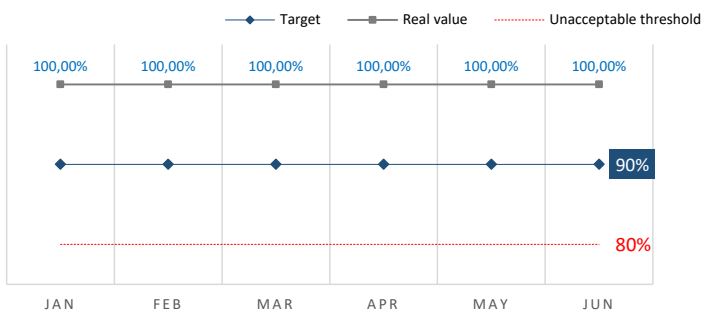
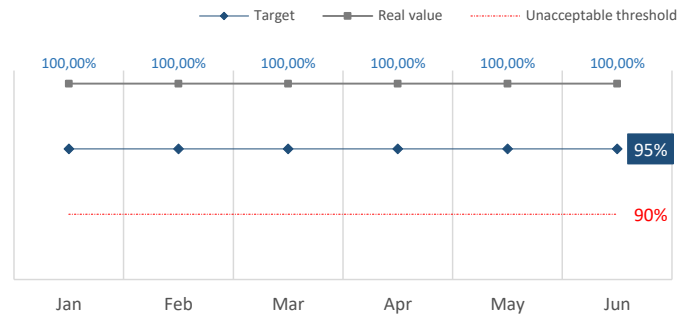


Service Offered

% of passengers who benefit from there not being more than 4 people/m2 in tramways

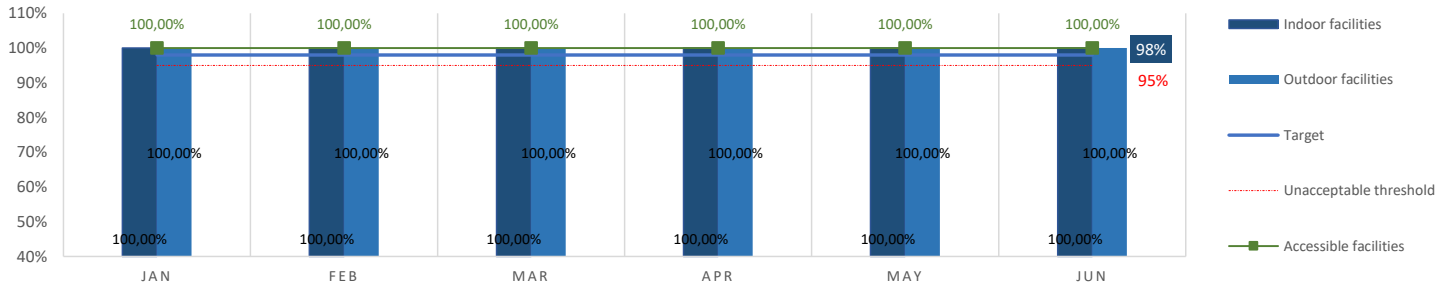


% of customers who find the service as scheduled

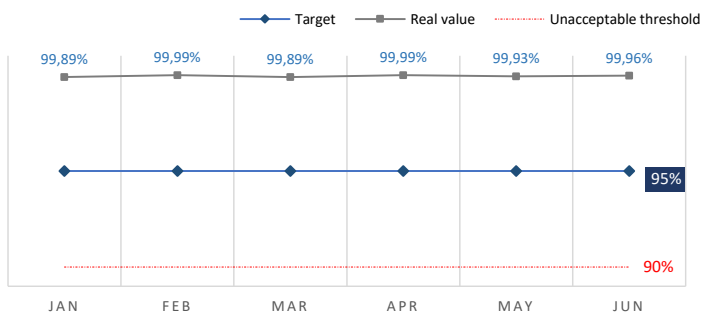


Availability

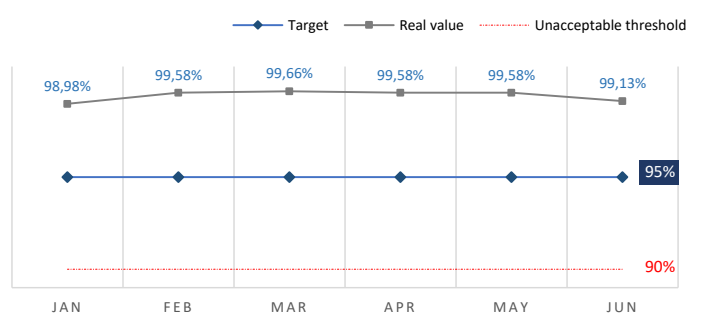
% of our customers who find the indoor and outdoor facilities fully accessible



Availability of ticket validation machines

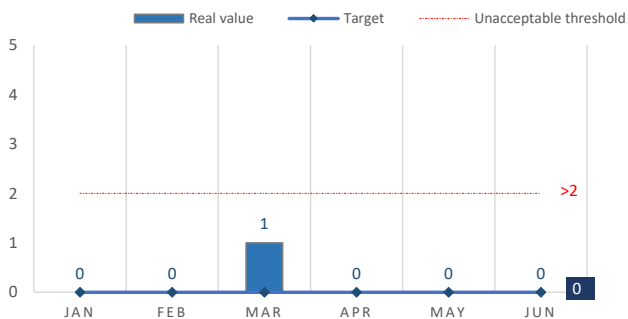


% Availability of ticket vending machines

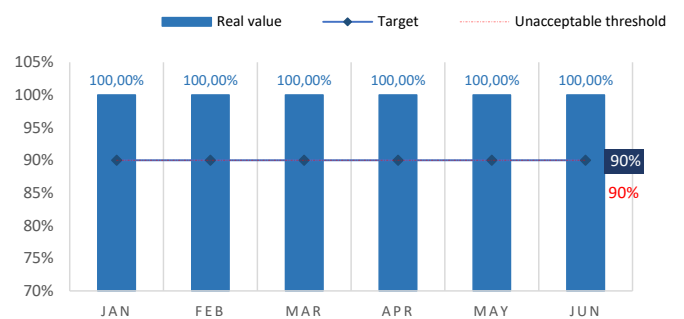


Information

Number of complaints concerning lack of information at stops



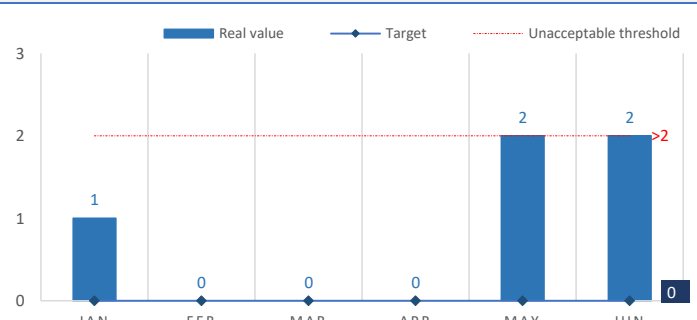
% of our customers who find the necessary information inside the unit



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

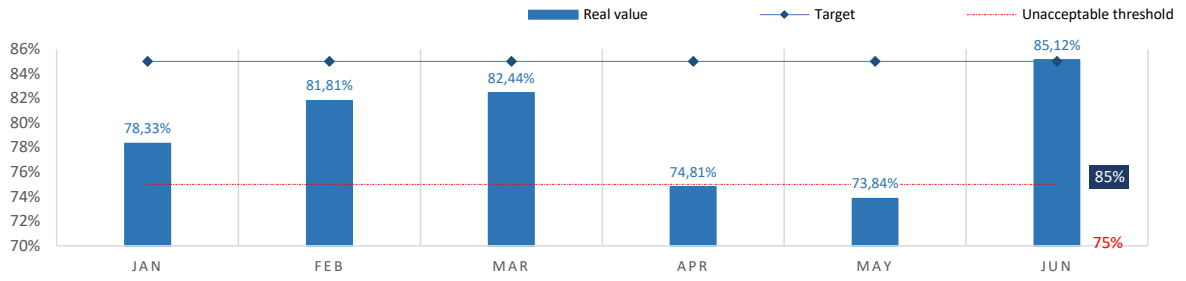


Number of complaints for lack of information in stops before any anomaly.



Punctuality

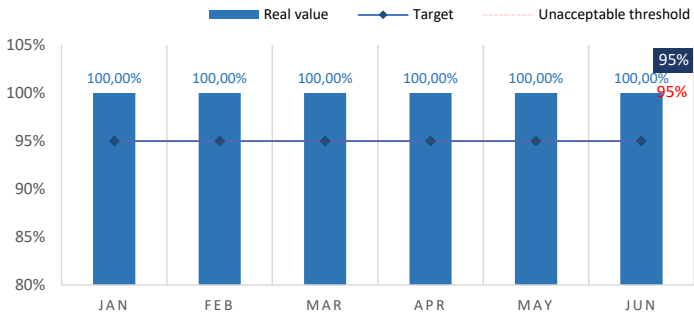
% of our customers who wait in the platform less time of the maximum interval offered



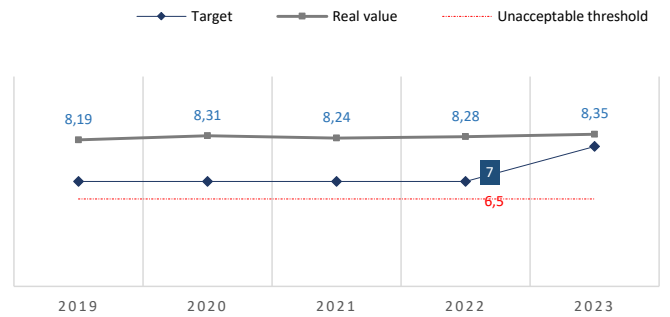
* Punctuality has been affected by social and sporting events and demonstrations.

Customer Service

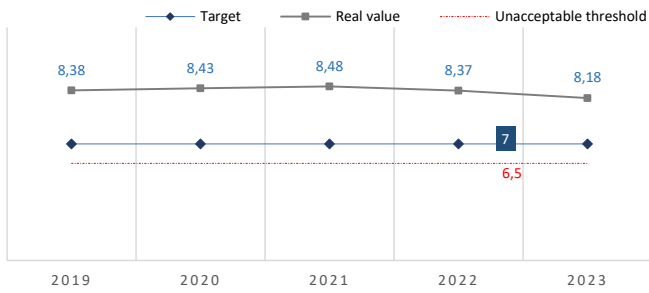
% of our customers who receive a response within 3 days to any claim



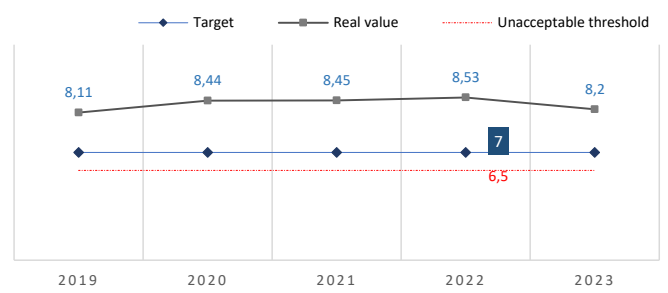
Overall satisfaction of our customers with our service



Assessment obtained from our clients on the treatment received

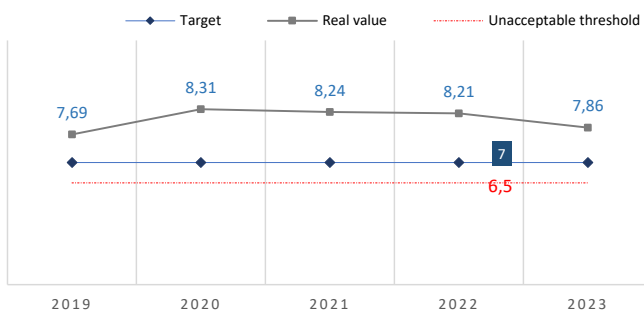


Review obtained from our clients about the professionalism of our staff

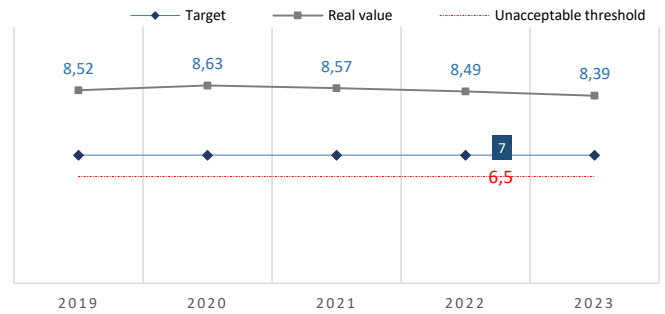


Comfort, Cleanliness and Maintenance

Assessment obtained from our clients on the comfort on the way

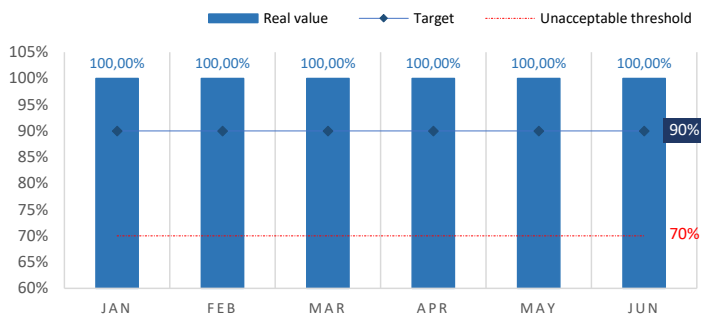


Review obtained from our customers about cleanliness

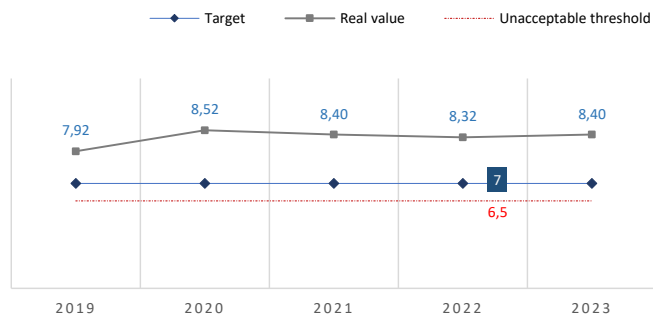


Seguridad

% of our customers who are protected by our video surveillance system

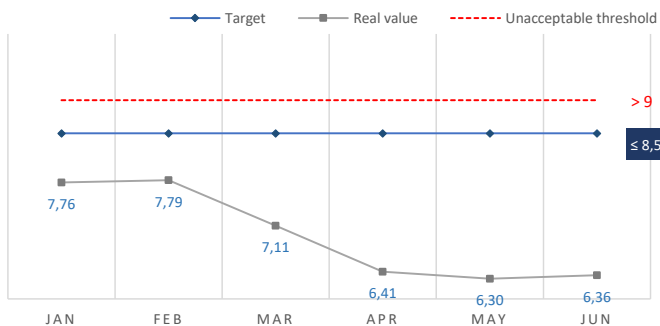


Assessment obtained from our clients on the "feeling of security"

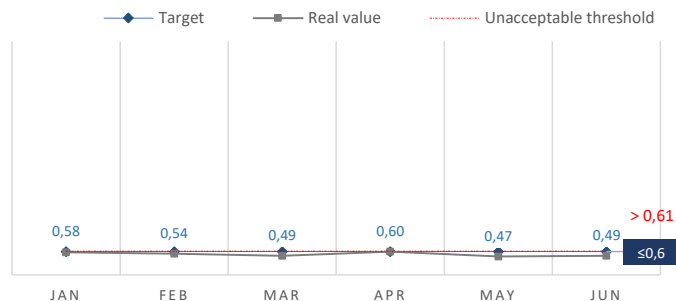


Environmental impact

Kw Power consumption /km driven month

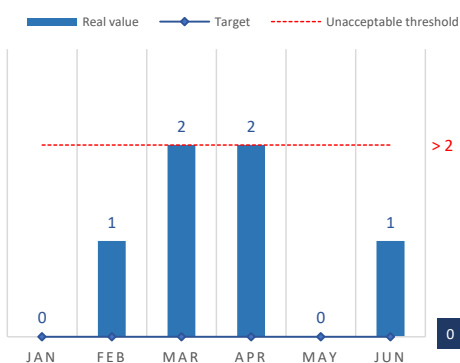


Consumption in kW of the units/traveling persons per month

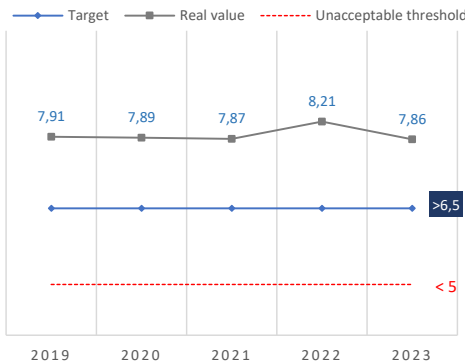


* As demand increases, consumption is approaching the target. Demand normalization tends to improve performance.

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

