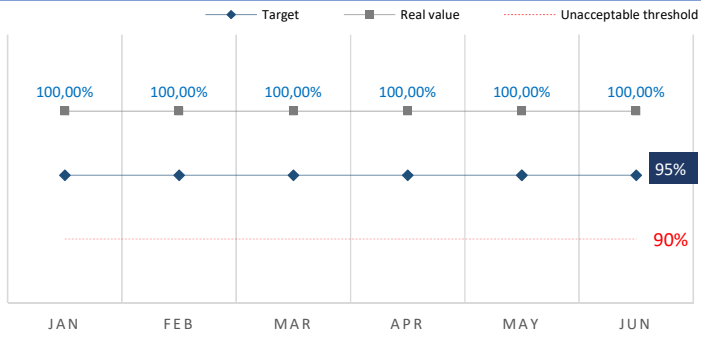


## Service Offered

% of passengers who benefit from there not being more than 3 people/m2 in the trains

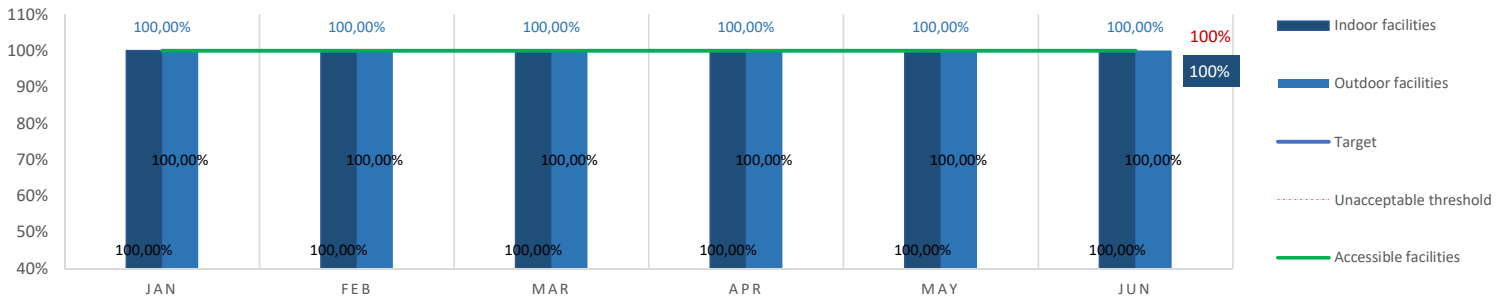


% of customers who find the service as scheduled

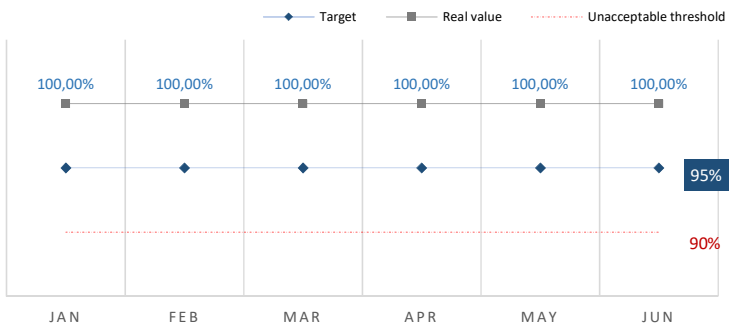


## Availability

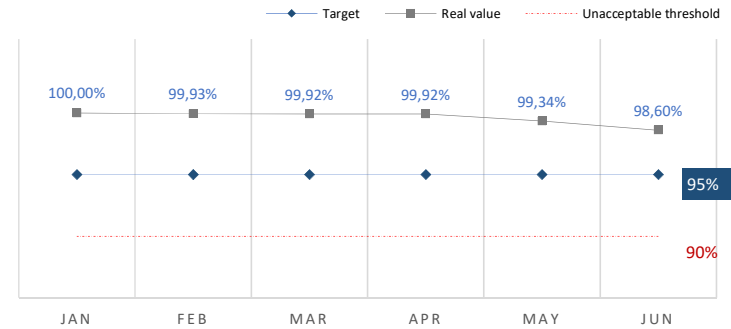
% of our customers who find the indoor and outdoor facilities fully accessible



Availability of ticket validation machines

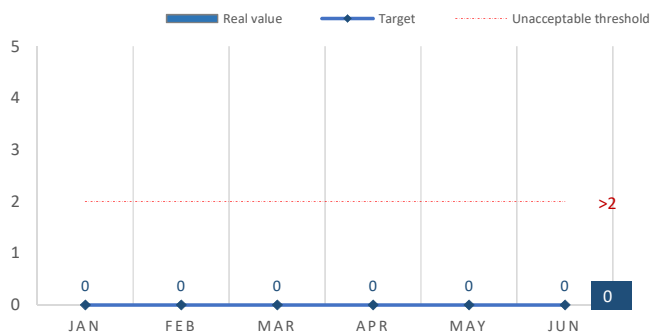


% Availability of ticket vending machines

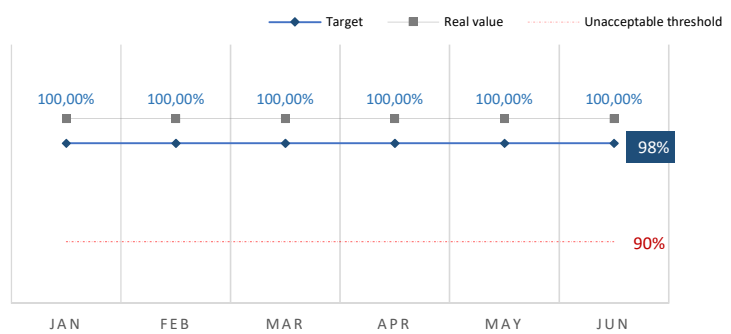


## Information

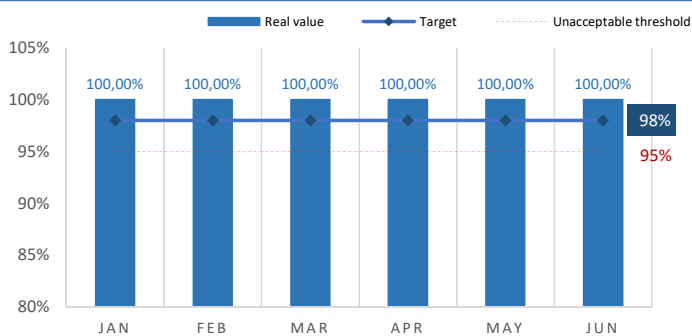
Number of complaints concerning lack of information at stops



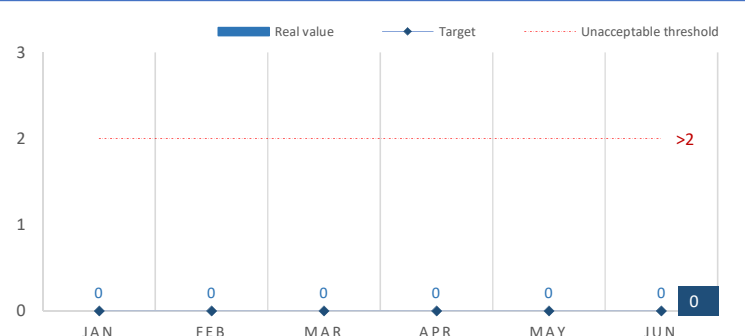
% of our customers who find the necessary information inside the unit



% of our customers who find the necessary information before any anomaly

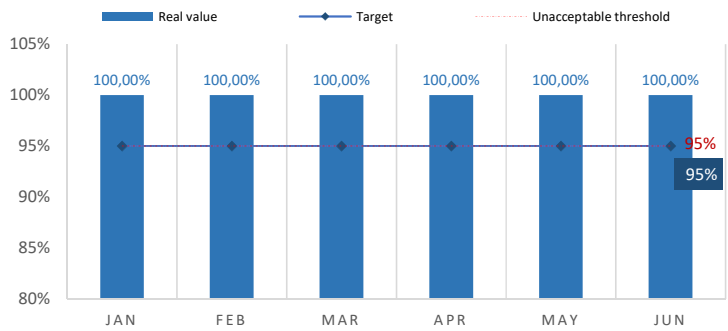


Number of complaints for lack of information in stops before any anomaly.

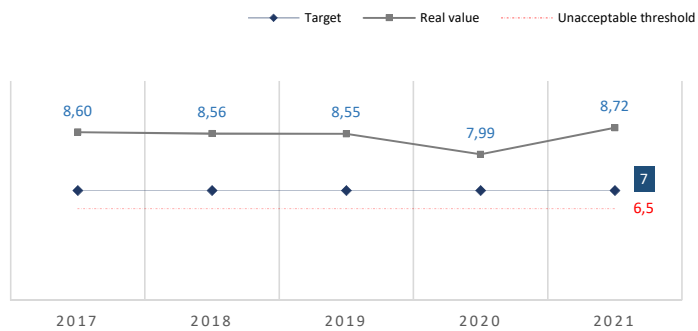


## Customer Service

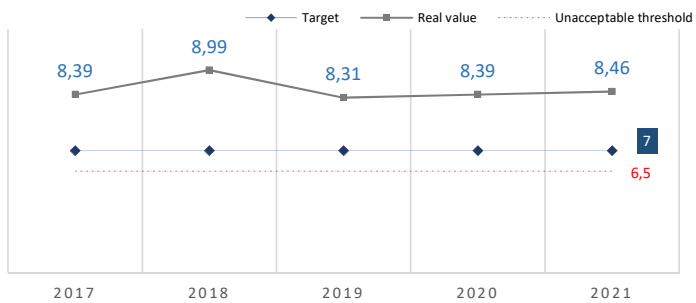
% of our customers who receive a response within 10 days to any claim



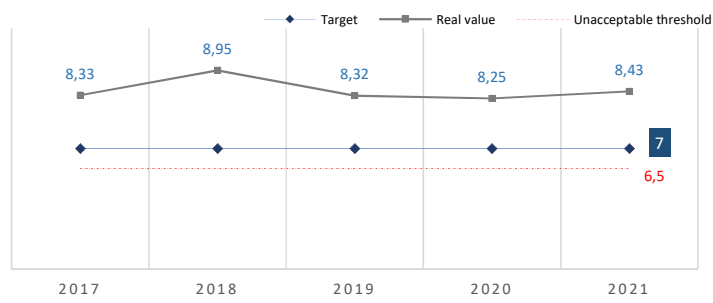
Overall satisfaction of our customers with our service



Assessment obtained from our clients on the treatment received

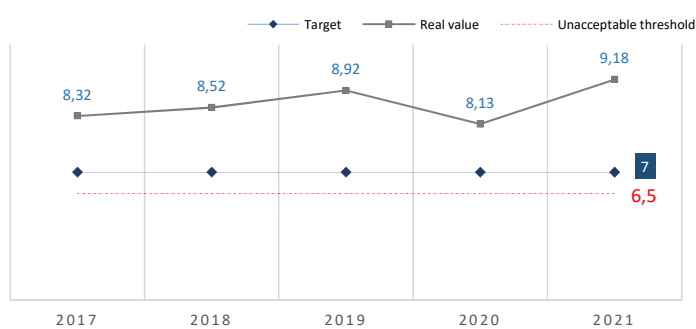


Review obtained from our clients about the professionalism of our staff

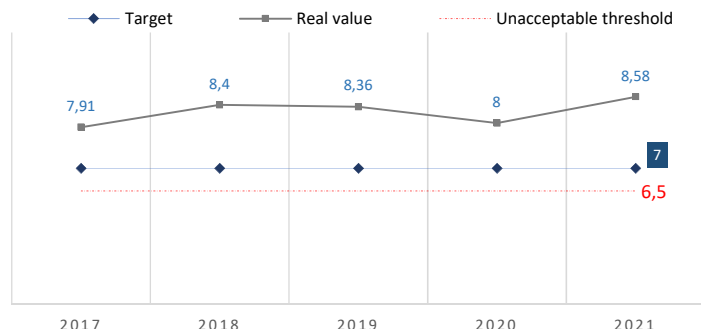


## Comfort, Cleanliness and Maintenance

Assessment obtained from our clients on the comfort on the way

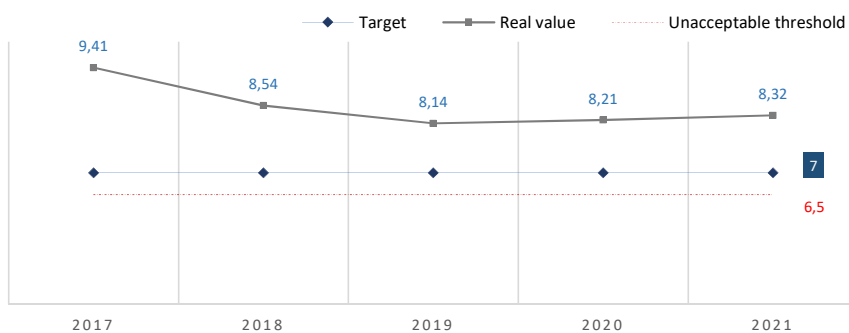


Review obtained from our customers about cleanliness



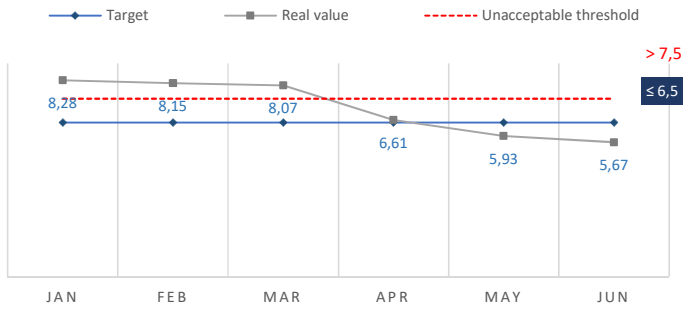
## Security

Assessment obtained from our clients on the "feeling of security"



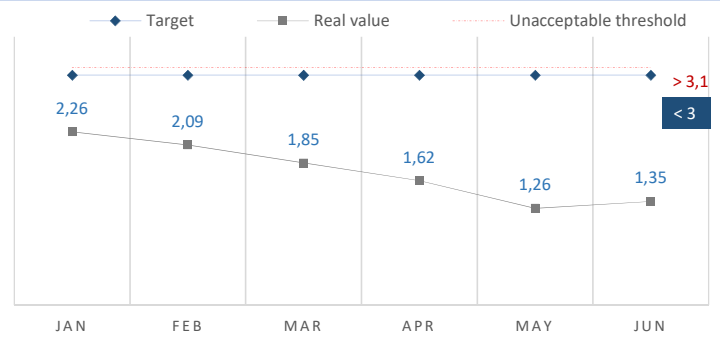
# Environmental impact

## Kw Power consumption /km driven month

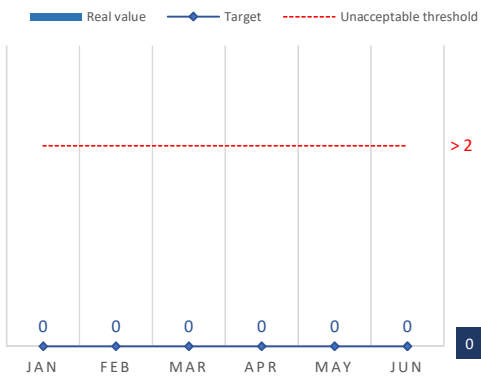


\* Energy consumption in the first months is higher due to air conditioning

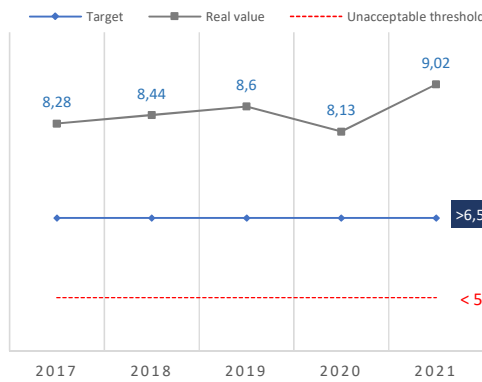
## Consumption in kW of the units/traveling persons per month



## No. Complaints related with noise



## Evaluation obtained from our clients on the sensation of noise



## Number of incidents in flange and rolling lubrication equipment that influences the sensation of noise

