
| 6    | 19   | 14   | 11   | 12   | 7    | 6    | 34,08 |
| 1    | 0    | 0    | 1    | 0    | 1    | 0    | 31    |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 1    | 0    | 1    | 0    | 0    | 1    | 67    |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 2    | 3    | 2    | 3    | 2    | 2    | 1    | 38,6  |
| 1    | 3    | 2    | 2    | 3    | 1    | 0    | 25,5  |
| 0    | 2    | 2    | 0    | 2    | 0    | 0    | 18    |
| 0    | 5    | 3    | 2    | 2    | 0    | 3    | 41,8  |
| 1    | 3    | 3    | 1    | 2    | 1    | 1    | 31    |
| 1    | 2    | 2    | 1    | 1    | 2    | 0    | 30    |
| 5,83 | 7,21 | 7,64 | 5,91 | 7,17 | 6,43 | 6,83 |       |
| 3,54 | 1,9  | 1,69 | 2,84 | 1,64 | 3,6  | 2,32 |       |
| 52   | 156  | 97   | 111  | 117  | 40   | 51   | 33,11 |
| 47   | 131  | 84   | 94   | 115  | 31   | 32   | 29,53 |
| 1    | 6    | 4    | 3    | 1    | 1    | 5    | 55,43 |
| 1    | 0    | 0    | 1    | 0    | 1    | 0    | 34    |
| 1    | 2    | 1    | 2    | 0    | 1    | 2    | 52,33 |
| 2    | 17   | 8    | 11   | 1    | 6    | 12   | 55,32 |
| 49   | 137  | 88   | 98   | 116  | 33   | 37   | 30,53 |
| 0    | 2    | 2    | 0    | 1    | 1    | 0    | 26,5  |
| 29   | 84   | 48   | 65   | 59   | 26   | 28   | 34,09 |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |
| 16   | 51   | 27   | 40   | 37   | 12   | 18   | 32,91 |
| 1    | 1    | 0    | 2    | 1    | 0    | 1    | 32,5  |
| 34   | 97   | 63   | 68   | 102  | 15   | 14   | 25,31 |
| 4    | 3    | 5    | 2    | 6    | 1    | 0    | 24,86 |
| 6    | 7    | 2    | 11   | 12   | 0    | 1    | 22,92 |
| 7    | 8    | 7    | 8    | 15   | 0    | 0    | 19,93 |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |     |    |    |     |    |    |       |
|----|-----|----|----|-----|----|----|-------|
| 1  | 3   | 2  | 2  | 4   | 0  | 0  | 21    |
| 8  | 24  | 21 | 11 | 25  | 1  | 6  | 27,38 |
| 0  | 0   | 0  | 0  | 0   | 0  | 0  |       |
| 1  | 3   | 1  | 3  | 2   | 0  | 2  | 43,75 |
| 45 | 125 | 82 | 88 | 108 | 30 | 32 | 29,99 |
| 6  | 22  | 17 | 11 | 16  | 4  | 8  | 33,68 |
| 23 | 76  | 47 | 52 | 62  | 14 | 23 | 31,09 |
| 4  | 15  | 6  | 13 | 12  | 1  | 6  | 31,68 |
| 0  | 1   | 1  | 0  | 0   | 0  | 1  | 51    |
| 10 | 23  | 20 | 13 | 23  | 6  | 4  | 27,09 |
| 0  | 3   | 3  | 0  | 2   | 0  | 1  | 33    |
| 4  | 2   | 1  | 5  | 5   | 1  | 0  | 26,5  |
| 4  | 2   | 3  | 3  | 4   | 2  | 0  | 26,33 |
| 2  | 10  | 8  | 4  | 11  | 0  | 1  | 22,25 |
| 40 | 123 | 77 | 86 | 96  | 31 | 36 | 31,48 |
| 9  | 14  | 11 | 12 | 20  | 2  | 1  | 23,74 |
| 2  | 8   | 6  | 4  | 8   | 1  | 1  | 26,2  |
| 5  | 5   | 4  | 6  | 8   | 2  | 0  | 23,8  |
| 2  | 2   | 2  | 2  | 3   | 1  | 0  | 24,75 |
| 1  | 1   | 1  | 1  | 2   | 0  | 0  | 24    |
| 1  | 0   | 1  | 0  | 1   | 0  | 0  | 18    |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|       |      |       |       |       |       |      |       |
|-------|------|-------|-------|-------|-------|------|-------|
| 1,22  | 1,14 | 1,27  | 1,08  | 1,1   | 2     | 1    |       |
| 0,67  | 0,36 | 0,65  | 0,29  | 0,31  | 1,41  |      |       |
| 4     | 3    | 1     | 6     | 7     | 0     | 0    | 20,57 |
| 1     | 5    | 3     | 3     | 6     | 0     | 0    | 20,17 |
| 1     | 3    | 2     | 2     | 3     | 0     | 1    | 27,25 |
| 2     | 1    | 1     | 2     | 3     | 0     | 0    | 21,33 |
| 2     | 4    | 5     | 1     | 4     | 2     | 0    | 27    |
| 1,11  | 1,14 | 1,09  | 1,17  | 1,15  | 1     | 1    |       |
| 0,33  | 0,36 | 0,3   | 0,39  | 0,37  | 0     |      |       |
| 52    | 156  | 97    | 111   | 117   | 40    | 51   | 33,11 |
| 25    | 72   | 97    | 0     | 61    | 18    | 18   | 30,16 |
| 27    | 84   | 0     | 111   | 56    | 22    | 33   | 35,68 |
| 34    | 83   | 61    | 56    | 117   | 0     | 0    | 19,93 |
| 15    | 25   | 18    | 22    | 0     | 40    | 0    | 37,48 |
| 3     | 48   | 18    | 33    | 0     | 0     | 51   | 59,9  |
| 26,83 | 35,2 | 30,16 | 35,68 | 19,93 | 37,48 | 59,9 |       |
| 2     | 10   | 7     | 5     | 2     | 3     | 7    | 46    |
| 20    | 61   | 34    | 47    | 26    | 32    | 23   | 37,7  |
| 0     | 17   | 4     | 13    | 0     | 0     | 17   | 69,82 |
| 4     | 11   | 5     | 10    | 8     | 4     | 3    | 31,73 |
| 0     | 2    | 0     | 2     | 0     | 1     | 1    | 54,5  |
| 26    | 55   | 47    | 34    | 81    | 0     | 0    | 18,62 |
| 0     | 0    | 0     | 0     | 0     | 0     | 0    |       |

**FREQÜÈNCIA VIATGE**

**Fins a 2 viatges      3 a 9 viatges      10 o més viatges      Mitjana**  
**64                      65                      79                      6,3**

|    |    |    |       |
|----|----|----|-------|
| 21 | 26 | 42 | 7,27  |
| 1  | 2  | 0  | 5,33  |
| 0  | 2  | 4  | 10,33 |
| 2  | 3  | 5  | 7,1   |
| 0  | 2  | 1  | 8     |
| 16 | 20 | 23 | 6,31  |
| 0  | 0  | 2  | 10    |
| 2  | 0  | 0  | 0,5   |
| 0  | 0  | 0  |       |
| 0  | 0  | 0  |       |
| 0  | 1  | 0  | 7     |
| 0  | 0  | 0  |       |
| 0  | 0  | 0  |       |
| 0  | 0  | 0  |       |
| 9  | 3  | 2  | 3,43  |
| 0  | 0  | 0  |       |
| 13 | 6  | 0  | 2,21  |
| 38 | 30 | 27 | 5,28  |
| 0  | 0  | 0  |       |
| 1  | 1  | 2  | 7,75  |
| 0  | 3  | 5  | 8,13  |
| 0  | 2  | 3  | 11    |
| 15 | 24 | 39 | 7,56  |
| 0  | 0  | 0  |       |
| 0  | 0  | 0  |       |
| 0  | 0  | 0  |       |
| 0  | 0  | 0  |       |
| 0  | 0  | 0  |       |
| 0  | 0  | 0  |       |
| 0  | 0  | 0  |       |
| 0  | 0  | 0  |       |
| 7  | 2  | 1  | 2,8   |
| 0  | 0  | 0  |       |
| 3  | 3  | 2  | 4,88  |
| 60 | 65 | 79 | 6,42  |
| 4  | 0  | 0  | 0,25  |
| 0  | 0  | 0  |       |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |      |
|----|----|----|------|
| 15 | 21 | 35 | 7,66 |
| 19 | 13 | 18 | 5,6  |
| 1  | 5  | 8  | 7,93 |
| 7  | 2  | 2  | 4    |
| 7  | 3  | 0  | 2,3  |
| 0  | 5  | 5  | 9,7  |
| 0  | 3  | 5  | 7,63 |
| 4  | 2  | 0  | 2    |
| 1  | 3  | 2  | 6,83 |
| 0  | 2  | 1  | 9,33 |
| 0  | 2  | 0  | 5    |
| 1  | 0  | 0  | 0    |
| 1  | 0  | 0  | 0    |
| 0  | 0  | 1  | 10   |
| 1  | 0  | 0  | 2    |
| 1  | 0  | 0  | 0    |
| 0  | 1  | 0  | 5    |
| 0  | 0  | 1  | 10   |
| 0  | 1  | 0  | 6    |
| 1  | 0  | 0  | 0    |
| 1  | 0  | 0  | 0    |
| 1  | 0  | 0  | 0    |
| 0  | 0  | 1  | 10   |
| 1  | 0  | 0  | 2    |
| 1  | 0  | 0  | 1    |
| 1  | 0  | 0  | 1    |
| 0  | 1  | 0  | 4    |
| 0  | 1  | 0  | 8    |

|    |    |    |      |
|----|----|----|------|
| 47 | 44 | 61 | 6,36 |
| 7  | 6  | 2  | 3,93 |
| 10 | 15 | 16 | 6,93 |

|    |    |    |      |
|----|----|----|------|
| 14 | 21 | 18 | 6,45 |
|----|----|----|------|

|   |   |   |      |
|---|---|---|------|
| 0 | 2 | 1 | 8,67 |
| 1 | 0 | 1 | 6    |
| 1 | 1 | 1 | 5,33 |
| 0 | 1 | 1 | 9    |
| 1 | 2 | 1 | 6    |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|   |   |   |       |
|---|---|---|-------|
| 0 | 1 | 1 | 8     |
| 2 | 0 | 1 | 5,67  |
| 0 | 2 | 0 | 6     |
| 1 | 0 | 3 | 9     |
| 0 | 0 | 1 | 12    |
| 0 | 1 | 2 | 10,67 |
| 1 | 1 | 0 | 3     |
| 0 | 3 | 1 | 5,75  |
| 1 | 0 | 0 | 1     |
| 0 | 0 | 2 | 17    |
| 1 | 0 | 0 | 0     |
| 2 | 0 | 1 | 4     |
| 0 | 1 | 0 | 4     |
| 0 | 1 | 0 | 4     |
| 0 | 1 | 0 | 7     |
| 1 | 1 | 0 | 2,5   |
| 0 | 0 | 1 | 10    |
| 0 | 1 | 0 | 4     |
| 1 | 1 | 0 | 2,5   |
| 1 | 0 | 0 | 2     |
| 0 | 1 | 0 | 4     |

|       |       |       |
|-------|-------|-------|
| 20,14 | 21,1  | 11,36 |
| 21,17 | 24,82 | 10,73 |

|    |    |    |     |
|----|----|----|-----|
| 64 | 65 | 79 | 6,3 |
|----|----|----|-----|

|      |      |      |      |
|------|------|------|------|
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 1    | 10   |
| 1    | 1    | 3    | 8,4  |
| 3    | 2    | 3    | 5    |
| 7    | 7    | 11   | 6,64 |
| 20   | 17   | 14   | 5,8  |
| 16   | 23   | 29   | 6,76 |
| 17   | 15   | 18   | 5,92 |
| 8,53 | 8,6  | 8,44 |      |
| 1,22 | 1,14 | 1,39 |      |

|    |    |    |      |
|----|----|----|------|
| 2  | 2  | 2  | 7,33 |
| 41 | 48 | 57 | 6,53 |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |      |
|----|----|----|------|
| 21 | 15 | 20 | 5,57 |
| 3  | 3  | 1  | 6,14 |
| 37 | 45 | 57 | 6,66 |
| 24 | 17 | 21 | 5,5  |
| 5  | 10 | 7  | 5,91 |
| 35 | 37 | 58 | 6,83 |
| 24 | 18 | 14 | 5,21 |
| 0  | 2  | 2  | 8    |
| 27 | 30 | 47 | 6,8  |
| 37 | 33 | 30 | 5,71 |
| 1  | 4  | 2  | 6,29 |
| 25 | 24 | 43 | 7,02 |
| 38 | 37 | 34 | 5,69 |
| 3  | 4  | 3  | 5,7  |
| 27 | 29 | 40 | 6,66 |
| 34 | 32 | 36 | 6,02 |
| 2  | 6  | 5  | 6,54 |
| 38 | 31 | 40 | 5,96 |
| 24 | 28 | 34 | 6,69 |
| 3  | 3  | 1  | 4,14 |
| 29 | 27 | 25 | 5,74 |
| 32 | 35 | 53 | 6,8  |

0

1

0

6

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(#)

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |      |
|----|----|----|------|
| 18 | 18 | 26 | 6,47 |
| 46 | 46 | 53 | 6,23 |
| 4  | 11 | 7  | 7,18 |
| 40 | 38 | 55 | 6,38 |
| 20 | 16 | 17 | 5,72 |
| 4  | 1  | 5  | 6,3  |
| 34 | 37 | 49 | 6,57 |
| 26 | 27 | 25 | 5,88 |
| 6  | 8  | 20 | 8,09 |
| 43 | 43 | 46 | 6,07 |
| 15 | 14 | 13 | 5,57 |
| 4  | 4  | 14 | 8,59 |
| 45 | 43 | 46 | 6,09 |
| 15 | 18 | 19 | 5,87 |
| 4  | 6  | 9  | 7,21 |
| 41 | 39 | 51 | 6,49 |
| 19 | 20 | 19 | 5,57 |
| 0  | 2  | 5  | 9,14 |
| 44 | 36 | 43 | 6,11 |
| 20 | 27 | 31 | 6,33 |
| 2  | 5  | 8  | 7,93 |
| 38 | 35 | 47 | 6,42 |
| 24 | 25 | 24 | 5,75 |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |      |
|----|----|----|------|
| 1  | 4  | 3  | 7,25 |
| 19 | 17 | 33 | 7    |
| 44 | 44 | 43 | 5,87 |

|    |    |    |      |
|----|----|----|------|
| 2  | 4  | 1  | 5    |
| 16 | 20 | 30 | 7,32 |
| 46 | 41 | 48 | 5,87 |

|    |    |    |      |
|----|----|----|------|
| 1  | 2  | 2  | 6    |
| 34 | 28 | 38 | 6,36 |
| 29 | 35 | 39 | 6,25 |

|    |    |    |      |
|----|----|----|------|
| 18 | 17 | 20 | 6,07 |
| 39 | 39 | 51 | 6,53 |
| 7  | 9  | 8  | 5,54 |

|    |    |    |      |
|----|----|----|------|
| 1  | 4  | 5  | 7,5  |
| 39 | 40 | 51 | 6,57 |
| 24 | 21 | 23 | 5,6  |

|    |    |    |      |
|----|----|----|------|
| 0  | 3  | 2  | 6,6  |
| 32 | 31 | 39 | 6,4  |
| 32 | 31 | 38 | 6,18 |

|    |    |    |      |
|----|----|----|------|
| 4  | 3  | 1  | 3,5  |
| 33 | 33 | 39 | 5,9  |
| 27 | 29 | 39 | 6,98 |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |      |
|----|----|----|------|
| 0  | 1  | 1  | 9    |
| 37 | 36 | 50 | 6,5  |
| 27 | 28 | 28 | 5,94 |

|    |    |    |      |
|----|----|----|------|
| 2  | 3  | 0  | 4,4  |
| 39 | 35 | 55 | 6,55 |
| 23 | 27 | 24 | 5,99 |

|    |    |    |      |
|----|----|----|------|
| 1  | 2  | 3  | 8,17 |
| 46 | 46 | 51 | 6,17 |
| 17 | 17 | 25 | 6,42 |

|    |    |    |      |
|----|----|----|------|
| 21 | 15 | 20 | 5,57 |
|----|----|----|------|

|   |   |   |      |
|---|---|---|------|
| 2 | 0 | 2 | 5,5  |
| 2 | 2 | 2 | 6    |
| 0 | 1 | 2 | 8,67 |
| 3 | 0 | 2 | 5,4  |
| 1 | 0 | 2 | 6,67 |

|    |    |    |     |
|----|----|----|-----|
| 24 | 17 | 21 | 5,5 |
|----|----|----|-----|

|   |   |   |      |
|---|---|---|------|
| 0 | 1 | 0 | 4    |
| 1 | 1 | 1 | 5,67 |
| 2 | 1 | 1 | 4,5  |
| 0 | 0 | 1 | 10   |
| 2 | 1 | 2 | 6    |

|    |    |    |      |
|----|----|----|------|
| 24 | 18 | 14 | 5,21 |
|----|----|----|------|



Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|   |   |   |      |
|---|---|---|------|
| 1 | 0 | 1 | 8    |
| 2 | 0 | 0 | 1,5  |
| 2 | 1 | 1 | 4,25 |
| 1 | 3 | 0 | 6,25 |
| 2 | 0 | 1 | 4,67 |

|    |    |    |      |
|----|----|----|------|
| 37 | 33 | 30 | 5,71 |
|----|----|----|------|

|   |   |   |      |
|---|---|---|------|
| 3 | 6 | 2 | 5,55 |
| 1 | 4 | 0 | 5    |
| 2 | 2 | 2 | 6    |
| 2 | 2 | 5 | 7,22 |
| 2 | 3 | 4 | 7,11 |

|    |    |    |      |
|----|----|----|------|
| 38 | 37 | 34 | 5,69 |
|----|----|----|------|

|   |   |   |      |
|---|---|---|------|
| 2 | 4 | 3 | 7,44 |
| 3 | 3 | 5 | 6,91 |
| 2 | 2 | 4 | 6,75 |
| 5 | 0 | 1 | 3    |
| 3 | 5 | 2 | 5,8  |

|    |    |    |      |
|----|----|----|------|
| 34 | 32 | 36 | 6,02 |
|----|----|----|------|

|   |   |   |      |
|---|---|---|------|
| 4 | 3 | 0 | 3,57 |
| 2 | 4 | 5 | 8,09 |
| 7 | 2 | 3 | 4,67 |
| 4 | 4 | 5 | 6,62 |
| 5 | 4 | 5 | 5,14 |

|    |    |    |      |
|----|----|----|------|
| 24 | 28 | 34 | 6,69 |
|----|----|----|------|

|   |   |   |      |
|---|---|---|------|
| 2 | 4 | 2 | 6,63 |
| 2 | 2 | 7 | 7,91 |
| 2 | 1 | 3 | 9,67 |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |      |
|----|----|----|------|
| 2  | 5  | 4  | 6,82 |
| 1  | 3  | 2  | 6,5  |
| 32 | 35 | 53 | 6,8  |
| 4  | 8  | 15 | 7,7  |
| 6  | 5  | 6  | 6,41 |
| 1  | 3  | 8  | 8,33 |
| 5  | 1  | 4  | 6,8  |
| 3  | 5  | 4  | 6,5  |
| 46 | 46 | 53 | 6,23 |
| 11 | 8  | 13 | 6    |
| 6  | 6  | 10 | 6,86 |
| 5  | 4  | 2  | 4,91 |
| 2  | 4  | 15 | 9,24 |
| 8  | 4  | 3  | 4,8  |
| 20 | 16 | 17 | 5,72 |
| 0  | 1  | 0  | 6    |
| 0  | 1  | 0  | 8    |
| 1  | 2  | 3  | 7,67 |
| 1  | 0  | 0  | 2    |
| 2  | 0  | 0  | 1,5  |
| 26 | 27 | 25 | 5,88 |
| 3  | 5  | 0  | 3,88 |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|   |   |   |      |
|---|---|---|------|
| 2 | 2 | 2 | 5,33 |
| 0 | 2 | 3 | 8,2  |
| 1 | 2 | 3 | 9,33 |
| 2 | 2 | 2 | 6,5  |

|    |    |    |      |
|----|----|----|------|
| 15 | 14 | 13 | 5,57 |
|----|----|----|------|

|   |   |   |    |
|---|---|---|----|
| 1 | 0 | 0 | 2  |
| 0 | 2 | 0 | 4  |
| 1 | 0 | 0 | 1  |
| 0 | 0 | 1 | 10 |
| 0 | 2 | 1 | 8  |

|    |    |    |      |
|----|----|----|------|
| 15 | 18 | 19 | 5,87 |
|----|----|----|------|

|   |   |   |      |
|---|---|---|------|
| 0 | 1 | 2 | 9,33 |
| 1 | 0 | 0 | 1    |
| 1 | 1 | 1 | 6    |

|    |    |    |      |
|----|----|----|------|
| 19 | 20 | 19 | 5,57 |
|----|----|----|------|

|   |   |   |   |
|---|---|---|---|
| 1 | 0 | 3 | 8 |
| 0 | 2 | 0 | 7 |
| 1 | 2 | 1 | 5 |

|    |    |    |      |
|----|----|----|------|
| 20 | 27 | 31 | 6,33 |
|----|----|----|------|

|   |   |   |     |
|---|---|---|-----|
| 1 | 2 | 1 | 5,5 |
| 1 | 3 | 0 | 5,5 |
| 0 | 2 | 3 | 7,4 |
| 2 | 2 | 1 | 5,4 |
| 0 | 1 | 3 | 11  |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

24                      25                      24                      5,75

1                      2                      1                      5,75  
 1                      1                      1                      5,33  
 2                      4                      2                      6,38  
 4                      0                      1                      3  
 2                      0                      1                      4,33

44                      44                      43                      5,87

7                      2                      4                      4,46  
 4                      6                      5                      5,67  
 6                      9                      6                      6,48  
 4                      3                      3                      5,5  
 3                      2                      7                      8,17

46                      41                      48                      5,87

6                      5                      13                      6,88  
 10                      5                      6                      5,52  
 4                      3                      5                      6,25  
 4                      7                      3                      5,21  
 3                      2                      2                      4,71

29                      35                      39                      6,25

2                      1                      4                      8,71  
 2                      1                      1                      4  
 4                      5                      3                      5,25  
 0                      2                      3                      8,4

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |      |
|----|----|----|------|
| 0  | 3  | 3  | 7,17 |
| 7  | 9  | 8  | 5,54 |
| 0  | 0  | 1  | 10   |
| 1  | 0  | 0  | 2    |
| 0  | 1  | 0  | 4    |
| 24 | 21 | 23 | 5,6  |
| 1  | 1  | 0  | 2    |
| 0  | 1  | 2  | 8    |
| 1  | 1  | 2  | 6,75 |
| 4  | 2  | 0  | 2,17 |
| 3  | 2  | 1  | 4    |
| 32 | 31 | 38 | 6,18 |
| 2  | 4  | 6  | 8,42 |
| 6  | 4  | 2  | 4,42 |
| 6  | 1  | 8  | 6,4  |
| 2  | 6  | 4  | 6    |
| 4  | 2  | 4  | 6,7  |
| 27 | 29 | 39 | 6,98 |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|   |   |   |       |
|---|---|---|-------|
| 4 | 1 | 3 | 5,63  |
| 4 | 2 | 8 | 7,43  |
| 3 | 5 | 5 | 7,08  |
| 1 | 2 | 2 | 6,4   |
| 0 | 3 | 4 | 10,86 |

|    |    |    |      |
|----|----|----|------|
| 27 | 28 | 28 | 5,94 |
|----|----|----|------|

|   |   |   |      |
|---|---|---|------|
| 1 | 1 | 3 | 7,2  |
| 2 | 3 | 1 | 4,67 |
| 1 | 2 | 1 | 6    |
| 4 | 5 | 2 | 4,55 |
| 2 | 2 | 3 | 6,29 |

|    |    |    |      |
|----|----|----|------|
| 23 | 27 | 24 | 5,99 |
|----|----|----|------|

|   |   |   |      |
|---|---|---|------|
| 1 | 2 | 1 | 6,25 |
| 0 | 1 | 2 | 8,67 |
| 1 | 2 | 2 | 5,4  |
| 3 | 1 | 2 | 5    |
| 4 | 2 | 1 | 3,43 |

|    |    |    |      |
|----|----|----|------|
| 17 | 17 | 25 | 6,42 |
|----|----|----|------|

|   |   |   |      |
|---|---|---|------|
| 0 | 0 | 1 | 10   |
| 0 | 0 | 1 | 10   |
| 2 | 1 | 1 | 4    |
| 0 | 2 | 0 | 4,5  |
| 1 | 1 | 2 | 7,25 |

|    |    |    |     |
|----|----|----|-----|
| 64 | 65 | 79 | 6,3 |
|----|----|----|-----|

|   |   |   |      |
|---|---|---|------|
| 2 | 2 | 2 | 7,33 |
|---|---|---|------|

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |      |
|----|----|----|------|
| 41 | 48 | 57 | 6,53 |
| 13 | 12 | 10 | 5,17 |
| 8  | 3  | 10 | 6,24 |

|       |       |       |
|-------|-------|-------|
| 0,628 | 0,582 | 0,602 |
| 0,223 | 0,191 | 0,209 |

|    |    |    |      |
|----|----|----|------|
| 3  | 3  | 1  | 6,14 |
| 37 | 45 | 57 | 6,66 |
| 19 | 13 | 16 | 5,46 |
| 5  | 4  | 5  | 5,64 |

|       |       |       |
|-------|-------|-------|
| 0,634 | 0,589 | 0,604 |
| 0,228 | 0,209 | 0,191 |

|    |    |    |      |
|----|----|----|------|
| 5  | 10 | 7  | 5,91 |
| 35 | 37 | 58 | 6,83 |
| 16 | 14 | 11 | 5,29 |
| 8  | 4  | 3  | 5    |

|       |       |       |
|-------|-------|-------|
| 0,628 | 0,554 | 0,538 |
| 0,252 | 0,258 | 0,204 |

|    |    |    |      |
|----|----|----|------|
| 0  | 2  | 2  | 8    |
| 27 | 30 | 47 | 6,8  |
| 27 | 16 | 17 | 5,33 |
| 10 | 17 | 13 | 6,28 |

|       |       |       |
|-------|-------|-------|
| 0,738 | 0,713 | 0,654 |
| 0,209 | 0,247 | 0,23  |

|    |    |    |      |
|----|----|----|------|
| 1  | 4  | 2  | 6,29 |
| 25 | 24 | 43 | 7,02 |
| 23 | 23 | 19 | 5,34 |
| 15 | 14 | 15 | 6,2  |

|       |       |       |
|-------|-------|-------|
| 0,748 | 0,719 | 0,677 |
|-------|-------|-------|

Psyma Iberica Marketing Research, SL

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|       |       |       |      |
|-------|-------|-------|------|
| 0,228 | 0,259 | 0,235 |      |
| 3     | 4     | 3     | 5,7  |
| 27    | 29    | 40    | 6,66 |
| 12    | 15    | 18    | 6,36 |
| 22    | 17    | 18    | 5,75 |

|       |       |       |
|-------|-------|-------|
| 0,725 | 0,695 | 0,686 |
| 0,265 | 0,266 | 0,248 |

|    |    |    |      |
|----|----|----|------|
| 2  | 6  | 5  | 6,54 |
| 38 | 31 | 40 | 5,96 |
| 15 | 13 | 16 | 5,98 |
| 9  | 15 | 18 | 7,43 |

|       |       |       |
|-------|-------|-------|
| 0,648 | 0,656 | 0,667 |
| 0,229 | 0,277 | 0,261 |

|    |    |    |      |
|----|----|----|------|
| 3  | 3  | 1  | 4,14 |
| 29 | 27 | 25 | 5,74 |
| 13 | 13 | 16 | 6,02 |
| 19 | 22 | 37 | 7,22 |

|       |       |       |
|-------|-------|-------|
| 0,708 | 0,728 | 0,806 |
| 0,261 | 0,263 | 0,235 |

|    |    |    |      |
|----|----|----|------|
| 0  | 1  | 0  | 6    |
| 18 | 18 | 26 | 6,47 |
| 14 | 20 | 10 | 5,45 |
| 32 | 26 | 43 | 6,56 |

|       |       |       |
|-------|-------|-------|
| 0,833 | 0,811 | 0,82  |
| 0,215 | 0,225 | 0,229 |

|    |    |    |      |
|----|----|----|------|
| 4  | 11 | 7  | 7,18 |
| 40 | 38 | 55 | 6,38 |
| 16 | 12 | 14 | 5,67 |
| 4  | 4  | 3  | 5,91 |

Psyma Iberica Marketing Research, SL



Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|       |       |       |  |
|-------|-------|-------|--|
| 0,603 | 0,537 | 0,553 |  |
| 0,226 | 0,257 | 0,214 |  |

|    |    |    |      |
|----|----|----|------|
| 4  | 1  | 5  | 6,3  |
| 34 | 37 | 49 | 6,57 |
| 18 | 14 | 15 | 5,53 |
| 8  | 13 | 10 | 6,42 |

|       |       |       |  |
|-------|-------|-------|--|
| 0,646 | 0,676 | 0,611 |  |
| 0,246 | 0,231 | 0,238 |  |

|    |    |    |      |
|----|----|----|------|
| 6  | 8  | 20 | 8,09 |
| 43 | 43 | 46 | 6,07 |
| 13 | 10 | 11 | 5,56 |
| 2  | 4  | 2  | 5,63 |

|       |       |       |  |
|-------|-------|-------|--|
| 0,557 | 0,542 | 0,469 |  |
| 0,219 | 0,233 | 0,251 |  |

|    |    |    |      |
|----|----|----|------|
| 4  | 4  | 14 | 8,59 |
| 45 | 43 | 46 | 6,09 |
| 13 | 16 | 16 | 5,73 |
| 2  | 2  | 3  | 6,71 |

|       |       |       |  |
|-------|-------|-------|--|
| 0,569 | 0,586 | 0,529 |  |
| 0,205 | 0,213 | 0,254 |  |

|    |    |    |      |
|----|----|----|------|
| 4  | 6  | 9  | 7,21 |
| 41 | 39 | 51 | 6,49 |
| 17 | 16 | 15 | 5,35 |
| 2  | 4  | 4  | 6,6  |

|       |       |       |  |
|-------|-------|-------|--|
| 0,593 | 0,589 | 0,554 |  |
| 0,218 | 0,239 | 0,233 |  |

|   |   |   |      |
|---|---|---|------|
| 0 | 2 | 5 | 9,14 |
|---|---|---|------|

Psyma Iberica Marketing Research, SL

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |      |
|----|----|----|------|
| 44 | 36 | 43 | 6,11 |
| 16 | 17 | 23 | 6,11 |
| 4  | 10 | 8  | 6,91 |

|       |       |       |
|-------|-------|-------|
| 0,626 | 0,665 | 0,637 |
| 0,191 | 0,233 | 0,242 |

|    |    |    |      |
|----|----|----|------|
| 2  | 5  | 8  | 7,93 |
| 38 | 35 | 47 | 6,42 |
| 14 | 18 | 18 | 6,04 |
| 10 | 7  | 6  | 5,13 |

|       |       |       |
|-------|-------|-------|
| 0,649 | 0,63  | 0,586 |
| 0,232 | 0,249 | 0,245 |

|    |    |    |      |
|----|----|----|------|
| 1  | 4  | 3  | 7,25 |
| 19 | 17 | 33 | 7    |
| 20 | 22 | 18 | 5,62 |
| 24 | 22 | 25 | 6,08 |

|       |       |       |
|-------|-------|-------|
| 0,8   | 0,774 | 0,73  |
| 0,227 | 0,261 | 0,255 |

|    |    |    |      |
|----|----|----|------|
| 2  | 4  | 1  | 5    |
| 16 | 20 | 30 | 7,32 |
| 19 | 19 | 19 | 5,79 |
| 27 | 22 | 29 | 5,92 |

|       |       |       |
|-------|-------|-------|
| 0,812 | 0,757 | 0,77  |
| 0,238 | 0,266 | 0,237 |

|    |    |    |      |
|----|----|----|------|
| 1  | 2  | 2  | 6    |
| 34 | 28 | 38 | 6,36 |
| 21 | 23 | 25 | 6,07 |
| 8  | 12 | 14 | 6,62 |

|       |       |       |
|-------|-------|-------|
| 0,681 | 0,715 | 0,699 |
| 0,221 | 0,237 | 0,234 |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |      |
|----|----|----|------|
| 18 | 17 | 20 | 6,07 |
| 39 | 39 | 51 | 6,53 |
| 6  | 8  | 7  | 5,57 |
| 1  | 1  | 1  | 5,33 |

|       |       |       |
|-------|-------|-------|
| 0,437 | 0,455 | 0,444 |
| 0,234 | 0,241 | 0,224 |

|    |    |    |      |
|----|----|----|------|
| 1  | 4  | 5  | 7,5  |
| 39 | 40 | 51 | 6,57 |
| 15 | 14 | 18 | 6,15 |
| 9  | 7  | 5  | 4,38 |

|       |       |       |
|-------|-------|-------|
| 0,653 | 0,612 | 0,594 |
| 0,22  | 0,235 | 0,223 |

|    |    |    |      |
|----|----|----|------|
| 0  | 3  | 2  | 6,6  |
| 32 | 31 | 39 | 6,4  |
| 12 | 14 | 14 | 5,88 |
| 20 | 17 | 24 | 6,38 |

|       |       |       |
|-------|-------|-------|
| 0,728 | 0,695 | 0,71  |
| 0,233 | 0,257 | 0,249 |

|    |    |    |      |
|----|----|----|------|
| 4  | 3  | 1  | 3,5  |
| 33 | 33 | 39 | 5,9  |
| 15 | 16 | 17 | 6,54 |
| 12 | 13 | 22 | 7,43 |

|       |       |       |
|-------|-------|-------|
| 0,659 | 0,676 | 0,716 |
| 0,256 | 0,249 | 0,238 |

|    |    |    |      |
|----|----|----|------|
| 0  | 1  | 1  | 9    |
| 37 | 36 | 50 | 6,5  |
| 17 | 15 | 18 | 6,22 |
| 10 | 13 | 10 | 5,52 |

Psyma Iberica Marketing Research, SL

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|       |       |       |  |
|-------|-------|-------|--|
| 0,679 | 0,682 | 0,645 |  |
| 0,215 | 0,231 | 0,214 |  |

|    |    |    |      |
|----|----|----|------|
| 2  | 3  | 0  | 4,4  |
| 39 | 35 | 55 | 6,55 |
| 14 | 19 | 16 | 6,35 |
| 9  | 8  | 8  | 5,28 |

|       |       |       |  |
|-------|-------|-------|--|
| 0,642 | 0,655 | 0,628 |  |
| 0,228 | 0,238 | 0,197 |  |

|    |    |    |      |
|----|----|----|------|
| 1  | 2  | 3  | 8,17 |
| 46 | 46 | 51 | 6,17 |
| 14 | 13 | 20 | 6,49 |
| 3  | 4  | 5  | 6,17 |

|       |       |       |  |
|-------|-------|-------|--|
| 0,601 | 0,595 | 0,613 |  |
| 0,19  | 0,201 | 0,213 |  |

|    |    |    |      |
|----|----|----|------|
| 0  | 0  | 1  | 12   |
| 0  | 0  | 0  |      |
| 0  | 0  | 0  |      |
| 1  | 0  | 0  | 0    |
| 0  | 0  | 0  |      |
| 1  | 2  | 4  | 7,57 |
| 3  | 5  | 2  | 5,7  |
| 12 | 8  | 16 | 6,11 |
| 19 | 18 | 32 | 7,35 |
| 14 | 12 | 10 | 5,11 |
| 14 | 20 | 14 | 5,77 |

|      |      |      |  |
|------|------|------|--|
| 8,25 | 8,43 | 7,97 |  |
| 1,4  | 1,4  | 1,56 |  |

|   |   |   |    |
|---|---|---|----|
| 0 | 0 | 0 |    |
| 0 | 0 | 0 |    |
| 0 | 0 | 0 |    |
| 0 | 1 | 0 | 5  |
| 0 | 0 | 1 | 10 |

Psyma Iberica Marketing Research, SL

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |      |
|------|------|------|------|
| 0    | 0    | 1    | 10   |
| 3    | 3    | 7    | 8,23 |
| 9    | 10   | 5    | 4,79 |
| 18   | 18   | 31   | 7,16 |
| 18   | 13   | 14   | 5,29 |
| 16   | 20   | 20   | 6,16 |
| 8,55 | 8,49 | 8,35 |      |
| 1,15 | 1,39 | 1,35 |      |

|      |      |      |      |
|------|------|------|------|
| 0    | 1    | 0    | 5    |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 2    | 11   |
| 1    | 0    | 0    | 2    |
| 2    | 2    | 3    | 7,14 |
| 2    | 3    | 5    | 7,1  |
| 6    | 5    | 3    | 4,21 |
| 10   | 8    | 15   | 6,88 |
| 12   | 19   | 18   | 6,31 |
| 31   | 27   | 33   | 6,21 |
| 8,84 | 8,74 | 8,66 |      |
| 1,48 | 1,73 | 1,66 |      |

|      |      |      |      |
|------|------|------|------|
| 1    | 0    | 0    | 1    |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 1    | 10   |
| 3    | 0    | 1    | 2,5  |
| 0    | 2    | 2    | 8,5  |
| 7    | 7    | 9    | 6,17 |
| 13   | 9    | 14   | 6,39 |
| 17   | 16   | 26   | 6,61 |
| 23   | 31   | 26   | 6,16 |
| 8,61 | 9,03 | 8,73 |      |
| 1,71 | 1,16 | 1,29 |      |

|   |   |   |
|---|---|---|
| 0 | 0 | 0 |
| 0 | 0 | 0 |

Psyma Iberica Marketing Research, SL

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |      |
|----|----|----|------|
| 0  | 1  | 0  | 4    |
| 0  | 0  | 0  |      |
| 0  | 1  | 1  | 9    |
| 2  | 0  | 1  | 4,33 |
| 1  | 2  | 3  | 6,83 |
| 6  | 3  | 10 | 6,89 |
| 17 | 13 | 12 | 5,48 |
| 15 | 14 | 23 | 6,83 |
| 23 | 31 | 29 | 6,24 |

8,73                      8,91                      8,73  
 1,26                      1,52                      1,36

|    |    |    |      |
|----|----|----|------|
| 1  | 0  | 0  | 2    |
| 0  | 0  | 0  |      |
| 0  | 0  | 0  |      |
| 0  | 0  | 0  |      |
| 0  | 0  | 0  |      |
| 2  | 1  | 1  | 4,75 |
| 1  | 0  | 2  | 8    |
| 6  | 7  | 9  | 6,05 |
| 11 | 13 | 8  | 5,47 |
| 16 | 16 | 21 | 6,57 |
| 27 | 28 | 38 | 6,55 |

8,75                      8,95                      9,03  
 1,69                      1,15                      1,22

|    |    |    |      |
|----|----|----|------|
| 0  | 0  | 0  |      |
| 0  | 0  | 0  |      |
| 1  | 0  | 0  | 2    |
| 0  | 0  | 0  |      |
| 1  | 0  | 0  | 0    |
| 2  | 2  | 4  | 8,5  |
| 3  | 3  | 3  | 5,89 |
| 7  | 8  | 9  | 6,42 |
| 13 | 10 | 9  | 5,31 |
| 19 | 16 | 20 | 5,93 |
| 18 | 26 | 34 | 6,88 |

8,41                      8,74                      8,77  
 1,64                      1,38                      1,46

0                      1                      2                      9,33  
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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |      |
|----|----|----|------|
| 2  | 1  | 1  | 4,75 |
| 3  | 0  | 0  | 2    |
| 3  | 3  | 5  | 6,73 |
| 8  | 2  | 4  | 4,71 |
| 10 | 11 | 11 | 5,88 |
| 6  | 10 | 15 | 7,55 |
| 5  | 7  | 8  | 6,3  |
| 12 | 11 | 15 | 6,55 |
| 7  | 11 | 8  | 6,19 |
| 8  | 8  | 10 | 6,12 |

|      |      |      |
|------|------|------|
| 6,39 | 6,91 | 6,65 |
| 2,52 | 2,28 | 2,36 |

|    |    |    |       |
|----|----|----|-------|
| 0  | 0  | 0  |       |
| 0  | 0  | 0  |       |
| 0  | 0  | 0  |       |
| 0  | 0  | 0  |       |
| 1  | 1  | 1  | 5,67  |
| 1  | 0  | 1  | 7     |
| 1  | 3  | 2  | 7,5   |
| 1  | 1  | 9  | 10,09 |
| 14 | 6  | 6  | 4,62  |
| 12 | 19 | 22 | 6,62  |
| 34 | 35 | 38 | 6,09  |

|      |      |      |
|------|------|------|
| 9,09 | 9,2  | 8,99 |
| 1,27 | 1,21 | 1,33 |

|    |    |    |      |
|----|----|----|------|
| 0  | 1  | 1  | 8    |
| 0  | 0  | 0  |      |
| 0  | 0  | 0  |      |
| 0  | 0  | 1  | 10   |
| 0  | 0  | 2  | 16   |
| 2  | 2  | 3  | 6,71 |
| 5  | 4  | 5  | 6,5  |
| 7  | 7  | 8  | 6,23 |
| 11 | 9  | 18 | 6,87 |
| 16 | 16 | 17 | 6,04 |
| 23 | 26 | 24 | 5,75 |

|      |      |      |
|------|------|------|
| 8,61 | 8,6  | 8,22 |
| 1,43 | 1,77 | 1,91 |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |      |
|------|------|------|------|
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 2    | 10   |
| 0    | 1    | 2    | 11   |
| 1    | 1    | 1    | 5,33 |
| 3    | 2    | 3    | 6,5  |
| 1    | 6    | 6    | 7,38 |
| 14   | 9    | 15   | 6,63 |
| 21   | 20   | 22   | 5,65 |
| 24   | 26   | 28   | 6,22 |
| 8,92 | 8,85 | 8,57 |      |
| 1,16 | 1,35 | 1,67 |      |

|      |      |      |      |
|------|------|------|------|
| 0    | 0    | 1    | 10   |
| 0    | 0    | 0    |      |
| 0    | 0    | 1    | 12   |
| 0    | 0    | 1    | 10   |
| 0    | 0    | 0    |      |
| 1    | 2    | 5    | 8    |
| 0    | 5    | 3    | 7,25 |
| 5    | 5    | 11   | 7,76 |
| 17   | 14   | 12   | 5,4  |
| 22   | 16   | 27   | 6,48 |
| 19   | 23   | 18   | 5,67 |
| 8,81 | 8,63 | 8,15 |      |
| 1,05 | 1,4  | 1,93 |      |

|     |      |      |      |
|-----|------|------|------|
| 0   | 0    | 0    |      |
| 0   | 0    | 0    |      |
| 0   | 0    | 0    |      |
| 1   | 1    | 1    | 6    |
| 2   | 2    | 3    | 7,29 |
| 0   | 2    | 8    | 10,5 |
| 3   | 5    | 6    | 6,43 |
| 10  | 7    | 10   | 5,7  |
| 15  | 13   | 15   | 6,28 |
| 18  | 15   | 16   | 5,78 |
| 15  | 20   | 20   | 6,16 |
| 8,3 | 8,29 | 7,91 |      |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |      |
|------|------|------|------|
| 1,55 | 1,73 | 1,88 |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 1    | 0    | 3    |
| 1    | 0    | 2    | 10   |
| 0    | 0    | 1    | 10   |
| 4    | 3    | 15   | 8,95 |
| 18   | 17   | 13   | 5,71 |
| 23   | 18   | 25   | 5,91 |
| 18   | 26   | 23   | 6,06 |

|      |      |      |  |
|------|------|------|--|
| 8,81 | 8,97 | 8,61 |  |
| 1,02 | 1,12 | 1,27 |  |

|    |    |    |       |
|----|----|----|-------|
| 0  | 0  | 0  |       |
| 0  | 0  | 0  |       |
| 0  | 1  | 1  | 9     |
| 0  | 0  | 1  | 10    |
| 0  | 0  | 0  |       |
| 2  | 2  | 1  | 4,4   |
| 0  | 2  | 7  | 11,11 |
| 8  | 6  | 11 | 6,6   |
| 18 | 15 | 13 | 5,52  |
| 18 | 16 | 19 | 5,98  |
| 18 | 23 | 26 | 6,33  |

|      |      |      |  |
|------|------|------|--|
| 8,63 | 8,62 | 8,41 |  |
| 1,2  | 1,54 | 1,68 |  |

|    |    |    |      |
|----|----|----|------|
| 0  | 0  | 1  | 10   |
| 0  | 0  | 0  |      |
| 0  | 0  | 0  |      |
| 0  | 0  | 0  |      |
| 1  | 1  | 0  | 4    |
| 0  | 6  | 5  | 8,73 |
| 1  | 3  | 3  | 7    |
| 4  | 4  | 8  | 8,13 |
| 17 | 16 | 21 | 6,46 |
| 25 | 18 | 20 | 5,46 |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |       |
|------|------|------|-------|
| 16   | 17   | 21   | 6     |
| 8,73 | 8,31 | 8,32 |       |
| 1,12 | 1,61 | 1,7  |       |
| 0    | 0    | 1    | 10    |
| 0    | 0    | 0    |       |
| 0    | 0    | 0    |       |
| 0    | 0    | 1    | 10    |
| 0    | 1    | 0    | 3     |
| 0    | 0    | 3    | 11,33 |
| 2    | 0    | 1    | 8     |
| 3    | 2    | 3    | 6,88  |
| 13   | 11   | 10   | 5,85  |
| 21   | 22   | 25   | 6,18  |
| 25   | 29   | 35   | 6,24  |
| 9    | 9,14 | 8,86 |       |
| 1,04 | 1,06 | 1,72 |       |
| 0    | 0    | 0    |       |
| 0    | 0    | 0    |       |
| 0    | 1    | 1    | 6,5   |
| 0    | 0    | 0    |       |
| 0    | 0    | 0    |       |
| 0    | 0    | 2    | 10    |
| 1    | 1    | 0    | 3     |
| 1    | 2    | 4    | 9     |
| 11   | 11   | 6    | 5,54  |
| 21   | 19   | 26   | 6,35  |
| 30   | 31   | 40   | 6,28  |
| 9,22 | 9,09 | 9,14 |       |
| 0,9  | 1,3  | 1,35 |       |
| 0    | 0    | 0    |       |
| 0    | 0    | 0    |       |
| 0    | 0    | 0    |       |
| 0    | 0    | 0    |       |
| 0    | 0    | 0    |       |
| 0    | 0    | 1    | 10    |
| 0    | 0    | 4    | 11    |
| 3    | 5    | 4    | 6,5   |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |      |
|----|----|----|------|
| 13 | 9  | 9  | 5,55 |
| 22 | 22 | 24 | 6,06 |
| 26 | 29 | 37 | 6,46 |

|      |      |      |  |
|------|------|------|--|
| 9,11 | 9,15 | 9,05 |  |
| 0,89 | 0,94 | 1,21 |  |

|    |    |    |      |
|----|----|----|------|
| 0  | 0  | 0  |      |
| 0  | 1  | 0  | 6    |
| 0  | 1  | 0  | 4    |
| 0  | 0  | 0  |      |
| 0  | 2  | 1  | 7,67 |
| 3  | 4  | 7  | 6,71 |
| 3  | 2  | 4  | 6,44 |
| 4  | 5  | 12 | 8,38 |
| 18 | 18 | 16 | 6,19 |
| 19 | 11 | 20 | 5,8  |
| 17 | 21 | 19 | 5,91 |

|      |      |      |  |
|------|------|------|--|
| 8,53 | 8,17 | 8,16 |  |
| 1,33 | 2,01 | 1,6  |  |

|    |    |    |      |
|----|----|----|------|
| 0  | 0  | 0  |      |
| 0  | 0  | 0  |      |
| 0  | 0  | 0  |      |
| 1  | 0  | 1  | 6    |
| 1  | 0  | 0  | 1    |
| 0  | 3  | 1  | 7    |
| 4  | 2  | 4  | 5,6  |
| 6  | 6  | 8  | 7,15 |
| 14 | 15 | 17 | 6,26 |
| 24 | 15 | 22 | 5,75 |
| 14 | 24 | 26 | 6,73 |

|      |      |      |  |
|------|------|------|--|
| 8,45 | 8,68 | 8,63 |  |
| 1,44 | 1,38 | 1,4  |  |

|   |   |   |      |
|---|---|---|------|
| 1 | 0 | 0 | 2    |
| 0 | 0 | 1 | 10   |
| 1 | 1 | 1 | 5    |
| 2 | 4 | 2 | 6,38 |
| 2 | 1 | 0 | 2    |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |      |
|------|------|------|------|
| 4    | 5    | 6    | 6,47 |
| 2    | 4    | 5    | 7,18 |
| 3    | 4    | 11   | 8,44 |
| 13   | 13   | 15   | 6,73 |
| 16   | 10   | 19   | 6,16 |
| 20   | 23   | 19   | 5,56 |
| 8,08 | 7,98 | 7,94 |      |
| 2,27 | 2,23 | 2,01 |      |

|      |      |      |      |
|------|------|------|------|
| 1    | 0    | 1    | 8,5  |
| 0    | 1    | 1    | 7    |
| 3    | 1    | 1    | 4,4  |
| 1    | 1    | 1    | 5,33 |
| 4    | 2    | 4    | 6,4  |
| 5    | 3    | 4    | 5,17 |
| 2    | 7    | 12   | 8,24 |
| 7    | 5    | 9    | 6,95 |
| 14   | 16   | 17   | 6,57 |
| 13   | 15   | 14   | 5,79 |
| 14   | 14   | 15   | 5,67 |
| 7,5  | 7,83 | 7,46 |      |
| 2,44 | 2,06 | 2,21 |      |

|      |      |      |      |
|------|------|------|------|
| 0    | 0    | 0    |      |
| 0    | 0    | 1    | 12   |
| 1    | 0    | 0    | 0    |
| 0    | 1    | 1    | 7    |
| 2    | 1    | 3    | 7,67 |
| 3    | 3    | 6    | 6,92 |
| 5    | 3    | 3    | 5    |
| 5    | 7    | 15   | 7,26 |
| 13   | 19   | 12   | 6,48 |
| 19   | 12   | 19   | 5,74 |
| 16   | 19   | 19   | 6,15 |
| 8,2  | 8,29 | 7,92 |      |
| 1,78 | 1,63 | 1,95 |      |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |      |
|----|----|----|------|
| 0  | 0  | 0  |      |
| 0  | 0  | 0  |      |
| 1  | 0  | 0  | 2    |
| 0  | 1  | 0  | 4    |
| 1  | 0  | 2  | 7,33 |
| 8  | 6  | 7  | 5,19 |
| 2  | 4  | 9  | 8,4  |
| 10 | 6  | 10 | 6,12 |
| 12 | 15 | 17 | 6,91 |
| 17 | 14 | 15 | 5,46 |
| 13 | 19 | 19 | 6,53 |

|      |      |      |  |
|------|------|------|--|
| 7,92 | 8,23 | 7,95 |  |
| 1,83 | 1,71 | 1,72 |  |

|    |    |    |      |
|----|----|----|------|
| 0  | 1  | 1  | 7,5  |
| 0  | 0  | 0  |      |
| 0  | 0  | 0  |      |
| 0  | 0  | 1  | 10   |
| 2  | 1  | 0  | 1,33 |
| 1  | 2  | 4  | 7,71 |
| 4  | 1  | 6  | 7    |
| 9  | 3  | 7  | 5,74 |
| 14 | 16 | 19 | 6,94 |
| 18 | 16 | 18 | 5,56 |
| 16 | 25 | 23 | 6,44 |

|      |      |      |  |
|------|------|------|--|
| 8,34 | 8,66 | 8,25 |  |
| 1,49 | 1,73 | 1,83 |  |

|       |       |       |     |
|-------|-------|-------|-----|
| 64    | 65    | 79    | 6,3 |
| 85,02 | 85,87 | 83,61 |     |

|    |    |    |      |
|----|----|----|------|
| 33 | 39 | 33 | 5,72 |
| 3  | 8  | 16 | 9,3  |
| 5  | 12 | 27 | 8,25 |
| 18 | 6  | 2  | 2,96 |
| 3  | 0  | 0  | 0,33 |
| 2  | 0  | 1  | 5,67 |

|    |    |    |      |
|----|----|----|------|
| 28 | 28 | 44 | 6,85 |
| 6  | 7  | 8  | 6,24 |
| 3  | 11 | 17 | 8,13 |
| 18 | 14 | 10 | 4,93 |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |      |
|----|----|----|------|
| 0  | 0  | 0  |      |
| 9  | 5  | 0  | 2,5  |
| 2  | 4  | 1  | 5,43 |
| 1  | 0  | 0  | 1    |
| 7  | 14 | 22 | 7,98 |
| 6  | 22 | 43 | 8,28 |
| 0  | 0  | 1  | 20   |
| 32 | 20 | 10 | 4,06 |
| 9  | 3  | 0  | 2,17 |
| 0  | 1  | 0  | 5    |
| 2  | 0  | 1  | 5    |
| 0  | 1  | 0  | 4    |
| 3  | 0  | 0  | 0,33 |
| 2  | 0  | 1  | 5,67 |
| 3  | 0  | 0  | 0,33 |
| 3  | 0  | 0  | 0,33 |
| 64 | 65 | 79 | 6,3  |

|    |    |    |    |
|----|----|----|----|
| 19 | 0  | 0  | 0  |
| 17 | 0  | 0  | 1  |
| 28 | 0  | 0  | 2  |
| 0  | 3  | 0  | 3  |
| 0  | 24 | 0  | 4  |
| 0  | 4  | 0  | 5  |
| 0  | 20 | 0  | 6  |
| 0  | 2  | 0  | 7  |
| 0  | 12 | 0  | 8  |
| 0  | 0  | 55 | 10 |
| 0  | 0  | 13 | 12 |
| 0  | 0  | 6  | 14 |
| 0  | 0  | 1  | 15 |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |       |      |
|------|------|-------|------|
| 0    | 0    | 1     | 16   |
| 0    | 0    | 2     | 20   |
| 0    | 0    | 1     | 21   |
| 1,14 | 5,46 | 11,16 |      |
| 0,85 | 1,57 | 2,33  |      |
| 41   | 55   | 71    | 6,81 |
| 23   | 9    | 5     | 3,51 |
| 0    | 1    | 3     | 10,5 |
| 10   | 10   | 9     | 5,45 |
| 2    | 7    | 14    | 8,78 |
| 6    | 11   | 12    | 6,79 |
| 46   | 37   | 44    | 5,93 |
| 18   | 19   | 10    | 4,79 |
| 16   | 10   | 11    | 5,73 |
| 11   | 8    | 15    | 6,68 |
| 12   | 9    | 6     | 5,26 |
| 7    | 8    | 7     | 5,86 |
| 5    | 4    | 2     | 4    |
| 1    | 5    | 4     | 7,7  |
| 4    | 3    | 3     | 6,8  |
| 1    | 5    | 4     | 7,2  |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |      |
|------|------|------|------|
| 0    | 6    | 4    | 8,9  |
| 1    | 3    | 5    | 8,56 |
| 2    | 2    | 3    | 6,14 |
| 2    | 0    | 3    | 7    |
| 1    | 2    | 2    | 6,4  |
| 1    | 3    | 1    | 5,4  |
| 0    | 2    | 2    | 8,5  |
| 0    | 1    | 0    | 4    |
| 19   | 13   | 24   | 5,98 |
| 8    | 7    | 8    | 6,22 |
| 1,7  | 1,72 | 1,47 |      |
| 0,89 | 0,89 | 0,77 |      |

|   |   |   |      |
|---|---|---|------|
| 6 | 3 | 4 | 5,77 |
| 3 | 3 | 3 | 6,44 |
| 0 | 2 | 3 | 7,6  |
| 1 | 0 | 3 | 10,5 |
| 1 | 0 | 2 | 8    |
| 0 | 2 | 1 | 8    |

|   |   |   |    |
|---|---|---|----|
| 1 | 0 | 1 | 5  |
| 0 | 1 | 1 | 11 |
| 0 | 1 | 1 | 7  |
| 1 | 0 | 0 | 2  |

|   |   |   |   |
|---|---|---|---|
| 0 | 1 | 0 | 8 |
| 1 | 0 | 0 | 2 |
| 0 | 1 | 0 | 4 |
| 0 | 0 | 0 |   |
| 0 | 0 | 0 |   |

|   |   |   |  |
|---|---|---|--|
| 0 | 0 | 0 |  |
| 0 | 0 | 0 |  |
| 0 | 0 | 0 |  |
| 0 | 0 | 0 |  |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |      |
|------|------|------|------|
| 0    | 0    | 0    |      |
| 46   | 48   | 57   | 6,21 |
| 0    | 0    | 0    |      |
| 5    | 5    | 6    | 6,31 |
| 1,02 | 1,03 | 1,04 |      |
| 0,13 | 0,17 | 0,19 |      |

|    |    |    |      |
|----|----|----|------|
| 23 | 24 | 22 | 5,8  |
| 5  | 8  | 4  | 6,12 |
| 3  | 5  | 4  | 5,5  |

|   |   |   |     |
|---|---|---|-----|
| 5 | 1 | 4 | 5,3 |
|---|---|---|-----|

|   |   |   |      |
|---|---|---|------|
| 2 | 1 | 5 | 8,5  |
| 3 | 2 | 3 | 5,38 |
| 3 | 2 | 3 | 6    |
| 2 | 3 | 2 | 5,43 |
| 3 | 0 | 3 | 8,17 |

|   |   |   |      |
|---|---|---|------|
| 3 | 1 | 2 | 5,83 |
|---|---|---|------|

|   |   |   |     |
|---|---|---|-----|
| 3 | 1 | 1 | 3,2 |
|---|---|---|-----|

|   |   |   |      |
|---|---|---|------|
| 0 | 1 | 4 | 9,2  |
| 2 | 2 | 0 | 3,75 |

|   |   |   |   |
|---|---|---|---|
| 1 | 2 | 1 | 5 |
|---|---|---|---|

|    |    |    |      |
|----|----|----|------|
| 1  | 1  | 2  | 7    |
| 10 | 21 | 21 | 6,71 |
| 15 | 8  | 15 | 6,11 |
| 1  | 0  | 0  | 2    |

|      |      |      |  |
|------|------|------|--|
| 1,39 | 1,34 | 1,24 |  |
| 0,66 | 0,59 | 0,58 |  |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |      |
|----|----|----|------|
| 3  | 7  | 1  | 4,45 |
| 4  | 3  | 5  | 6,42 |
| 26 | 17 | 36 | 6,56 |
| 16 | 21 | 21 | 6,52 |
| 15 | 17 | 16 | 6    |

|    |    |    |      |
|----|----|----|------|
| 24 | 30 | 36 | 6,6  |
| 30 | 22 | 27 | 5,7  |
| 9  | 11 | 14 | 6,76 |
| 0  | 2  | 1  | 8    |
| 1  | 0  | 1  | 6    |

|    |    |    |      |
|----|----|----|------|
| 52 | 54 | 71 | 6,51 |
| 12 | 10 | 10 | 5,38 |
| 3  | 3  | 3  | 6,22 |
| 1  | 0  | 0  | 2    |
| 2  | 2  | 0  | 3,25 |

|      |      |      |
|------|------|------|
| 1,09 | 1,06 | 1,06 |
| 0,29 | 0,24 | 0,25 |

|    |    |    |      |
|----|----|----|------|
| 0  | 0  | 0  |      |
| 0  | 0  | 0  |      |
| 1  | 0  | 0  | 1    |
| 0  | 1  | 0  | 6    |
| 1  | 1  | 0  | 3    |
| 2  | 2  | 2  | 6,5  |
| 1  | 1  | 4  | 7,83 |
| 5  | 4  | 3  | 5,25 |
| 11 | 15 | 16 | 6,48 |
| 23 | 20 | 29 | 6,54 |
| 20 | 21 | 25 | 6,14 |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |      |
|------|------|------|------|
| 8,63 | 8,63 | 8,78 |      |
| 1,58 | 1,51 | 1,23 |      |
| 2    | 2    | 0    | 3,25 |
| 1    | 2    | 0    | 4    |
| 1    | 1    | 0    | 2,5  |
| 0    | 0    | 0    |      |
| 0    | 1    | 0    | 4    |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 1    | 0    | 0    | 2    |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 1,5  | 2    |      |      |
| 0,71 | 1,41 |      |      |
| 60   | 61   | 77   | 6,35 |
| 18   | 31   | 40   | 7,02 |
| 4    | 8    | 9    | 7,52 |
| 4    | 10   | 13   | 7,33 |
| 5    | 8    | 11   | 7,29 |
| 7    | 7    | 8    | 5,95 |
| 0    | 2    | 0    | 4,5  |
| 5    | 6    | 5    | 6,69 |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |      |
|------|------|------|------|
| 35   | 24   | 32   | 5,9  |
| 2    | 0    | 2    | 5,75 |
| 0    | 0    | 0    |      |
| 1,33 | 1,57 | 1,56 |      |
| 0,48 | 0,87 | 1,09 |      |
| 64   | 65   | 79   | 6,3  |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 1    | 0    | 0    | 1    |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 2    | 1    | 1    | 3,5  |
| 0    | 0    | 1    | 10   |
| 1    | 2    | 7    | 10,2 |
| 10   | 8    | 8    | 5,27 |
| 22   | 27   | 27   | 6,39 |
| 28   | 27   | 35   | 6,22 |
| 9,02 | 9,17 | 9,08 |      |
| 1,4  | 0,94 | 1,11 |      |
| 1    | 0    | 0    | 1    |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |      |
|------|------|------|------|
| 1    | 0    | 0    | 1    |
| 0    | 0    | 0    |      |
| 1    |      |      |      |
| 61   | 64   | 78   | 6,38 |
| 23   | 35   | 54   | 7,27 |
| 18   | 21   | 19   | 5,76 |
| 3    | 10   | 7    | 7,45 |
| 0    | 5    | 5    | 9,3  |
| 4    | 6    | 7    | 7,06 |
| 0    | 1    | 1    | 9,5  |
| 6    | 9    | 5    | 5,9  |
| 33   | 26   | 29   | 5,73 |
| 5    | 3    | 0    | 3    |
| 0    | 0    | 0    |      |
| 1,51 | 1,81 | 1,63 |      |
| 0,65 | 1,05 | 1,03 |      |
| 64   | 65   | 79   | 6,3  |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 1    | 0    | 0    | 1    |
| 2    | 2    | 1    | 4    |
| 0    | 0    | 1    | 10   |
| 1    | 2    | 4    | 8,71 |
| 14   | 11   | 15   | 6,35 |
| 23   | 26   | 28   | 6,23 |
| 23   | 24   | 30   | 6,29 |
| 8,91 | 9,02 | 9    |      |
| 1,24 | 1,08 | 1,05 |      |

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Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |      |
|------|------|------|------|
| 3    | 3    | 2    | 4,63 |
| 2    | 1    | 2    | 5,2  |
| 2    | 3    | 1    | 5,67 |
| 3    | 10   | 2    | 5,33 |
| 2    | 10   | 8    | 7,1  |
| 19   | 6    | 23   | 6,19 |
| 16   | 12   | 16   | 6,16 |
| 12   | 13   | 18   | 6,93 |
| 4    | 3    | 6    | 6,92 |
| 1    | 3    | 1    | 6,4  |
| 0    | 1    | 0    | 3    |
| 12   | 27   | 15   | 5,91 |
| 35   | 18   | 39   | 6,17 |
| 16   | 16   | 24   | 6,93 |
| 1    | 4    | 1    | 5,83 |
| 5,3  | 5,09 | 5,52 |      |
| 1,99 | 2,28 | 1,77 |      |

|     |      |      |      |
|-----|------|------|------|
| 3   | 1    | 1    | 3,6  |
| 1   | 1    | 2    | 6,25 |
| 1   | 2    | 2    | 6,2  |
| 2   | 5    | 2    | 5,67 |
| 3   | 4    | 4    | 6,45 |
| 14  | 10   | 10   | 4,88 |
| 9   | 12   | 14   | 6,89 |
| 16  | 17   | 30   | 7,19 |
| 9   | 9    | 7    | 5,84 |
| 5   | 2    | 4    | 5,45 |
| 1   | 2    | 3    | 8    |
| 10  | 13   | 11   | 5,76 |
| 23  | 22   | 24   | 5,9  |
| 25  | 26   | 37   | 6,81 |
| 6   | 4    | 7    | 6,35 |
| 6   | 5,95 | 6,25 |      |
| 2,2 | 2,04 | 1,96 |      |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |      |
|----|----|----|------|
| 4  | 2  | 0  | 2,33 |
| 1  | 0  | 4  | 8,2  |
| 1  | 1  | 1  | 5,67 |
| 0  | 3  | 1  | 7    |
| 2  | 3  | 7  | 7,5  |
| 13 | 8  | 6  | 4,41 |
| 7  | 8  | 11 | 6,85 |
| 13 | 17 | 22 | 6,87 |
| 16 | 12 | 16 | 6,07 |
| 5  | 6  | 6  | 6,82 |
| 2  | 5  | 5  | 6,92 |
| 8  | 9  | 13 | 6,33 |
| 20 | 16 | 17 | 5,6  |
| 29 | 29 | 38 | 6,5  |
| 7  | 11 | 11 | 6,86 |

|      |      |      |
|------|------|------|
| 6,28 | 6,62 | 6,57 |
| 2,37 | 2,2  | 2,13 |

|    |    |    |       |
|----|----|----|-------|
| 2  | 0  | 2  | 5,75  |
| 0  | 0  | 3  | 10    |
| 1  | 0  | 1  | 7     |
| 1  | 3  | 2  | 6,33  |
| 0  | 0  | 3  | 10,67 |
| 6  | 4  | 8  | 6,22  |
| 5  | 4  | 7  | 6,56  |
| 14 | 14 | 16 | 6,41  |
| 16 | 18 | 13 | 5,4   |
| 10 | 11 | 13 | 6,47  |
| 9  | 11 | 11 | 6,45  |
| 4  | 3  | 11 | 7,61  |
| 11 | 8  | 15 | 6,38  |
| 30 | 32 | 29 | 5,89  |
| 19 | 22 | 24 | 6,46  |

|      |      |      |
|------|------|------|
| 7,36 | 7,75 | 6,94 |
| 2,17 | 1,73 | 2,51 |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |      |
|------|------|------|------|
| 56   | 63   | 78   | 6,45 |
| 8    | 2    | 1    | 3,55 |
| 56   | 63   | 78   | 6,45 |
| 8    | 9    | 15   | 7,22 |
| 12   | 22   | 32   | 7,14 |
| 36   | 32   | 31   | 5,75 |
| 8    | 9    | 15   | 7,22 |
| 0    | 2    | 6    | 9,38 |
| 5    | 5    | 8    | 7,17 |
| 0    | 1    | 0    | 8    |
| 3    | 1    | 1    | 3,8  |
| 0    | 1    | 0    | 8    |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 0    | 0    | 1    | 10   |
| 0    | 0    | 1    | 14   |
| 1    | 1    | 1    | 5    |
| 2    | 1    | 1    | 3,75 |
| 2    | 2    | 2    | 7,33 |
| 2    | 2    | 4    | 7,75 |
| 1    | 2    | 5    | 7,88 |
| 8    | 7,44 | 8,27 |      |
| 1,31 | 3,09 | 1,94 |      |
| 1    | 1    | 2    | 6,5  |
| 7    | 8    | 13   | 7,32 |
| 64   | 65   | 79   | 6,3  |



Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |      |      |
|----|----|------|------|
| 0  | 0  | 0    |      |
| 0  | 0  | 0    |      |
| 0  | 0  | 0    |      |
| 0  | 0  | 0    |      |
| 0  | 0  | 0    |      |
| 0  | 0  | 0    |      |
| 0  | 0  | 0    |      |
| 0  | 0  | 0    |      |
| 1  | 0  | 1    | 5    |
| 0  | 1  | 1    | 8    |
| 0  | 0  | 0    |      |
| 8  | 9  | 8,5  |      |
|    |    | 0,71 |      |
| 9  | 6  | 8    | 5,61 |
| 55 | 59 | 71   | 6,38 |
| 9  | 6  | 8    | 5,61 |
| 1  | 1  | 1    | 4,67 |
| 8  | 5  | 7    | 5,75 |
| 48 | 31 | 26   | 4,74 |
| 9  | 3  | 5    | 4,71 |
| 39 | 28 | 21   | 4,75 |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |      |
|----|----|----|------|
| 15 | 11 | 12 | 5,21 |
| 33 | 20 | 14 | 4,48 |

|    |    |    |      |
|----|----|----|------|
| 32 | 19 | 19 | 4,9  |
| 16 | 12 | 7  | 4,43 |

|    |    |    |     |
|----|----|----|-----|
| 32 | 19 | 19 | 4,9 |
|----|----|----|-----|

|    |   |   |      |
|----|---|---|------|
| 1  | 0 | 0 | 0    |
| 0  | 0 | 1 | 10   |
| 1  | 0 | 0 | 2    |
| 2  | 0 | 0 | 1,5  |
| 0  | 0 | 1 | 10   |
| 2  | 2 | 1 | 4,8  |
| 1  | 2 | 3 | 7    |
| 4  | 4 | 1 | 3,89 |
| 11 | 4 | 3 | 4,06 |
| 7  | 3 | 4 | 4,93 |
| 3  | 4 | 5 | 6,25 |

|      |      |      |
|------|------|------|
| 7,28 | 7,84 | 7,63 |
| 2,4  | 1,64 | 2,45 |

|    |    |    |      |
|----|----|----|------|
| 48 | 31 | 26 | 4,74 |
|----|----|----|------|

|    |    |    |      |
|----|----|----|------|
| 11 | 6  | 8  | 5,32 |
| 37 | 25 | 18 | 4,56 |

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|      |      |      |      |
|------|------|------|------|
| 11   | 6    | 8    | 5,32 |
| 1    | 0    | 0    | 1    |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 1    | 0    | 0    | 2    |
| 0    | 0    | 0    |      |
| 2    | 3    | 0    | 2,8  |
| 3    | 0    | 1    | 4,25 |
| 0    | 1    | 1    | 9    |
| 2    | 0    | 3    | 6,8  |
| 2    | 0    | 2    | 5,5  |
| 0    | 2    | 1    | 8,33 |
| 5,91 | 7    | 8,13 |      |
| 2,7  | 2,45 | 1,25 |      |
| 64   | 65   | 79   | 6,3  |
| 47   | 59   | 72   | 6,61 |
| 1    | 1    | 5    | 9    |
| 1    | 0    | 0    | 1    |
| 3    | 0    | 0    | 1,67 |
| 12   | 5    | 2    | 3,42 |
| 49   | 60   | 77   | 6,67 |
| 1    | 0    | 1    | 7,5  |
| 36   | 40   | 37   | 5,97 |
| 0    | 0    | 0    |      |
| 0    | 0    | 0    |      |
| 25   | 20   | 22   | 5,79 |
| 0    | 0    | 2    | 10   |
| 31   | 44   | 56   | 6,92 |
| 3    | 4    | 0    | 3,57 |
| 6    | 4    | 3    | 4,15 |
| 3    | 8    | 4    | 6,2  |

Psyma Iberica Marketing Research, SL

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|    |    |    |      |
|----|----|----|------|
| 1  | 1  | 2  | 8    |
| 7  | 11 | 14 | 7,13 |
| 0  | 0  | 0  |      |
| 1  | 1  | 2  | 7,5  |
| 46 | 57 | 67 | 6,54 |
| 11 | 9  | 8  | 5,29 |
| 31 | 33 | 35 | 6,18 |
| 6  | 7  | 6  | 6    |
| 1  | 0  | 0  | 0    |
| 13 | 11 | 9  | 5,3  |
| 1  | 1  | 1  | 6,67 |
| 1  | 5  | 0  | 4,83 |
| 3  | 2  | 1  | 3,5  |
| 2  | 4  | 6  | 8,42 |
| 43 | 50 | 70 | 6,71 |
| 6  | 10 | 7  | 6,39 |
| 2  | 5  | 3  | 5,9  |
| 4  | 3  | 3  | 6,4  |
| 1  | 2  | 1  | 5,25 |
| 0  | 2  | 0  | 6    |
| 0  | 0  | 1  | 10   |

Psyma Iberica Marketing Research, SL

Enquesta de Qualitat de Servei 2019 dels FGC (Lleida - La Pobla)

|              |             |              |      |
|--------------|-------------|--------------|------|
| 1,17<br>0,41 | 1,2<br>0,63 | 1,14<br>0,38 |      |
| 2            | 3           | 2            | 7,43 |
| 2            | 3           | 1            | 5,5  |
| 0            | 2           | 2            | 7    |
| 0            | 1           | 2            | 12   |
| 3            | 2           | 1            | 4,5  |
| 1,17<br>0,41 | 1,1<br>0,32 | 1,14<br>0,38 |      |
| 64           | 65          | 79           | 6,3  |
| 23           | 31          | 43           | 6,93 |
| 41           | 34          | 36           | 5,75 |
| 19           | 40          | 58           | 7,68 |
| 18           | 12          | 10           | 4,75 |
| 27           | 13          | 11           | 4,33 |
| 43,39        | 30,78       | 26,68        |      |
| 3            | 5           | 4            | 5,58 |
| 29           | 25          | 27           | 6,12 |
| 12           | 4           | 1            | 2,35 |
| 12           | 1           | 2            | 2,8  |
| 1            | 1           | 0            | 4    |
| 7            | 29          | 45           | 8,11 |
| 0            | 0           | 0            |      |