

Table S1: Categorization of variables used in Regression Tree analysis.

| Variable | Categories |
|---|---|
| Gender | 1. Male 2. Female |
| Age | 1. Young (15-34 years) 2. Middle (35-64 years) 3. Old (>64 years) |
| Household income/month | 1. ≤ 800 € 2. 801€ - 1600 € 3. 1601€ - 2400€ 4. > 2400€ |
| Has car | 1. Yes 2. No |
| Frequency of public transport use | 1. Frequent (≥ 5 days/week) 2. Less frequent (1-4 days/week) 3. Sporadic (1-3 days/month) |
| How frequently arrives late at destination | 1. Always/Often 2. Sometimes 3. Seldom 4. Never |
| Reason of public transport use: travel home-work-home | 1. Yes 2. No |
| Reason of public transport use: personal affairs | 1. Yes 2. No |
| Reason of public transport use: other | 1. Yes 2. No |
| Mode of public transport used: bus | 1. Yes 2. No |
| Mode of public transport used: train | 1. Yes 2. No |
| Mode of public transport used: subway | 1. Yes 2. No |
| Mode of public transport used: boat | 1. Yes 2. No |

Table S2: Five typologies that characterize the fuzzy partition of users' satisfaction with public transport. The column labelled Frequency indicates the sample frequency in the correspondent attribute / category. The columns labelled Typology_k display the estimates of λ_{kjl} related to typology k, in category l of attribute j, where $k = 1, \dots, 5$; $j = 1, \dots, 26$; and $l = 1, \dots, 10$. The additional category 0 accounts for the missing data. The red figures highlight the discriminant or prevailing conditions. All values are in percentage format.

| Attribute | Category | Attribute Description | Category Description | Frequency | Typology_1 | Typology_2 | Typology_3 | Typology_4 | Typology_5 |
|-----------|----------|----------------------------|----------------------|-----------|------------|------------|------------|------------|------------|
| X1 | 0 | Punctuality / Waiting time | Missing | 3.17 | 0.18 | 0.91 | 0.00 | 0.00 | 0.00 |
| | 1 | | Totally dissatisfied | 3.81 | 31.59 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 2.48 | 20.57 | 0.00 | 0.00 | 0.00 | 0.00 | |
| | 3 | | 3.99 | 13.08 | 10.53 | 0.00 | 0.00 | 0.55 | |
| | 4 | | 5.31 | 21.76 | 12.05 | 0.00 | 0.00 | 0.00 | |
| | 5 | | 13.82 | 8.53 | 57.24 | 0.00 | 0.00 | 0.00 | |
| | 6 | | 10.01 | 0.34 | 7.68 | 26.45 | 0.00 | 0.00 | |
| | 7 | | 17.63 | 0.00 | 0.00 | 56.49 | 0.00 | 0.00 | |
| | 8 | | 22.41 | 4.11 | 12.51 | 17.06 | 57.40 | 0.00 | |
| | 9 | | 12.58 | 0.00 | 0.00 | 0.00 | 42.60 | 22.56 | |
| 10 | 7.97 | 0.00 | 0.00 | 0.00 | 0.00 | 76.89 | | | |
| X2 | 0 | Speed on route | Missing | 3.00 | 0.00 | 0.00 | 0.30 | 0.00 | 0.00 |
| | 1 | | Totally dissatisfied | 1.15 | 10.23 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 1.59 | 14.17 | 0.00 | 0.00 | 0.00 | 0.00 | |
| | 3 | | 1.95 | 17.32 | 0.00 | 0.00 | 0.00 | 0.00 | |
| | 4 | | 3.54 | 17.36 | 8.23 | 0.00 | 0.00 | 0.00 | |
| | 5 | | 9.99 | 30.36 | 34.14 | 0.00 | 0.00 | 0.00 | |
| | 6 | | 13.00 | 0.00 | 27.65 | 25.18 | 0.00 | 0.00 | |
| | 7 | | 19.89 | 10.56 | 6.45 | 57.34 | 0.00 | 0.00 | |
| | 8 | | 27.32 | 0.00 | 23.52 | 17.49 | 62.60 | 0.00 | |
| | 9 | | 10.43 | 0.00 | 0.00 | 0.00 | 37.40 | 0.00 | |
| 10 | 11.14 | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 | | | |
| X3 | 0 | | Missing | 3.43 | 1.12 | 1.38 | 0.08 | 0.00 | 0.00 |
| | 1 | | Totally dissatisfied | 1.69 | 13.00 | 0.00 | 0.00 | 0.00 | 1.14 |
| | 2 | | 1.69 | 13.94 | 0.00 | 0.00 | 0.00 | 0.00 | |

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|----|----|-----------------------------------|-------|-------|-------|-------|-------|-------|
| | 3 | | 2.84 | 23.47 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 4 | | 5.42 | 25.92 | 13.41 | 0.00 | 0.00 | 0.00 |
| | 5 | Adequacy of routes offered | 12.61 | 21.49 | 58.87 | 0.00 | 0.00 | 0.00 |
| | 6 | | 10.66 | 2.19 | 27.73 | 17.17 | 0.00 | 0.00 |
| | 7 | | 24.69 | 0.00 | 0.00 | 74.67 | 0.00 | 0.00 |
| | 8 | | 21.76 | 0.00 | 0.00 | 8.15 | 68.19 | 0.00 |
| | 9 | | 10.04 | 0.00 | 0.00 | 0.00 | 31.81 | 11.57 |
| | 10 | Totally satisfied | 8.61 | 0.00 | 0.00 | 0.00 | 0.00 | 87.29 |
| X4 | 0 | Missing | 3.60 | 0.89 | 0.49 | 1.59 | 0.00 | 0.00 |
| | 1 | Totally dissatisfied | 2.67 | 21.54 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 3.02 | 24.41 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 3 | | 3.47 | 28.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 4 | | 6.58 | 26.05 | 15.86 | 0.00 | 0.00 | 0.00 |
| | 5 | Timetables | 10.77 | 0.00 | 50.88 | 0.00 | 0.00 | 0.00 |
| | 6 | | 16.01 | 0.00 | 33.26 | 27.80 | 0.00 | 0.00 |
| | 7 | | 23.31 | 0.00 | 0.00 | 72.20 | 0.00 | 0.00 |
| | 8 | | 19.13 | 0.00 | 0.00 | 0.00 | 73.89 | 0.00 |
| | 9 | | 8.19 | 0.00 | 0.00 | 0.00 | 26.11 | 17.23 |
| | 10 | Totally satisfied | 6.85 | 0.00 | 0.00 | 0.00 | 0.00 | 82.77 |
| X5 | 0 | Missing | 3.00 | 0.00 | 0.00 | 0.30 | 0.00 | 0.00 |
| | 1 | Totally dissatisfied | 2.12 | 19.55 | 0.00 | 0.00 | 0.00 | 0.97 |
| | 2 | | 2.03 | 19.61 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 3 | | 3.09 | 29.85 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 4 | | 5.22 | 11.57 | 18.25 | 0.00 | 0.00 | 0.00 |
| | 5 | Frequency of vehicles on weekdays | 11.23 | 18.98 | 42.09 | 0.00 | 0.00 | 0.00 |
| | 6 | | 13.70 | 0.43 | 39.65 | 14.99 | 0.00 | 2.47 |
| | 7 | | 20.69 | 0.00 | 0.00 | 66.06 | 0.00 | 0.00 |
| | 8 | | 22.99 | 0.00 | 0.00 | 18.95 | 64.20 | 0.00 |
| | 9 | | 9.90 | 0.00 | 0.00 | 0.00 | 35.80 | 4.04 |
| | 10 | Totally satisfied | 9.02 | 0.00 | 0.00 | 0.00 | 0.00 | 92.52 |

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|----|----|-----------------------------------|-------------------|-------|-------|-------|-------|-------|
| X6 | 0 | Missing | 5.32 | 1.46 | 0.00 | 2.80 | 4.51 | 5.03 |
| | 1 | Totally dissatisfied | 8.70 | 48.54 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 8.51 | 47.53 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 3 | | 8.79 | 3.94 | 27.00 | 5.31 | 0.00 | 0.00 |
| | 4 | Frequency of vehicles on weekends | 11.41 | 0.00 | 34.70 | 6.27 | 5.37 | 0.00 |
| | 5 | | 20.02 | 0.00 | 36.14 | 27.43 | 12.97 | 8.07 |
| | 6 | | 17.30 | 0.00 | 0.00 | 51.80 | 12.05 | 0.00 |
| | 7 | | 11.32 | 0.00 | 2.15 | 9.20 | 35.45 | 5.33 |
| | 8 | | 7.97 | 0.00 | 0.00 | 0.00 | 28.22 | 23.73 |
| | 9 | | 2.72 | 0.00 | 0.00 | 0.00 | 5.94 | 18.99 |
| | 10 | | Totally satisfied | 3.26 | 0.00 | 0.00 | 0.00 | 0.00 |
| X7 | 0 | Missing | 3.26 | 0.00 | 0.00 | 0.86 | 0.45 | 0.00 |
| | 1 | Totally dissatisfied | 1.95 | 22.10 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 1.68 | 19.09 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 3 | | 3.01 | 24.70 | 2.77 | 0.00 | 0.00 | 0.00 |
| | 4 | Comfort of vehicles | 5.41 | 34.11 | 7.96 | 0.00 | 0.00 | 0.00 |
| | 5 | | 15.34 | 0.00 | 50.89 | 0.00 | 0.00 | 0.00 |
| | 6 | | 18.79 | 0.00 | 38.39 | 26.45 | 0.00 | 0.00 |
| | 7 | | 22.96 | 0.00 | 0.00 | 73.55 | 11.77 | 0.00 |
| | 8 | | 18.35 | 0.00 | 0.00 | 0.00 | 75.20 | 0.00 |
| | 9 | | 6.29 | 0.00 | 0.00 | 0.00 | 13.03 | 33.43 |
| | 10 | | Totally satisfied | 6.21 | 0.00 | 0.00 | 0.00 | 0.00 |
| X8 | 0 | Missing | 3.17 | 0.41 | 0.00 | 0.00 | 0.93 | 0.00 |
| | 1 | Totally dissatisfied | 2.04 | 25.37 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 1.59 | 19.85 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 3 | | 3.90 | 23.38 | 7.05 | 0.00 | 0.00 | 0.00 |
| | 4 | Number of seats | 5.85 | 31.40 | 11.60 | 0.00 | 0.00 | 0.00 |
| | 5 | | 15.15 | 0.00 | 52.87 | 0.00 | 0.00 | 0.00 |
| | 6 | | 19.57 | 0.00 | 28.48 | 40.01 | 0.00 | 0.00 |
| | 7 | | 21.08 | 0.00 | 0.00 | 59.99 | 13.95 | 3.99 |
| | 8 | | 18.16 | 0.00 | 0.00 | 0.00 | 70.23 | 0.00 |

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| | 9 | | 6.02 | 0.00 | 0.00 | 0.00 | 15.82 | 21.65 |
| | 10 | Totally satisfied | 6.64 | 0.00 | 0.00 | 0.00 | 0.00 | 74.36 |
| X9 | 0 | Missing | 3.26 | 1.12 | 0.44 | 0.00 | 0.42 | 0.00 |
| | 1 | Totally dissatisfied | 3.10 | 31.26 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 2.48 | 25.01 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 3 | | 3.63 | 21.42 | 5.92 | 0.00 | 0.00 | 0.00 |
| | 4 | | 4.17 | 10.65 | 12.20 | 0.00 | 0.00 | 0.00 |
| | 5 | Safety of persons and property | 14.63 | 11.66 | 48.73 | 3.60 | 0.00 | 0.00 |
| | 6 | | 15.51 | 0.00 | 33.15 | 24.22 | 0.00 | 0.00 |
| | 7 | | 22.43 | 0.00 | 0.00 | 72.18 | 5.30 | 0.00 |
| | 8 | | 20.04 | 0.00 | 0.00 | 0.00 | 76.80 | 0.00 |
| | 9 | | 7.36 | 0.00 | 0.00 | 0.00 | 17.90 | 28.79 |
| | 10 | Totally satisfied | 6.65 | 0.00 | 0.00 | 0.00 | 0.00 | 71.21 |
| X10 | 0 | Missing | 3.86 | 0.00 | 0.31 | 2.45 | 0.76 | 0.00 |
| | 1 | Totally dissatisfied | 1.25 | 12.32 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 0.98 | 9.68 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 3 | | 2.32 | 12.43 | 4.19 | 0.00 | 0.00 | 0.00 |
| | 4 | Ease of entering / | 5.89 | 19.39 | 15.51 | 0.00 | 0.00 | 0.00 |
| | 5 | Exiting the Vehicles / | 12.67 | 22.97 | 39.32 | 0.00 | 0.00 | 4.05 |
| | 6 | Stations | 15.52 | 0.00 | 40.97 | 17.60 | 0.00 | 0.00 |
| | 7 | | 24.17 | 0.00 | 0.00 | 82.40 | 0.00 | 0.00 |
| | 8 | | 21.14 | 21.66 | 0.00 | 0.00 | 74.47 | 0.00 |
| | 9 | | 7.67 | 1.54 | 0.00 | 0.00 | 25.53 | 10.40 |
| | 10 | Totally satisfied | 8.39 | 0.00 | 0.00 | 0.00 | 0.00 | 85.55 |
| X11 | 0 | Missing | 3.60 | 0.00 | 0.50 | 0.00 | 2.49 | 0.00 |
| | 1 | Totally dissatisfied | 15.84 | 78.18 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 13.70 | 21.82 | 24.72 | 6.58 | 4.37 | 0.00 |
| | 3 | | 13.70 | 0.00 | 38.53 | 12.22 | 0.00 | 0.00 |
| | 4 | Distance to the stop / | 12.01 | 0.00 | 18.26 | 23.39 | 3.72 | 0.00 |
| | 5 | Station / | 14.86 | 0.00 | 18.49 | 19.50 | 16.54 | 21.71 |

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| | 6 | Terminal | 11.12 | 0.00 | 0.00 | 26.79 | 19.40 | 1.58 |
| | 7 | | 8.36 | 0.00 | 0.00 | 11.52 | 24.92 | 7.13 |
| | 8 | | 5.43 | 0.00 | 0.00 | 0.00 | 24.92 | 10.37 |
| | 9 | | 1.96 | 0.00 | 0.00 | 0.00 | 6.12 | 12.24 |
| | 10 | Totally satisfied | 3.02 | 0.00 | 0.00 | 0.00 | 0.00 | 46.96 |
| X12 | 0 | Missing | 3.69 | 1.68 | 1.14 | 0.28 | 0.87 | 0.00 |
| | 1 | Totally dissatisfied | 3.56 | 36.04 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 1.69 | 17.12 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 3 | | 4.63 | 24.72 | 8.68 | 0.00 | 0.00 | 0.00 |
| | 4 | | 6.23 | 13.16 | 15.22 | 3.47 | 0.00 | 0.00 |
| | 5 | Frequency of strikes | 13.54 | 0.00 | 53.73 | 0.00 | 0.00 | 0.00 |
| | 6 | | 12.20 | 8.97 | 22.37 | 17.97 | 0.00 | 0.00 |
| | 7 | | 20.30 | 0.00 | 0.00 | 64.24 | 0.00 | 0.00 |
| | 8 | | 22.44 | 0.00 | 0.00 | 14.32 | 73.45 | 0.00 |
| | 9 | | 7.75 | 0.00 | 0.00 | 0.00 | 26.55 | 14.23 |
| | 10 | Totally satisfied | 7.66 | 0.00 | 0.00 | 0.00 | 0.00 | 85.77 |
| X13 | 0 | Missing | 3.26 | 0.36 | 0.00 | 0.00 | 1.34 | 0.00 |
| | 1 | Totally dissatisfied | 2.57 | 24.47 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 2.22 | 21.10 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 3 | | 4.70 | 15.85 | 10.39 | 0.00 | 0.00 | 0.00 |
| | 4 | Alternative transport in | 6.83 | 6.98 | 19.96 | 0.00 | 0.00 | 4.22 |
| | 5 | strike period | 18.00 | 17.01 | 55.50 | 0.00 | 0.00 | 0.00 |
| | 6 | | 16.84 | 14.59 | 14.15 | 38.19 | 0.00 | 0.00 |
| | 7 | | 22.61 | 0.00 | 0.00 | 61.81 | 18.24 | 0.00 |
| | 8 | | 16.40 | 0.00 | 0.00 | 0.00 | 66.25 | 0.00 |
| | 9 | | 4.96 | 0.00 | 0.00 | 0.00 | 15.51 | 17.95 |
| | 10 | Totally satisfied | 4.88 | 0.00 | 0.00 | 0.00 | 0.00 | 77.84 |
| X14 | 0 | Missing | 4.03 | 5.22 | 0.35 | 0.00 | 1.73 | 0.00 |
| | 1 | Totally dissatisfied | 1.07 | 13.32 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 1.25 | 15.54 | 0.00 | 0.00 | 0.00 | 0.00 |

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| | 3 | | 2.50 | 20.22 | 2.20 | 0.00 | 0.00 | 2.77 |
| | 4 | Rules of purchase and | 4.11 | 12.67 | 12.42 | 0.00 | 0.00 | 0.00 |
| | 5 | use of tickets and | 11.97 | 15.05 | 43.25 | 0.00 | 0.00 | 0.00 |
| | 6 | passes | 14.66 | 1.27 | 25.54 | 25.59 | 0.00 | 0.00 |
| | 7 | | 22.52 | 0.00 | 0.00 | 70.31 | 0.00 | 0.00 |
| | 8 | | 22.16 | 15.01 | 16.59 | 4.09 | 66.70 | 0.00 |
| | 9 | | 9.56 | 6.90 | 0.00 | 0.00 | 33.30 | 10.71 |
| | 10 | Totally satisfied | 10.19 | 0.00 | 0.00 | 0.00 | 0.00 | 86.52 |
| X15 | 0 | Missing | 6.52 | 1.55 | 1.30 | 0.00 | 8.15 | 14.99 |
| | 1 | Totally dissatisfied | 13.12 | 69.55 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 10.73 | 30.45 | 17.76 | 0.00 | 0.00 | 0.00 |
| | 3 | | 12.11 | 0.00 | 30.59 | 11.69 | 2.42 | 0.00 |
| | 4 | Inspection of | 11.74 | 0.00 | 17.19 | 25.50 | 1.60 | 0.00 |
| | 5 | transport tickets | 17.89 | 0.00 | 30.48 | 20.14 | 15.03 | 15.53 |
| | 6 | | 12.29 | 0.00 | 3.99 | 29.11 | 17.96 | 0.00 |
| | 7 | | 10.28 | 0.00 | 0.00 | 13.55 | 29.30 | 11.87 |
| | 8 | | 6.61 | 0.00 | 0.00 | 0.00 | 26.40 | 18.00 |
| | 9 | | 2.75 | 0.00 | 0.00 | 0.00 | 7.31 | 18.46 |
| | 10 | Totally satisfied | 2.48 | 0.00 | 0.00 | 0.00 | 0.00 | 36.13 |
| X16 | 0 | Missing | 6.69 | 0.00 | 1.69 | 5.30 | 4.54 | 9.79 |
| | 1 | Totally dissatisfied | 11.03 | 78.79 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 6.89 | 13.10 | 14.81 | 2.05 | 1.60 | 0.00 |
| | 3 | | 9.28 | 0.00 | 26.43 | 6.99 | 0.00 | 0.00 |
| | 4 | Price compared to | 8.73 | 4.06 | 8.09 | 22.35 | 0.00 | 0.00 |
| | 5 | alternative transport | 17.00 | 0.00 | 41.74 | 10.59 | 9.25 | 4.61 |
| | 6 | | 10.94 | 0.00 | 2.79 | 31.36 | 7.94 | 1.65 |
| | 7 | | 13.97 | 0.00 | 3.50 | 24.67 | 26.42 | 7.48 |
| | 8 | | 11.67 | 4.05 | 2.17 | 1.98 | 41.83 | 8.74 |
| | 9 | | 4.60 | 0.00 | 0.47 | 0.00 | 12.96 | 16.88 |
| | 10 | Totally satisfied | 5.88 | 0.00 | 0.00 | 0.00 | 0.00 | 60.64 |

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| X17 | 0 | Missing | 8.58 | 0.00 | 2.72 | 4.73 | 7.04 | 24.42 |
| | 1 | Totally dissatisfied | 17.92 | 81.88 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 11.16 | 18.12 | 15.39 | 10.27 | 0.00 | 4.73 |
| | 3 | | 9.85 | 0.00 | 31.81 | 5.02 | 0.00 | 0.00 |
| | 4 | | 9.94 | 0.00 | 7.03 | 21.20 | 12.76 | 0.00 |
| | 5 | Intermodal coordination | 20.08 | 0.00 | 45.78 | 16.66 | 17.72 | 2.36 |
| | 6 | | 9.38 | 0.00 | 0.00 | 24.83 | 12.71 | 5.27 |
| | 7 | | 10.04 | 0.00 | 0.00 | 22.02 | 22.49 | 0.00 |
| | 8 | | 5.72 | 0.00 | 0.00 | 0.00 | 26.08 | 16.71 |
| | 9 | | 2.72 | 0.00 | 0.00 | 0.00 | 8.25 | 19.87 |
| | 10 | Totally satisfied | 3.19 | 0.00 | 0.00 | 0.00 | 0.00 | 51.06 |
| X18 | 0 | Missing | 5.23 | 0.00 | 0.65 | 2.57 | 3.97 | 6.37 |
| | 1 | Totally dissatisfied | 2.62 | 28.18 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 2.71 | 29.16 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 3 | | 3.71 | 39.85 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 4 | | 4.43 | 2.82 | 16.69 | 0.00 | 0.00 | 0.00 |
| | 5 | Staff behavior | 19.55 | 0.00 | 78.19 | 0.00 | 0.00 | 0.00 |
| | 6 | | 13.39 | 0.00 | 5.13 | 39.46 | 0.00 | 0.00 |
| | 7 | | 21.45 | 0.00 | 0.00 | 60.54 | 12.58 | 0.00 |
| | 8 | | 14.12 | 0.00 | 0.00 | 0.00 | 62.04 | 0.00 |
| | 9 | | 7.33 | 0.00 | 0.00 | 0.00 | 25.38 | 12.71 |
| | 10 | Totally satisfied | 10.68 | 0.00 | 0.00 | 0.00 | 0.00 | 87.29 |
| X19 | 0 | Missing | 17.67 | 13.47 | 6.20 | 17.33 | 20.51 | 23.96 |
| | 1 | Totally dissatisfied | 7.81 | 51.82 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 2.92 | 19.35 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 3 | | 4.06 | 14.55 | 3.17 | 3.08 | 0.00 | 0.00 |
| | 4 | | 6.67 | 14.28 | 14.31 | 0.00 | 0.00 | 0.00 |
| | 5 | Single ticket price | 25.10 | 0.00 | 79.61 | 0.00 | 0.00 | 0.00 |
| | 6 | | 15.31 | 0.00 | 2.91 | 51.13 | 0.00 | 0.00 |
| | 7 | | 18.54 | 0.00 | 0.00 | 45.78 | 31.09 | 0.00 |
| | 8 | | 10.94 | 0.00 | 0.00 | 0.00 | 56.94 | 8.26 |

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| | 9 | | 4.06 | 0.00 | 0.00 | 0.00 | 11.97 | 26.74 |
| | 10 | Totally satisfied | 4.58 | 0.00 | 0.00 | 0.00 | 0.00 | 65.00 |
| X20 | 0 | Missing | 19.13 | 14.88 | 7.73 | 18.90 | 19.77 | 31.32 |
| | 1 | Totally dissatisfied | 8.48 | 54.85 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 3.82 | 24.68 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 3 | | 4.67 | 12.59 | 5.25 | 3.07 | 0.00 | 0.91 |
| | 4 | Availability and clarity | 6.79 | 7.87 | 9.84 | 8.00 | 0.00 | 0.00 |
| | 5 | of information about | 29.80 | 0.00 | 84.91 | 0.00 | 0.00 | 0.00 |
| | 6 | lines, schedules | 14.00 | 0.00 | 0.00 | 52.90 | 0.00 | 0.00 |
| | 7 | and tariffs | 16.65 | 0.00 | 0.00 | 36.03 | 44.70 | 0.00 |
| | 8 | | 8.80 | 0.00 | 0.00 | 0.00 | 55.30 | 0.00 |
| | 9 | | 3.08 | 0.00 | 0.00 | 0.00 | 0.00 | 43.54 |
| | 10 | Totally satisfied | 3.92 | 0.00 | 0.00 | 0.00 | 0.00 | 55.55 |
| X21 | 0 | Missing | 3.52 | 0.00 | 0.63 | 0.00 | 0.89 | 2.84 |
| | 1 | Totally dissatisfied | 4.98 | 31.28 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 5.42 | 34.07 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 3 | | 8.44 | 20.64 | 15.78 | 0.00 | 0.00 | 0.00 |
| | 4 | Behavior of other | 8.80 | 14.01 | 20.10 | 0.00 | 0.00 | 0.00 |
| | 5 | passengers | 19.82 | 0.00 | 55.15 | 6.61 | 0.00 | 0.00 |
| | 6 | | 17.07 | 0.00 | 8.97 | 52.15 | 0.00 | 0.00 |
| | 7 | | 17.87 | 0.00 | 0.00 | 41.25 | 34.76 | 3.50 |
| | 8 | | 12.18 | 0.00 | 0.00 | 0.00 | 65.24 | 0.00 |
| | 9 | | 2.13 | 0.00 | 0.00 | 0.00 | 0.00 | 37.97 |
| | 10 | Totally satisfied | 3.29 | 0.00 | 0.00 | 0.00 | 0.00 | 58.53 |
| X22 | 0 | Missing | 3.43 | 1.20 | 0.00 | 0.00 | 0.64 | 2.69 |
| | 1 | Totally dissatisfied | 5.33 | 43.65 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 2.93 | 14.11 | 4.08 | 0.00 | 0.00 | 0.00 |
| | 3 | | 6.39 | 19.64 | 13.50 | 0.00 | 0.00 | 0.00 |
| | 4 | | 8.44 | 10.41 | 24.20 | 0.00 | 0.00 | 0.00 |
| | 5 | Monthly pass price | 15.10 | 12.19 | 40.85 | 5.01 | 0.00 | 0.00 |

| | | | | | | | | |
|-----|----|--|-------|-------|-------|-------|-------|-------|
| | 6 | | 17.14 | 0.00 | 17.37 | 39.62 | 0.00 | 0.00 |
| | 7 | | 21.23 | 0.00 | 0.00 | 55.37 | 20.93 | 0.00 |
| | 8 | | 15.01 | 0.00 | 0.00 | 0.00 | 70.51 | 0.00 |
| | 9 | | 4.17 | 0.00 | 0.00 | 0.00 | 8.57 | 35.54 |
| | 10 | Totally satisfied | 4.26 | 0.00 | 0.00 | 0.00 | 0.00 | 64.46 |
| X23 | 0 | Missing | 3.86 | 0.00 | 0.00 | 0.81 | 2.33 | 2.28 |
| | 1 | Totally dissatisfied | 4.19 | 36.23 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 3.93 | 33.92 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 3 | | 7.23 | 10.93 | 19.44 | 0.00 | 0.00 | 0.00 |
| | 4 | | 5.08 | 0.00 | 14.96 | 0.00 | 2.52 | 0.00 |
| | 5 | Service for complaints and suggestions | 16.41 | 10.85 | 43.20 | 6.53 | 0.00 | 0.00 |
| | 6 | | 12.40 | 3.18 | 18.95 | 18.57 | 3.98 | 0.00 |
| | 7 | | 20.16 | 0.00 | 0.00 | 62.16 | 9.88 | 0.00 |
| | 8 | | 15.52 | 0.00 | 3.45 | 10.40 | 56.85 | 2.54 |
| | 9 | | 7.40 | 4.89 | 0.00 | 2.34 | 26.77 | 10.05 |
| | 10 | Totally satisfied | 7.67 | 0.00 | 0.00 | 0.00 | 0.00 | 87.41 |
| X24 | 0 | Missing | 5.49 | 4.20 | 1.74 | 0.00 | 4.14 | 8.17 |
| | 1 | Totally dissatisfied | 4.54 | 40.15 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 2.36 | 20.88 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 3 | | 4.90 | 18.97 | 8.65 | 0.00 | 0.00 | 0.00 |
| | 4 | | 6.81 | 5.76 | 17.65 | 1.84 | 0.00 | 0.00 |
| | 5 | Complaints resolution capacity | 20.51 | 14.25 | 58.59 | 0.00 | 0.00 | 3.16 |
| | 6 | | 17.15 | 0.00 | 15.11 | 41.82 | 0.00 | 3.76 |
| | 7 | | 20.78 | 0.00 | 0.00 | 56.34 | 21.89 | 0.00 |
| | 8 | | 13.43 | 0.00 | 0.00 | 0.00 | 60.93 | 11.30 |
| | 9 | | 4.90 | 0.00 | 0.00 | 0.00 | 17.18 | 18.42 |
| | 10 | Totally satisfied | 4.63 | 0.00 | 0.00 | 0.00 | 0.00 | 63.36 |
| X25 | 0 | Missing | 5.32 | 0.00 | 1.21 | 3.44 | 2.60 | 6.38 |
| | 1 | Totally dissatisfied | 3.26 | 35.41 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 1.36 | 14.76 | 0.00 | 0.00 | 0.00 | 0.00 |

| | | | | | | | |
|----|-----------------------|-------|-------|-------|-------|-------|-------|
| 3 | | 4.08 | 19.87 | 8.76 | 0.00 | 0.00 | 0.00 |
| 4 | | 5.07 | 29.96 | 9.02 | 0.00 | 0.00 | 0.00 |
| 5 | Quality / price ratio | 14.49 | 0.00 | 56.50 | 0.00 | 0.00 | 0.00 |
| 6 | | 14.04 | 0.00 | 25.72 | 25.12 | 0.00 | 0.00 |
| 7 | | 22.19 | 0.00 | 0.00 | 74.88 | 0.00 | 0.00 |
| 8 | | 21.01 | 0.00 | 0.00 | 0.00 | 74.67 | 0.00 |
| 9 | | 7.88 | 0.00 | 0.00 | 0.00 | 25.33 | 10.22 |
| 10 | Totally satisfied | 6.61 | 0.00 | 0.00 | 0.00 | 0.00 | 89.78 |

| | | | | | | | | |
|-----|----|----------------------------------|-------|-------|-------|-------|-------|-------|
| X26 | 0 | Missing | 3.52 | 2.22 | 0.00 | 0.00 | 0.56 | 2.44 |
| | 1 | Totally dissatisfied | 2.58 | 25.73 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 2 | | 1.24 | 12.42 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 3 | | 2.84 | 16.30 | 3.49 | 1.09 | 0.00 | 0.00 |
| | 4 | Comfort of stops and stations | 3.82 | 11.75 | 10.51 | 0.00 | 0.00 | 0.00 |
| | 5 | | 10.58 | 17.38 | 35.11 | 0.00 | 0.00 | 0.00 |
| | 6 | | 12.80 | 4.39 | 29.46 | 16.25 | 0.00 | 0.00 |
| | 7 | | 21.60 | 12.04 | 12.44 | 56.74 | 0.00 | 0.00 |
| | 8 | | 26.04 | 0.00 | 8.98 | 25.91 | 63.00 | 0.00 |
| | 9 | | 10.31 | 0.00 | 0.00 | 0.00 | 37.00 | 10.64 |
| | 10 | Totally satisfied | 8.18 | 0.00 | 0.00 | 0.00 | 0.00 | 89.36 |