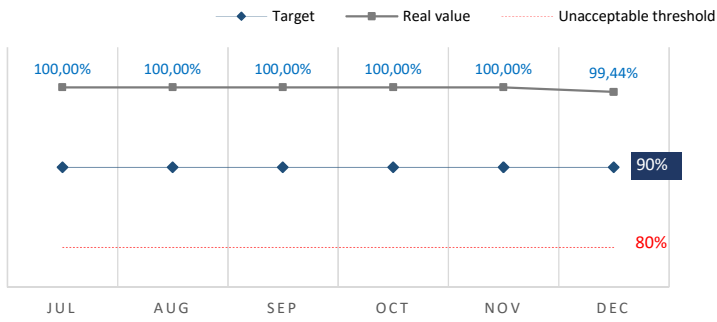
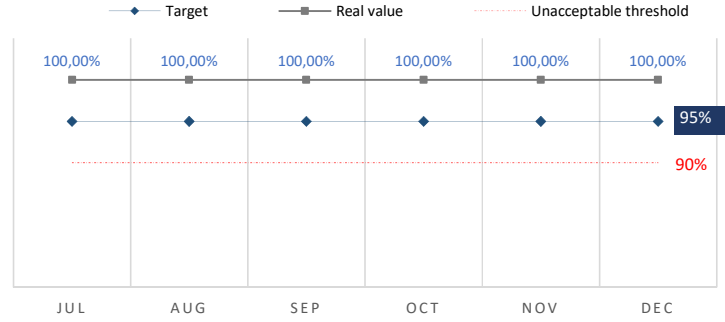


Service Offered

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

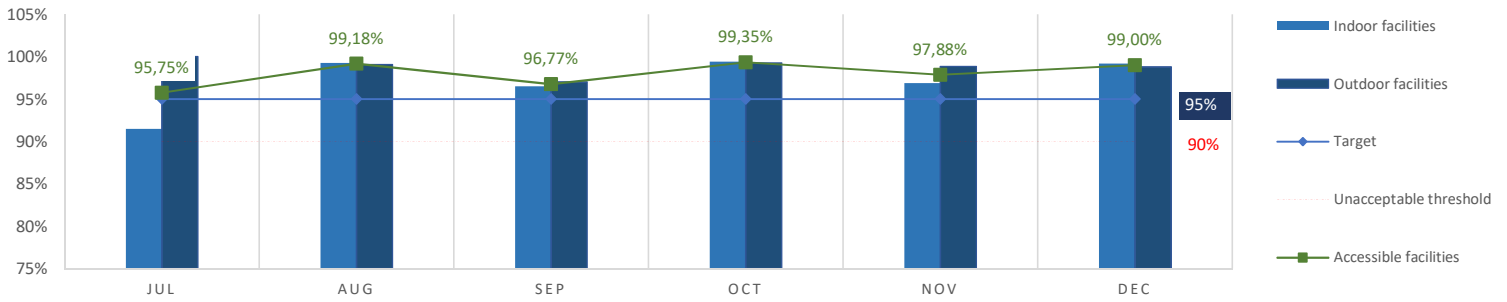


% of customers who find the service as scheduled

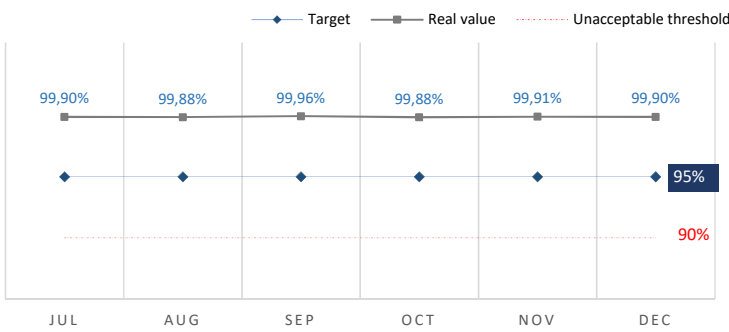


Availability

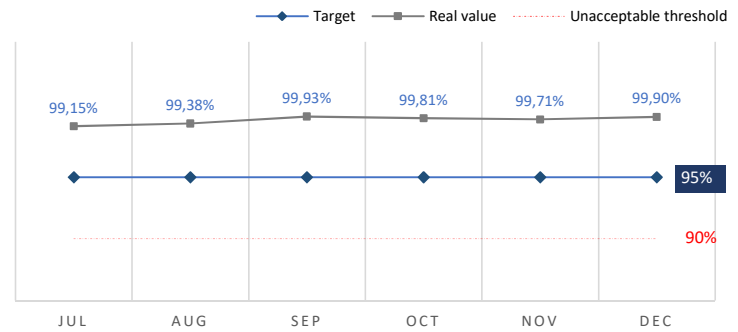
% of our customers who find accessibility equipment fully available



Availability of ticket validation machines

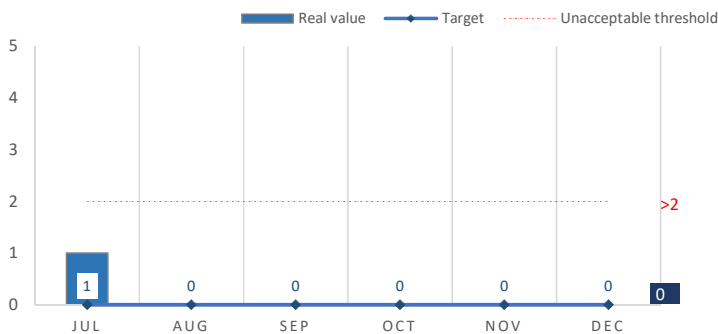


% Availability of ticket vending machines



Information

Number of complaints concerning lack of information at stops



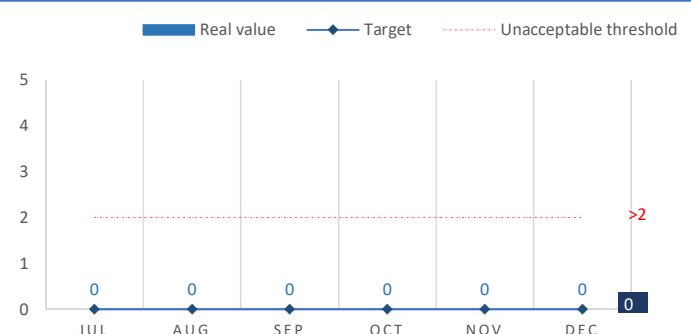
% of our customers who find the necessary information inside the unit



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

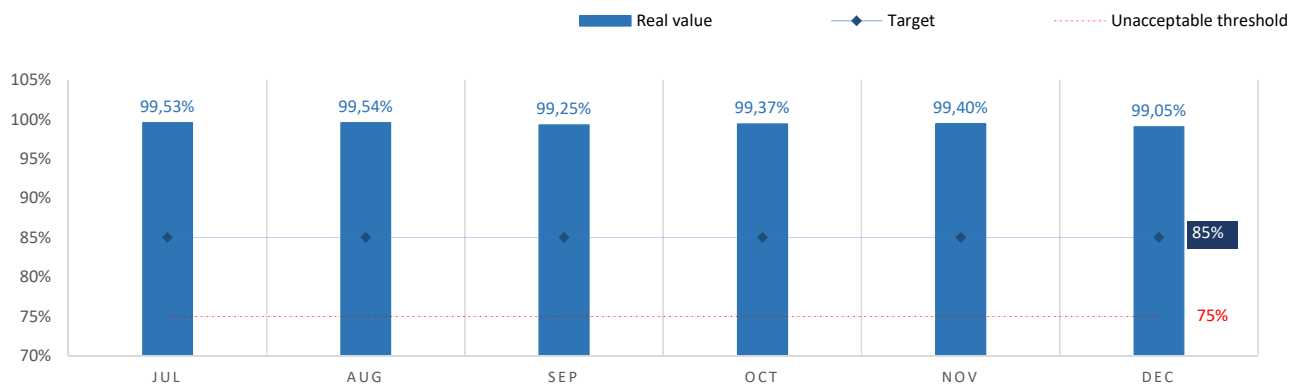


Number of complaints for lack of information in stops before any anomaly.



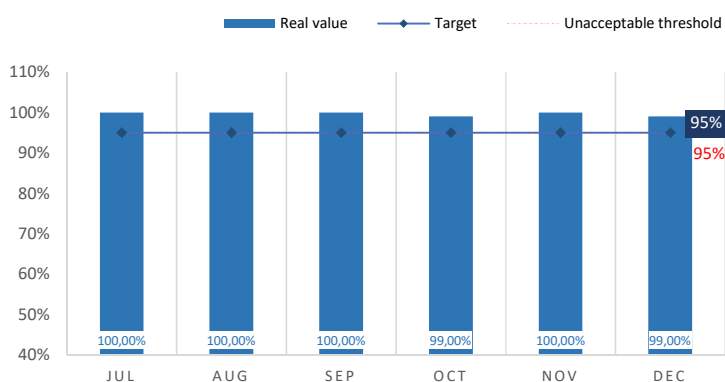
Punctuality

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

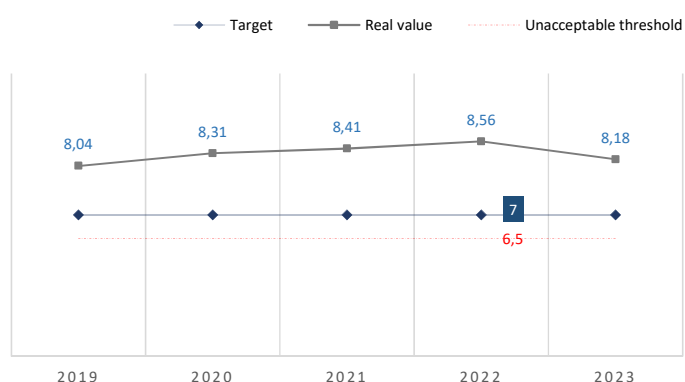


Customer Service

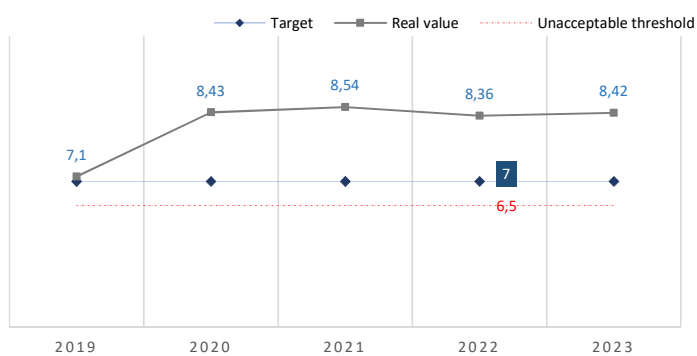
% of our customers who receive a response within 3 days to any claim



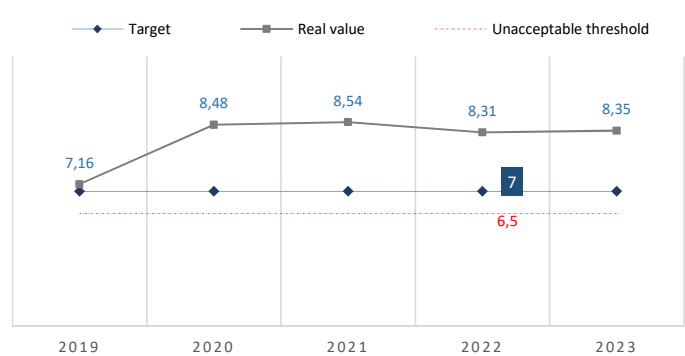
Overall satisfaction of our customers with our service



Assessment obtained from our clients on the treatment received

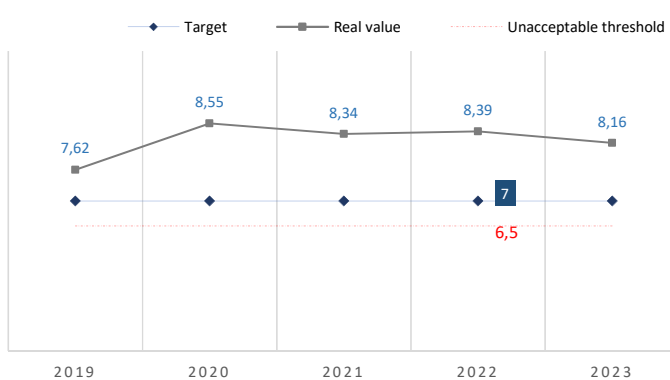


Review obtained from our clients about the professionalism of our staff

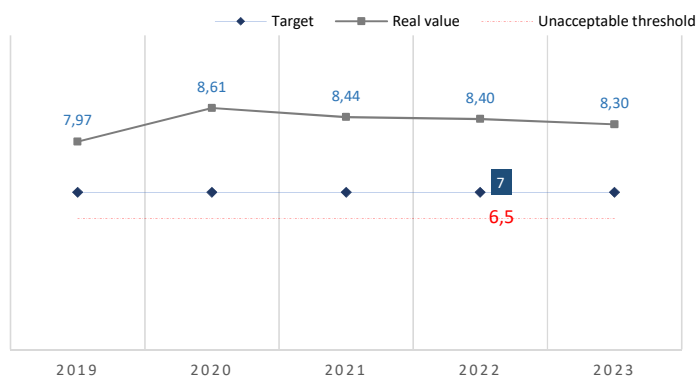


Comfort, Cleanliness and Maintenance

Assessment obtained from our clients on the comfort on the way

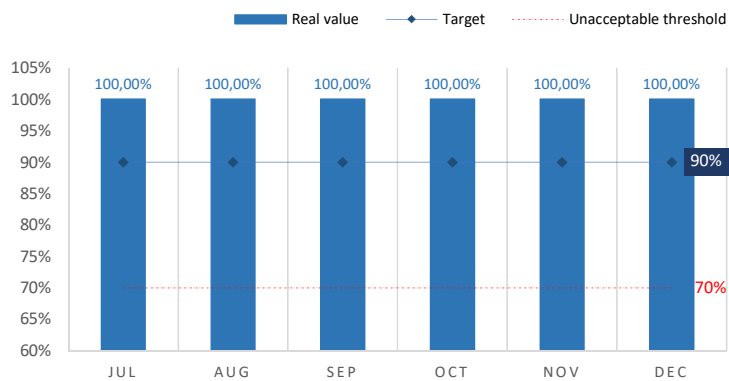


Review obtained from our customers about cleanliness

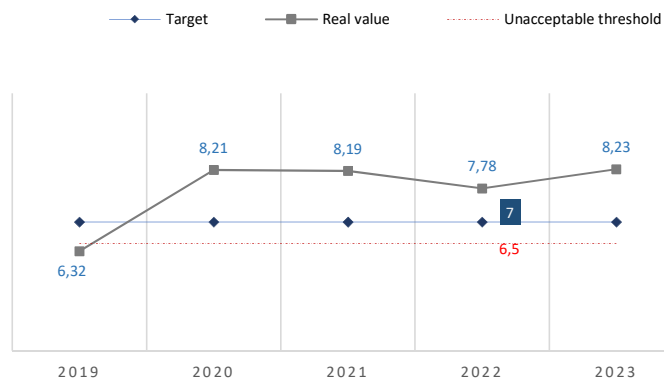


Security

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

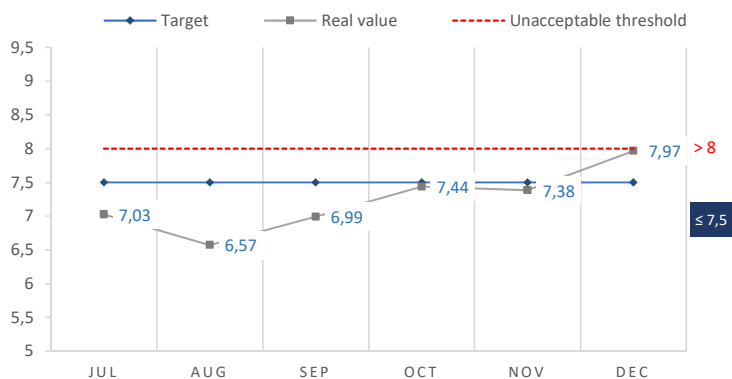


Assessment obtained from our clients on the "feeling of security"

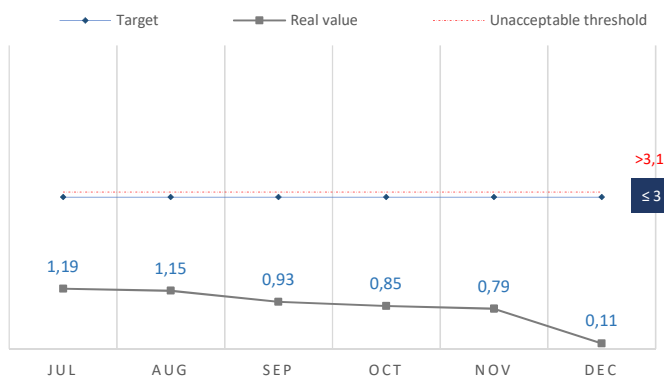


Environmental impact

Kw Power consumption /km driven month



Consumption in kW of the units/traveling persons per month



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