

RANKING DE CALIDAD DE LOS SERVICIOS DE ATENCIÓN AL CLIENTE																
Rank LN	Centro	Nota	Calidad T/Err	% Calidad	Rec. Ord T/Err.	% Rec. Ord.	Lec. Sal. T/Err	% Lec. Sal.	Lec Lle T/Err.	% Lec. Lle.	Movilidad T/Err	% Movilidad	24h T/Err.	% 24H	Pod T/Err.	% POD
1	000894(108)-CIM VALLES	10.00	2 / 0	100%	1 / 0	100%	1 / 0	100%	2 / 0	100%			2 / 0	100%	2 / 0	100%
1	003702(837)-SALAMANCA TEI	10.00	22 / 0	100%	1 / 0	100%	561 / 0	100%	40 / 0	100%			18 / 0	100%	23 / 0	100%
3	003990(039)-SANTANDER	9.99	517 / 1	99,81%	31 / 0	100%	161 / 0	100%	955 / 3	99,69%			364 / 0	100%	549 / 0	100%
4	000636(406)-BADAJOZ	9.98	219 / 1	99,54%	18 / 0	100%	58 / 0	100%	296 / 1	99,66%			142 / 0	100%	215 / 0	100%
4	004701(747)-VALLADOLID BCA	9.98	634 / 2	99,68%	46 / 0	100%	92 / 0	100%	1110 / 5	99,55%			475 / 1	99,79%	682 / 0	100%
6	000102(301)-VITORIA TRB	9.97	374 / 2	99,47%	23 / 0	100%	33 / 0	100%	706 / 3	99,58%			223 / 2	99,1%	411 / 0	100%
6	002496(824)-LEON	9.97	289 / 1	99,65%	49 / 0	100%	92 / 0	100%	533 / 5	99,06%			195 / 1	99,49%	345 / 0	100%
8	001403(414)-MONTILLA	9.96	79 / 0	100%	5 / 0	100%	403 / 0	100%	174 / 1	99,43%			65 / 2	96,92%	102 / 0	100%
9	005293(940)-PORTO	9.95	1573 / 18	98,86%	98 / 0	100%	2323 / 1	99,96%	3108 / 25	99,2%			1072 / 8	99,25%	1753 / 2	99,89%
10	003190(031)-PAMPLONA	9.92	727 / 6	99,17%	59 / 0	100%	1025 / 0	100%	1399 / 11	99,21%			590 / 20	96,61%	805 / 7	99,13%
11	003404(534)-PALENCIA MDP	9.88	106 / 3	97,17%	10 / 0	100%	26 / 0	100%	230 / 5	97,83%			69 / 1	98,55%	145 / 0	100%
12	001302(713)-DAIMIEL	9.86	221 / 0	100%	32 / 0	100%	47 / 0	100%	458 / 4	99,13%			179 / 19	89,39%	268 / 0	100%
13	003201(432)-ORENSE CEN	9.82	208 / 1	99,52%	14 / 0	100%	291 / 0	100%	439 / 12	97,27%			105 / 11	89,52%	261 / 0	100%
14	000290(502)-ALBACETE HIS	9.81	516 / 15	97,09%	30 / 0	100%	740 / 0	100%	933 / 20	97,86%			395 / 29	92,66%	483 / 1	99,79%
15	004890(048)-BILBAO	9.80	945 / 9	99,05%	121 / 3	97,52%	611 / 0	100%	1685 / 4	99,76%			767 / 76	90,09%	987 / 0	100%
16	001201(412)-CASTELLON NORTE	9.77	397 / 19	95,21%	23 / 0	100%	411 / 0	100%	493 / 2	99,59%			332 / 29	91,27%	424 / 5	98,82%
17	000390(703)-ALICANTE	9.76	1738 / 36	97,93%	125 / 1	99,2%	6207 / 53	99,15%	5206 / 102	98,04%			1357 / 151	88,87%	1747 / 0	100%
17	000893(708)-BARCELONA	9.76	3265 / 126	96,14%	339 / 5	98,53%	5318 / 10	99,81%	4549 / 40	99,12%			2357 / 200	91,51%	3314 / 11	99,67%
19	003090(730)-MURCIA	9.71	1573 / 60	96,19%	116 / 2	98,28%	5541 / 1	99,98%	3194 / 150	95,3%			1185 / 67	94,35%	1548 / 27	98,26%
20	000344(103)-VILLENA	8.78	61 / 2	96,72%	17 / 0	100%	237 / 0	100%	130 / 0	100%			41 / 6	85,37%	69 / 0	100%
21	000590(005)-AVILA	8.69	193 / 10	94,82%	26 / 0	100%	262 / 0	100%	309 / 8	97,41%			149 / 49	67,11%	200 / 0	100%
22	005090(070)-ZGZ INTERNACIONAL	8.64	43 / 1	97,67%			103 / 0	100%	108 / 3	97,22%			50 / 4	92%	50 / 49	2%
23	004590(045)-TOLEDO	8.20	405 / 2	99,51%	43 / 0	100%	549 / 0	100%	727 / 38	94,77%			277 / 18	93,5%	418 / 0	100%
24	002889(128)-PINTO	8.16	1745 / 35	97,99%	54 / 0	100%	2873 / 105	96,35%	665 / 79	88,12%			1718 / 28	98,37%	1779 / 3	99,83%
25	005002(060)-CALATAYUD	8.14	524 / 2	99,62%	14 / 0	100%	4048 / 8	99,8%	243 / 17	93%			435 / 49	88,74%	532 / 4	99,25%

RANKING DE CALIDAD Y MOVILIDAD DE LOS SERVICIOS DE TRANSPORTE PÚBLICO DE LA COMUNIDAD DE MADRID																
Rank LN	Centro	Nota	Calidad T/Err	% Calidad	Rec. Ord T/Err.	% Rec. Ord.	Lec. Sal. T/Err	% Lec. Sal.	Lec Lle T/Err.	% Lec. Lle.	Movilidad T/Err	% Movilidad	24h T/Err.	% 24H	Pod T/Err.	% POD
26	002391(023)-JAEN	8.12	607 / 11	98,19%	26 / 0	100%	2792 / 32	98,85%	3517 / 236	93,29%			475 / 41	91,37%	584 / 3	99,49%
27	001490(714)-CORDOBA	8.09	778 / 35	95,5%	49 / 1	97,96%	2055 / 0	100%	2198 / 253	88,49%			451 / 17	96,23%	770 / 1	99,87%
28	000892(008)-BARCELONA	7.81	3362 / 157	95,33%	282 / 2	99,29%	10735 / 58	99,46%	6492 / 210	96,77%			2501 / 465	81,41%	3351 / 253	92,45%
29	000790(007)-PALMA DE MALLORCA	7.67	571 / 3	99,47%	42 / 5	88,1%	111 / 0	100%	973 / 17	98,25%			441 / 1	99,77%	604 / 2	99,67%
30	001301(313)-CIUDAD REAL MCH	7.63	263 / 3	98,86%	30 / 3	90%	50 / 0	100%	479 / 9	98,12%			154 / 3	98,05%	306 / 0	100%
30	002090(720)-SAN SEBASTIAN	7.63	901 / 24	97,34%	100 / 3	97%	1369 / 1	99,93%	1580 / 18	98,86%			654 / 1	99,85%	912 / 1	99,89%
32	002596(025)-LLEIDA	7.62	501 / 0	100%	49 / 3	93,88%	154 / 5	96,75%	903 / 8	99,11%			407 / 7	98,28%	542 / 0	100%
33	000210(202)-ALBACETE APK	7.59	31 / 1	96,77%	1 / 1	0%	1 / 0	100%	73 / 0	100%			24 / 1	95,83%	31 / 0	100%
34	001296(012)-CASTELLON	7.58	287 / 7	97,56%	49 / 2	95,92%	1100 / 7	99,36%	643 / 12	98,13%			246 / 8	96,75%	284 / 0	100%
35	002690(026)-LOGROÑO	7.56	241 / 4	98,34%	12 / 1	91,67%	51 / 0	100%	362 / 1	99,72%			182 / 18	90,11%	246 / 0	100%
36	001990(719)-GUADALAJARA	7.49	1111 / 40	96,4%	47 / 3	93,62%	1935 / 7	99,64%	1053 / 50	95,25%			764 / 33	95,68%	1153 / 1	99,91%
36	003390(033)-ASTURIAS	7.49	577 / 29	94,97%	41 / 8	80,49%	376 / 0	100%	951 / 5	99,47%			461 / 39	91,54%	599 / 0	100%
38	001690(016)-CUENCA	7.47	374 / 14	96,26%	43 / 6	86,05%	176 / 0	100%	484 / 11	97,73%			282 / 30	89,36%	360 / 0	100%
39	001890(718)-GRANADA	7.44	946 / 43	95,45%	55 / 3	94,55%	487 / 1	99,79%	1501 / 14	99,07%			757 / 76	89,96%	941 / 37	96,07%
40	003701(537)-SALAMANCA EUP	7.43	438 / 20	95,43%	30 / 9	70%	286 / 0	100%	511 / 10	98,04%			309 / 38	87,7%	512 / 1	99,8%
41	001190(711)-CADIZ	7.41	869 / 53	93,9%	72 / 29	59,72%	504 / 0	100%	1713 / 16	99,07%			666 / 76	88,59%	915 / 17	98,14%
42	004901(749)-ZAMORA EBT	7.35	127 / 4	96,85%	26 / 0	100%	42 / 0	100%	262 / 253	3,44%			130 / 1	99,23%	163 / 121	25,77%
43	003601(336)-PONTEVEDRA GLP	7.19	94 / 4	95,74%			46 / 0	100%	118 / 5	95,76%			60 / 12	80%	102 / 10	90,2%
44	002893(028)-MADRID	7.17	5115 / 115	97,75%	447 / 10	97,76%	11539 / 569	95,07%	11796 / 657	94,43%			3933 / 235	94,02%	5299 / 805	84,81%
45	002812(328)-CERVANTES	7.12	290 / 1	99,66%	22 / 0	100%	152 / 19	87,5%	406 / 4	99,01%			202 / 54	73,27%	300 / 0	100%
46	002601(426)-LOGROÑO TJO	6.97	215 / 13	93,95%	20 / 0	100%	1239 / 27	97,82%	622 / 76	87,78%			179 / 42	76,54%	215 / 0	100%
47	002602(526)-ARNEDO JXP	6.75	65 / 0	100%	19 / 2	89,47%	210 / 0	100%	121 / 4	96,69%			48 / 2	95,83%	77 / 5	93,51%
48	002925(329)-CAMPANILLAS	6.67	5 / 0	100%			15 / 0	100%	7 / 2	71,43%			9 / 0	100%	10 / 10	0%
49	003690(036)-PONTEVEDRA	6.60	592 / 19	96,79%	45 / 17	62,22%	283 / 0	100%	1043 / 31	97,03%			199 / 24	87,94%	586 / 350	40,27%
50	002990(729)-MALAGA	6.54	2040 / 153	92,5%	114 / 0	100%	2598 / 3	99,88%	4091 / 63	98,46%			1675 / 405	75,82%	2096 / 4	99,81%

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50	005292(930)-COIMBRA	6.54	1986 / 21	98,94%	61 / 0	100%	3553 / 363	89,78%	2886 / 160	94,46%			1492 / 2	99,87%	2031 / 4	99,8%
52	001509(215)-SANTIAGO DE COMPOSTE...	6.53	273 / 25	90,84%	24 / 0	100%	94 / 0	100%	531 / 13	97,55%			14 / 4	71,43%	330 / 0	100%
53	003602(836)-PONTEVEDRA RAP	6.46	248 / 10	95,97%	46 / 15	67,39%	136 / 0	100%	564 / 7	98,76%			176 / 54	69,32%	325 / 0	100%
54	000349(303)-ALICANTE ESE	6.39	127 / 6	95,28%	9 / 6	33,33%	172 / 0	100%	307 / 14	95,44%			109 / 30	72,48%	149 / 0	100%
54	004645(546)-VALENCIA LDO	6.39	178 / 11	93,82%	38 / 15	60,53%	1007 / 2	99,8%	308 / 5	98,38%			145 / 21	85,52%	202 / 1	99,5%
56	004690(046)-VALENCIA	5.90	2934 / 58	98,02%	316 / 108	65,82%	9215 / 120	98,7%	7924 / 442	94,42%			2206 / 55	97,51%	3028 / 5	99,83%
57	001790(017)-GERONA	5.88	890 / 24	97,3%	57 / 5	91,23%	1103 / 1	99,91%	1311 / 79	93,97%			660 / 32	95,15%	893 / 0	100%
58	000902(250)-AIALA LOGISTICS	5.87	524 / 22	95,8%	11 / 4	63,64%	2 / 0	100%	31 / 18	41,94%			523 / 0	100%	558 / 23	95,88%
59	005204(960)-GUARDA	5.80	184 / 5	97,28%	7 / 2	71,43%	35 / 0	100%	559 / 28	94,99%			92 / 11	88,04%	216 / 1	99,54%
60	005291(910)-LISBOA	5.72	2129 / 128	93,99%	72 / 24	66,67%	3526 / 14	99,6%	3388 / 1059	68,74%			1310 / 149	88,63%	1947 / 8	99,59%
61	002321(823)-ANDUJAR	5.63	51 / 0	100%	5 / 3	40%	190 / 0	100%	86 / 4	95,35%			53 / 7	86,79%	65 / 5	92,31%
62	005001(350)-ZARAGOZA TAC	5.54	2878 / 117	95,93%	135 / 16	88,15%	8662 / 206	97,62%	11945 / 260	97,82%			2219 / 353	84,09%	2876 / 300	89,57%
63	001504(515)-CORUÑA ACN	5.53	641 / 27	95,79%	61 / 15	75,41%	225 / 6	97,33%	976 / 22	97,75%			471 / 67	85,77%	654 / 36	94,5%
64	000602(706)-BADAJOZ DIS	5.02	658 / 22	96,66%	81 / 37	54,32%	118 / 0	100%	1101 / 631	42,69%			426 / 16	96,24%	709 / 68	90,41%
65	003003(530)-MURCIA TJC	5.00	244 / 6	97,54%	16 / 6	62,5%	380 / 0	100%	448 / 24	94,64%			210 / 16	92,38%	253 / 32	87,35%
67	004702(847)-VALLADOLID GEC	4.96					129 / 1	99,22%	78 / 78	0%						
68	001701(717)-GERONA PTL	4.93	193 / 12	93,78%	15 / 9	40%	355 / 0	100%	272 / 30	88,97%			115 / 7	93,91%	202 / 80	60,4%
69	000914(809)-BURGOS GGC	4.88	274 / 10	96,35%	31 / 15	51,61%	1285 / 26	97,98%	559 / 37	93,38%			211 / 27	87,2%	287 / 31	89,2%
70	001418(514)-POZOBLANCO MEH	4.86	55 / 15	72,73%	2 / 0	100%	297 / 0	100%	197 / 28	85,79%			55 / 35	36,36%	68 / 0	100%
71	004523(445)-ILLESCAS	4.77	182 / 7	96,15%	24 / 7	70,83%	229 / 0	100%	542 / 170	68,63%			122 / 30	75,41%	211 / 1	99,53%
72	000357(503)-VINALOPO	4.76	92 / 4	95,65%	5 / 2	60%	15 / 0	100%	200 / 24	88%			72 / 17	76,39%	104 / 0	100%
73	001702(517)-FIGUERES	4.75	47 / 2	95,74%	6 / 2	66,67%	11 / 0	100%	112 / 6	94,64%			36 / 5	86,11%	68 / 1	98,53%
74	002884(228)-ACDC XL	4.57	1 / 0	100%	1 / 0	100%	1294 / 628	51,47%	316 / 113	64,24%			4 / 4	0%	1 / 1	0%
66	-BENAVENTE	4.49					2185 / 15	99,31%	1897 / 439	76,86%						
82	-BURGOS SLB	4.49					7 / 0	100%	6 / 2	66,67%					3 / 2	33,33%

RANKING DE CALIDAD Y MOVILIDAD DE LOS SERVICIOS DE LA RED DE AUTOMÓVILES DE LA COMUNIDAD DE MADRID																
Rank LN	Centro	Nota	Calidad T/Err	% Calidad	Rec. Ord T/Err.	% Rec. Ord.	Lec. Sal. T/Err	% Lec. Sal.	Lec Lle T/Err.	% Lec. Lle.	Movilidad T/Err	% Movilidad	24h T/Err.	% 24H	Pod T/Err.	% POD
75	003302(733)-ASTURIAS TOL	4.26	148 / 50	66,22%	25 / 2	92%	265 / 0	100%	457 / 5	98,91%			75 / 37	50,67%	219 / 1	99,54%
76	004001(740)-SEGOVIA HNE	4.25	159 / 2	98,74%	24 / 6	75%	21 / 2	90,48%	269 / 101	62,45%			105 / 0	100%	171 / 1	99,42%
77	001804(518)-BAZA	4.24	125 / 25	80%	7 / 3	57,14%	127 / 0	100%	220 / 5	97,73%			91 / 73	19,78%	132 / 1	99,24%
78	002952(829)-ANTEQUERA	4.22	165 / 12	92,73%	22 / 1	95,45%	80 / 0	100%	247 / 9	96,36%			79 / 16	79,75%	149 / 0	100%
79	000402(504)-ALMERIA GUI	4.21	78 / 15	80,77%	1 / 1	0%	8 / 0	100%	495 / 21	95,76%			78 / 51	34,62%	114 / 1	99,12%
80	005205(970)-EVORA	4.20	463 / 31	93,3%	16 / 12	25%	4 / 0	100%	752 / 34	95,48%			350 / 68	80,57%	453 / 6	98,68%
81	005203(950)-VILA REAL	4.16	159 / 6	96,23%	11 / 10	9,09%	18 / 1	94,44%	414 / 38	90,82%			108 / 4	96,3%	197 / 0	100%
82	000201(402)-ALBACETE HIC	4.00	3 / 0	100%	2 / 2	0%	1191 / 197	83,46%	44 / 0	100%			21 / 18	14,29%	4 / 2	50%
84	005206(980)-FARO	3.86	224 / 14	93,75%	8 / 2	75%	12 / 0	100%	558 / 211	62,19%			180 / 34	81,11%	249 / 17	93,17%
85	001003(710)-MONFRAGUE	3.43	6 / 3	50%	1 / 1	0%	2 / 0	100%	12 / 0	100%			4 / 1	75%	9 / 7	22,22%
86	000771(771)-IBIZA A24	3.38	105 / 16	84,76%	6 / 4	33,33%	15 / 0	100%	258 / 7	97,29%			95 / 33	65,26%	124 / 14	88,71%
86	000805(208)-SANT ROC	3.38	48 / 9	81,25%	10 / 8	20%	872 / 0	100%	106 / 3	97,17%			38 / 9	76,32%	65 / 53	18,46%
88	001191(561)-ALGECIRAS	3.14	280 / 32	88,57%	14 / 0	100%	62 / 6	90,32%	836 / 390	53,35%			285 / 74	74,04%	360 / 3	99,17%
89	002505(825)-TARREGA	2.57	155 / 22	85,81%	7 / 6	14,29%	13 / 0	100%	189 / 15	92,06%			115 / 26	77,39%	147 / 0	100%
90	000404(204)-ALMERIA XP	2.56	193 / 23	88,08%	21 / 21	0%	76 / 0	100%	618 / 56	90,94%			178 / 78	56,18%	246 / 4	98,37%
91	004390(043)-TARRAGONA	2.51	1025 / 113	88,98%	83 / 59	28,92%	418 / 9	97,85%	1630 / 141	91,35%			705 / 159	77,45%	1007 / 32	96,82%
92	003890(038)-TENERIFE	2.29	88 / 0	100%	1 / 1	0%	23 / 4	82,61%	190 / 29	84,74%			129 / 42	67,44%	120 / 50	58,33%
93	004008(840)-SEGOVIA	2.22	35 / 7	80%			2 / 0	100%	32 / 7	78,13%			32 / 7	78,13%	36 / 13	63,89%
94	001034(810)-NAVALMORAL XP	1.71	126 / 31	75,4%	24 / 21	12,5%	14 / 0	100%	262 / 21	91,98%			92 / 42	54,35%	139 / 8	94,24%
94	002102(521)-ONUBA	1.71	331 / 86	74,02%	29 / 19	34,48%	51 / 0	100%	651 / 60	90,78%			204 / 135	33,82%	380 / 59	84,47%
94	002201(422)-BARBASTRO	1.71	196 / 61	68,88%	8 / 4	50%	12 / 0	100%	414 / 123	70,29%			191 / 142	25,65%	233 / 92	60,52%
94	002409(224)-PONFERRADA REP	1.71	102 / 7	93,14%	13 / 5	61,54%	12 / 0	100%	149 / 142	4,7%			95 / 29	69,47%	118 / 60	49,15%
94	002720(527)-LUGO NORTE	1.71	249 / 40	83,94%	23 / 11	52,17%	257 / 0	100%	805 / 288	64,22%			211 / 91	56,87%	263 / 33	87,45%
94	003590(035)-LAS PALMAS	1.71	79 / 9	88,61%	3 / 1	66,67%	149 / 11	92,62%	54 / 0	100%			76 / 22	71,05%	99 / 69	30,3%
100	004190(041)-SEVILLA	1.69	1852 / 150	91,9%	175 / 23	86,86%	3090 / 51	98,35%	4827 / 273	94,34%			1465 / 404	72,42%	1994 / 126	93,68%