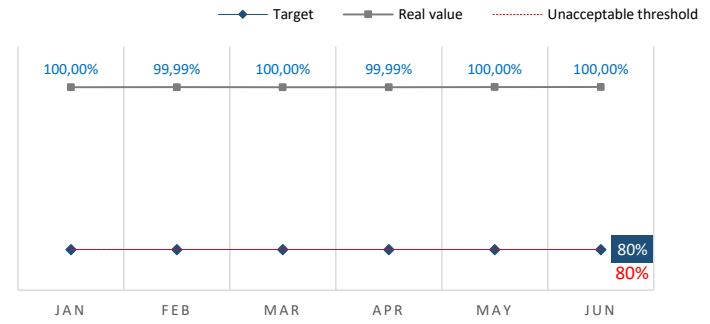
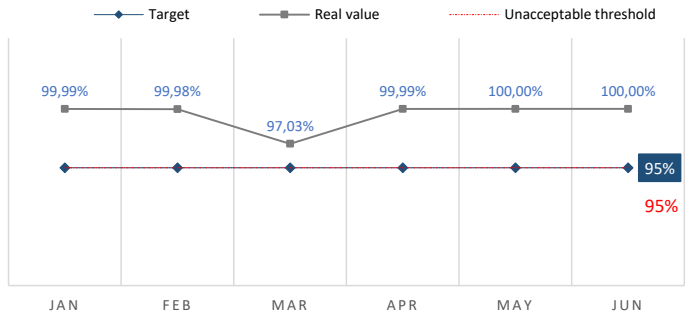
Service Offered

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

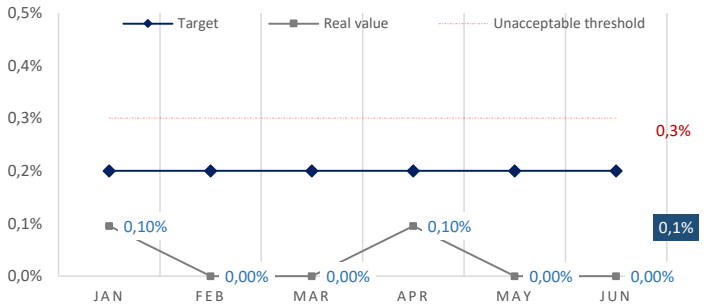


% of customers who find the service as scheduled

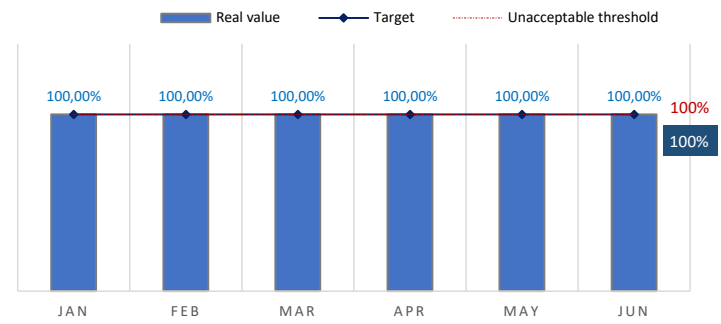


Availability

% of failures of platforms for people with reduced mobility in our fleet

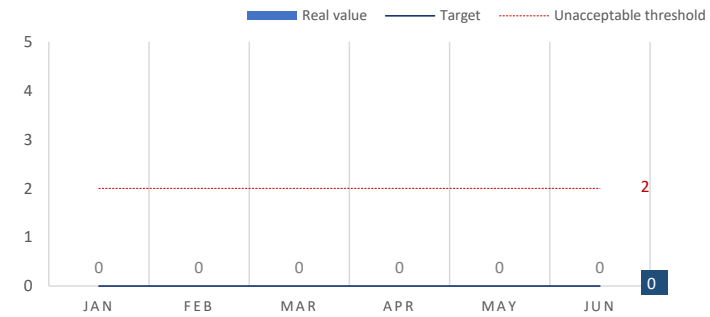


% of our vehicles that have at least 4 seats reserved for people with reduced mobility.

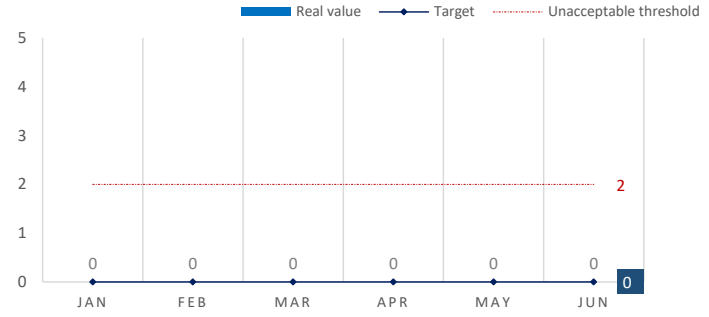


Information

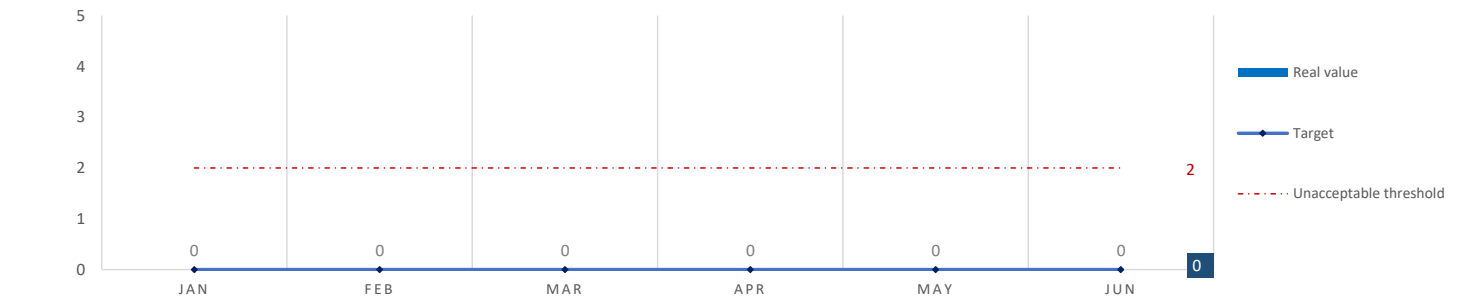
Number of complaints concerning lack of information at stops



Number of complaints concerning lack of information at bus

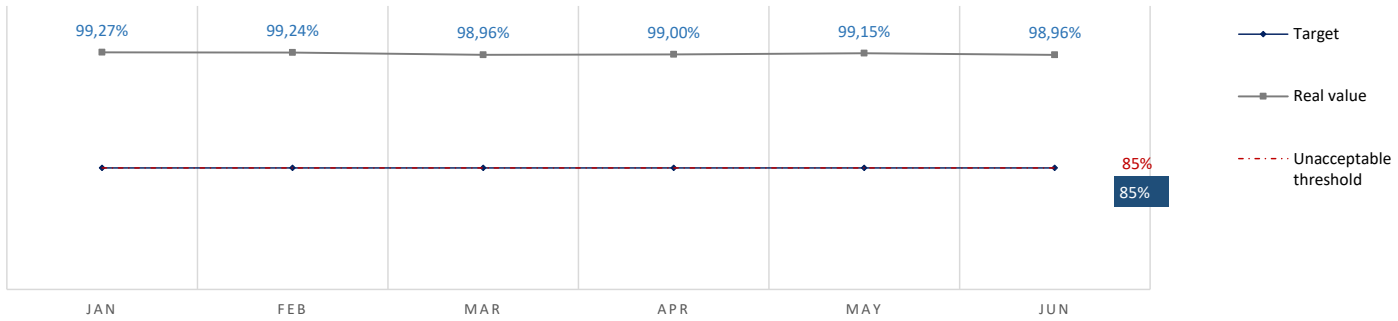


Number of complaints for lack of information in stops before any anomaly.



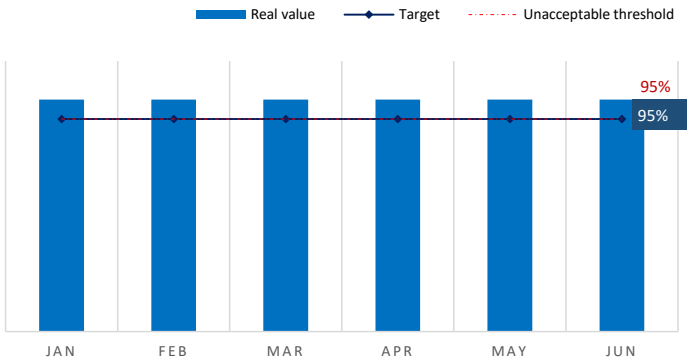
Puntuality

% of our services performed on time

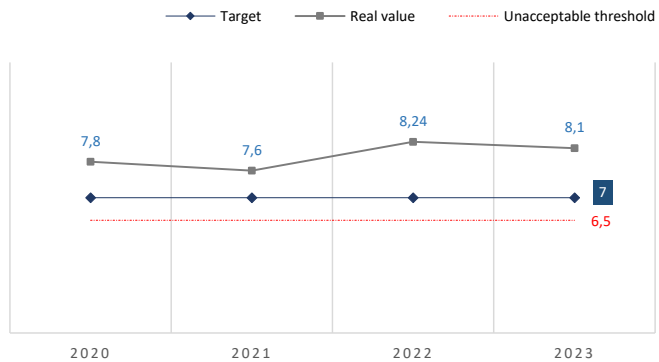


Customer Service

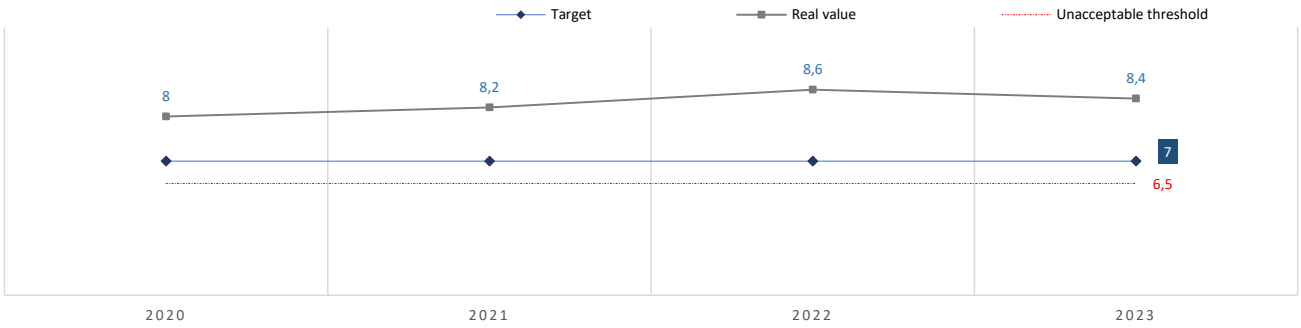
% of our customers who receive a response within 8 days to any claim



Overall satisfaction of our customers with our service

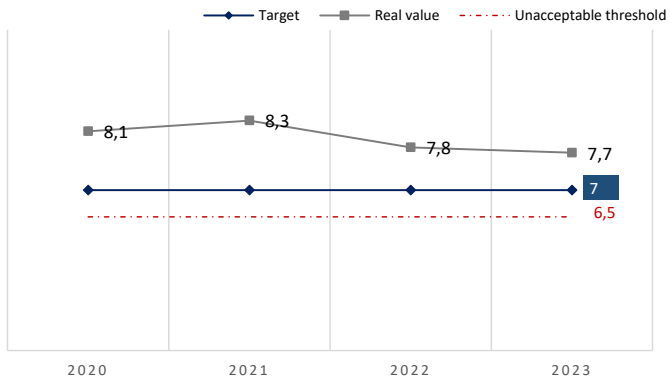


Assessment obtained from our clients on the treatment received

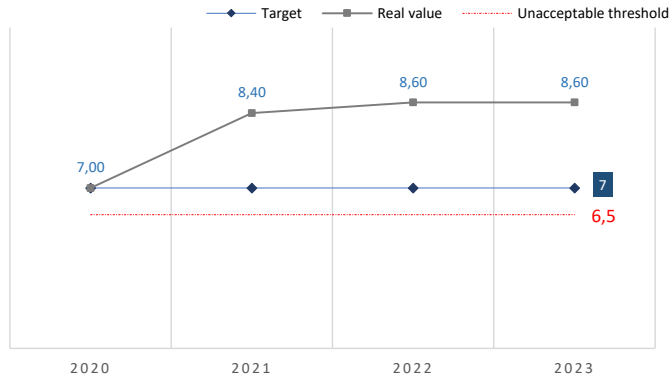


Comfort, Cleaniness and Maintenance

Assessment obtained from our clients on the comfort on the way

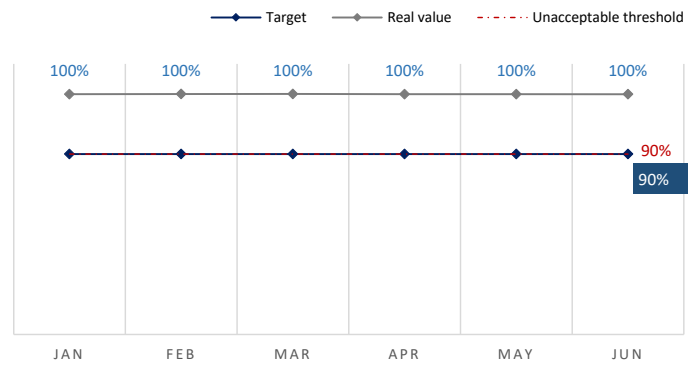


Review obtained from our customers about cleaniness

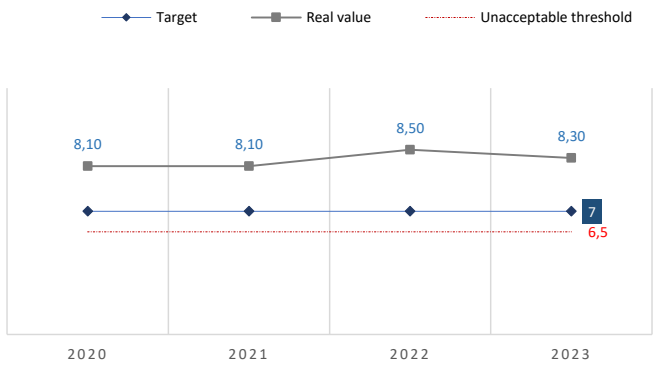


Security

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

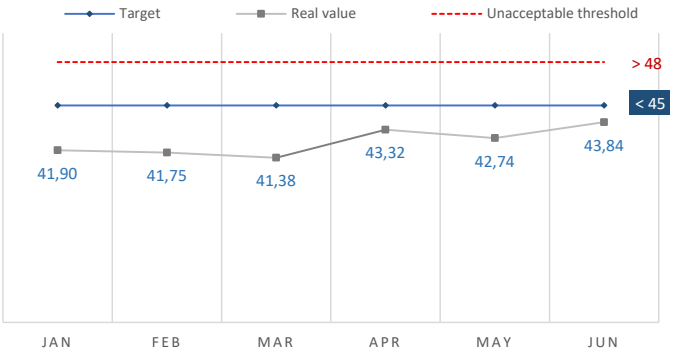


Assessment obtained from our clients on the "feeling of security"

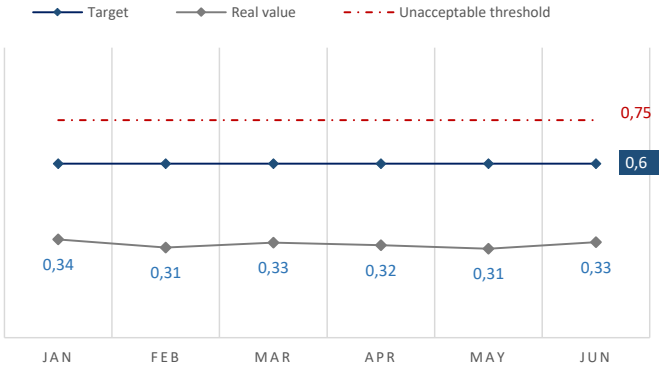


Environmental impact

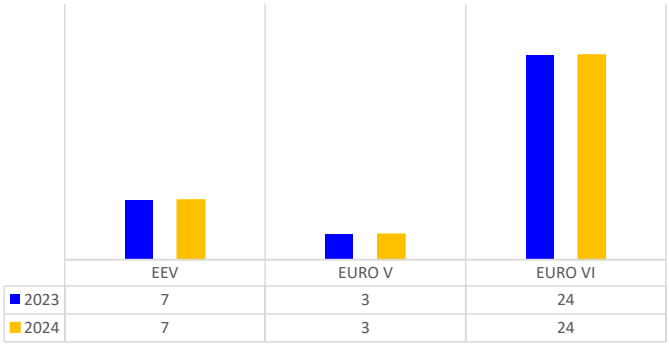
Consumo de combustible en las unidades (l)/100km



Fuel consumption in units / passengers transported per month



Nuestra flota de vehiculos por tipo de vehículo



	EEV	EURO V	EURO VI
2023	7	3	24
2024	7	3	24

Consumo l/100 km por tipo de vehículo