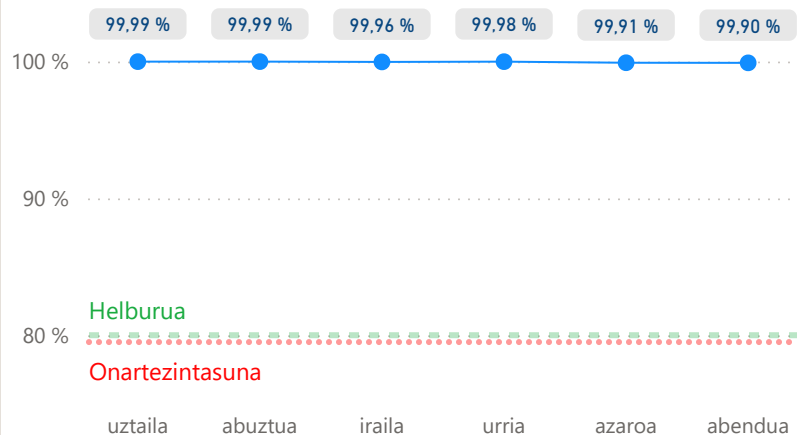
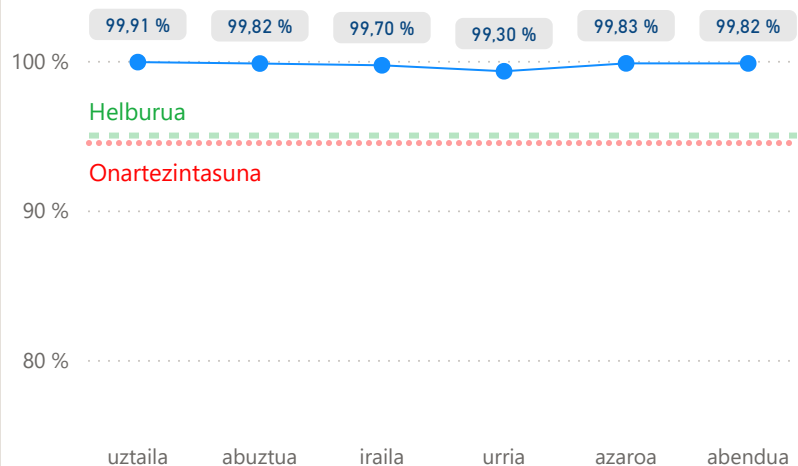


Eskeinitako zerbitzua

Metro karratuko 4 pertsona baino gehiago egon ez daitezzen onura ateratzen ...

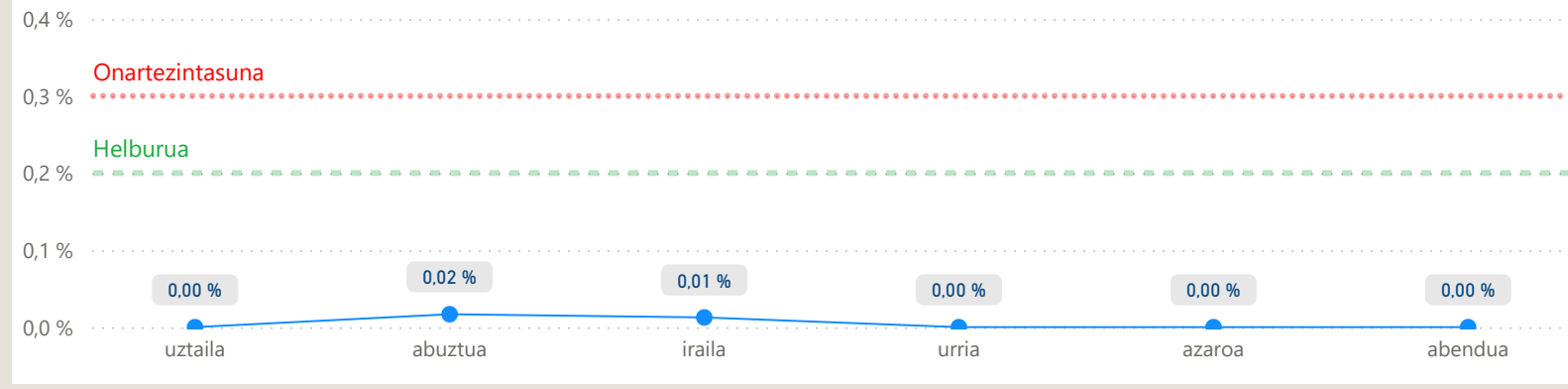


Zerbitzua programatu bezala jasotzen duten gure bezeroen %



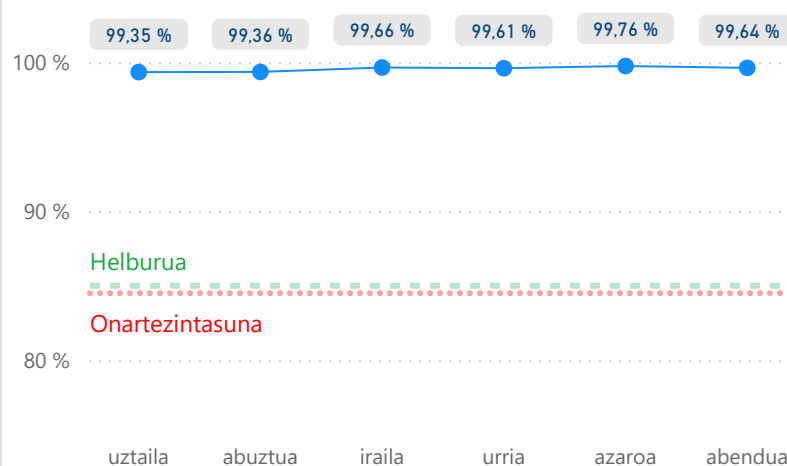
Irisgarritasuna

Mugikortasun urriko pertsonentzako plataformen matxuren %

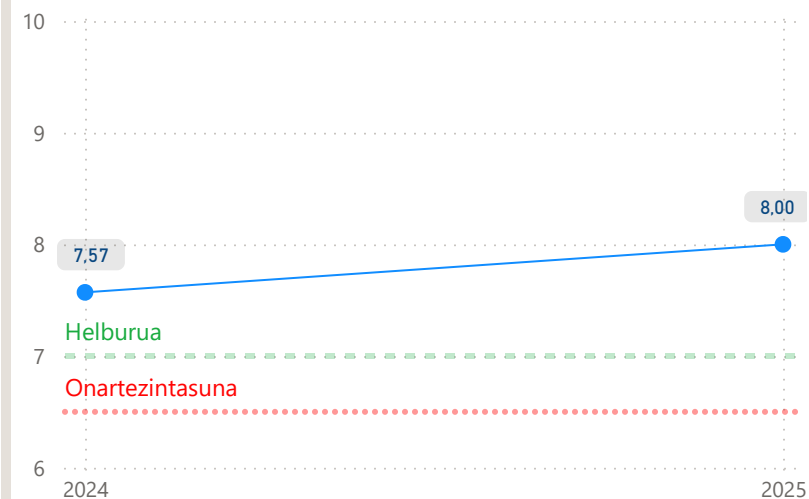


Puntueltasuna

Orduan egiten diren gure zerbitzuen %

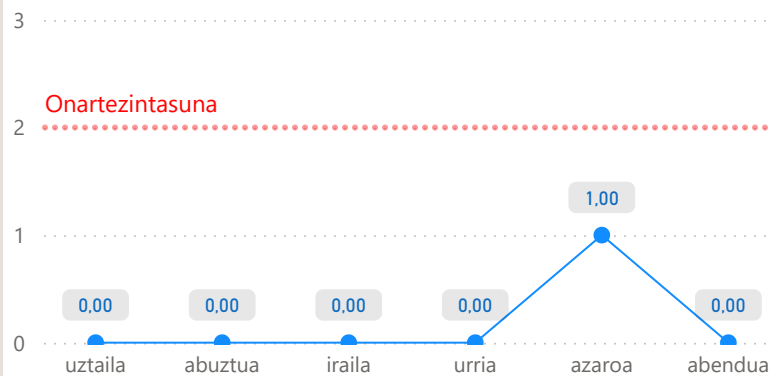


Puntueltasunari buruz Bezeroengandik jasotako balioespena

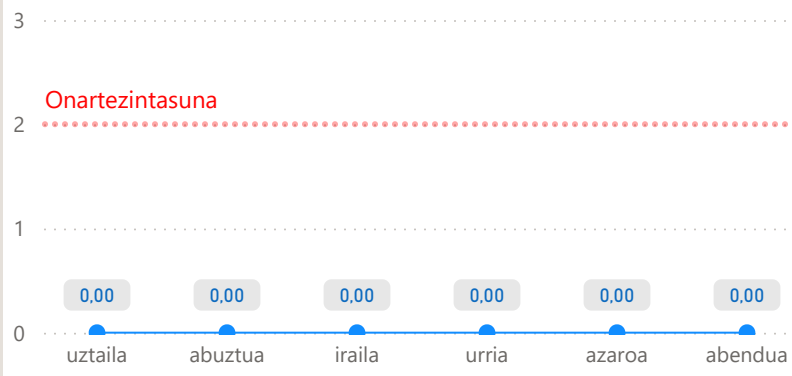


Informazioa

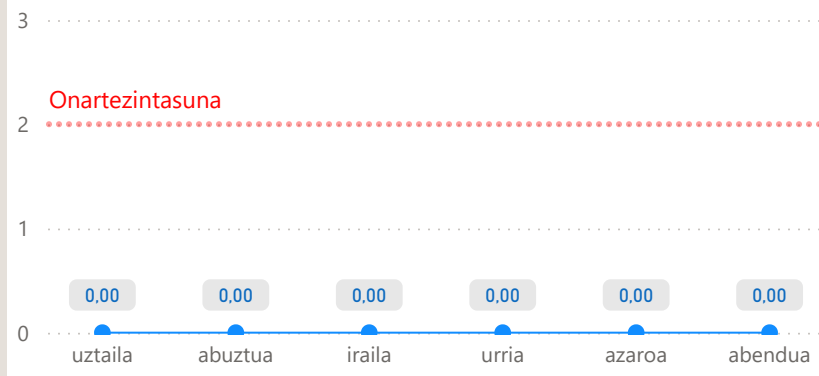
● Geralekuetan informazio faltarekin lotutako kexen zenbatekoa



● Edozein arazori lotutako informazio gabeziarekin lotutako erreklamazioen kop...

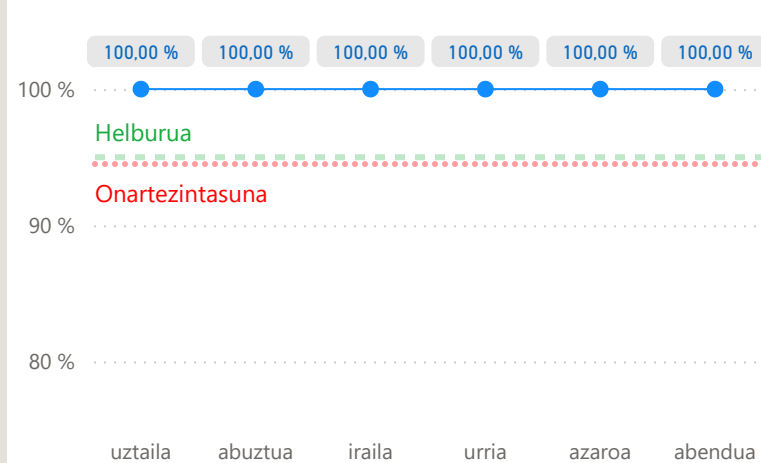


● Autobusetan informazio faltarekin lotutako kexen zenbatekoa

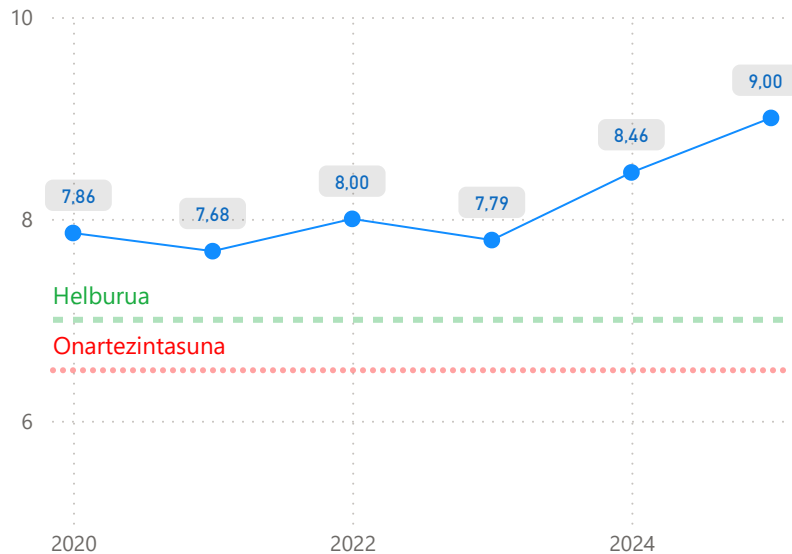


Bezeroari arreta

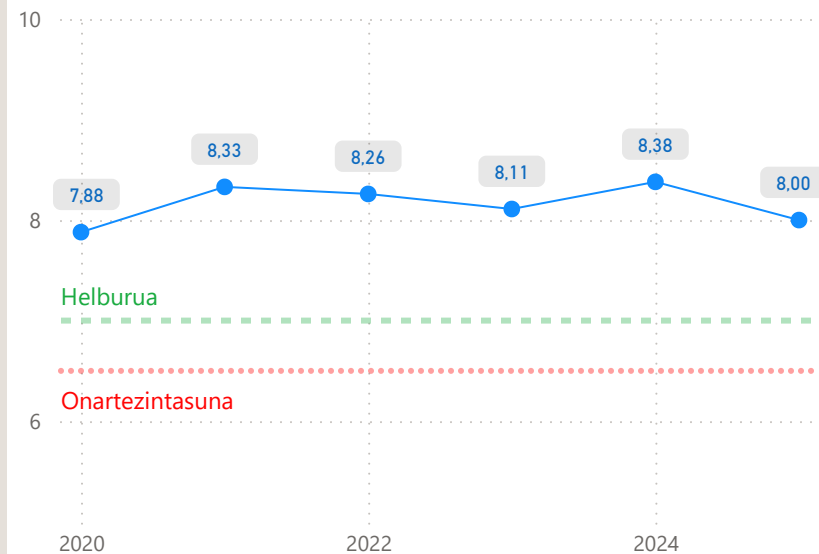
● Edozein erreklamazioari lotuta 8 egun baino lehenago erantzuna jasotzen ...



● Gure zerbitzuarekiko bezeroen asebetetasun maila

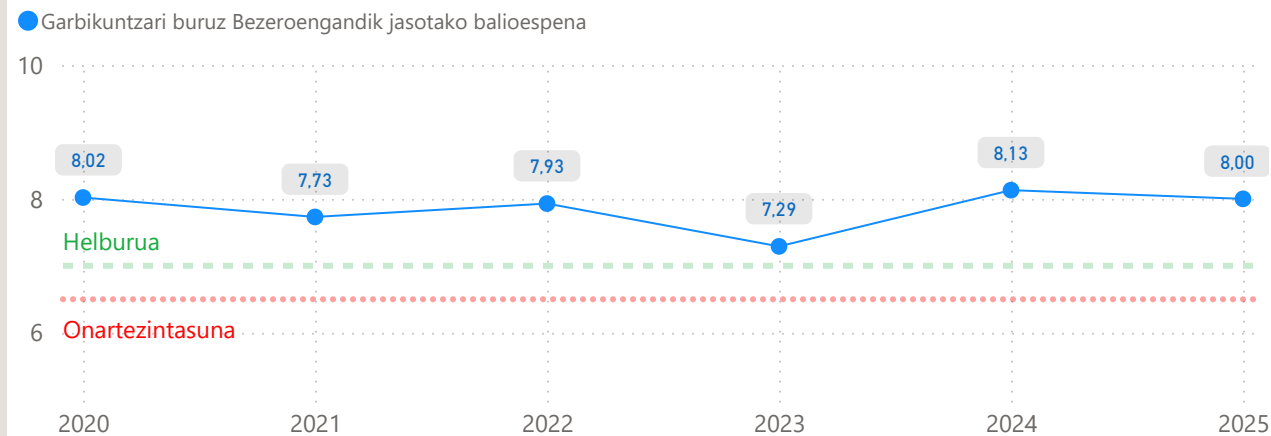
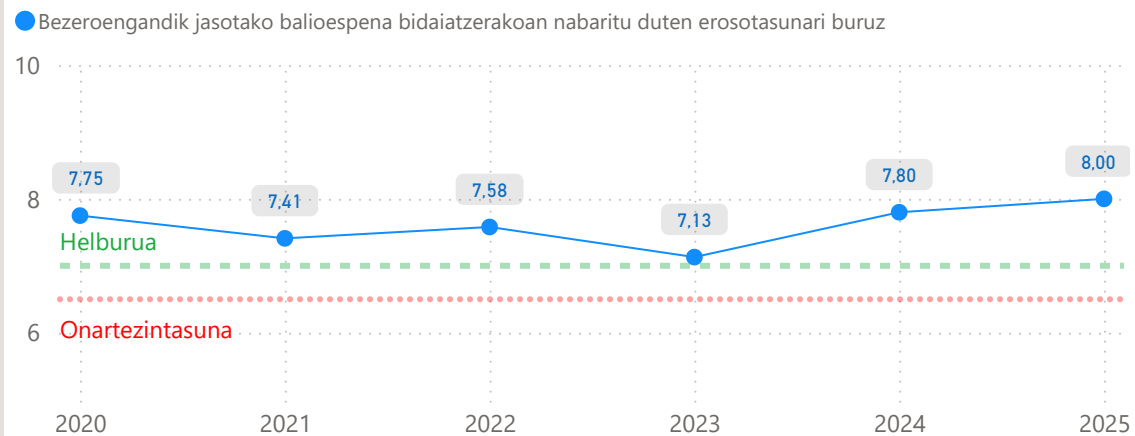


● Bezeroengandik lortutako balioespena jasotako tratuari buruz

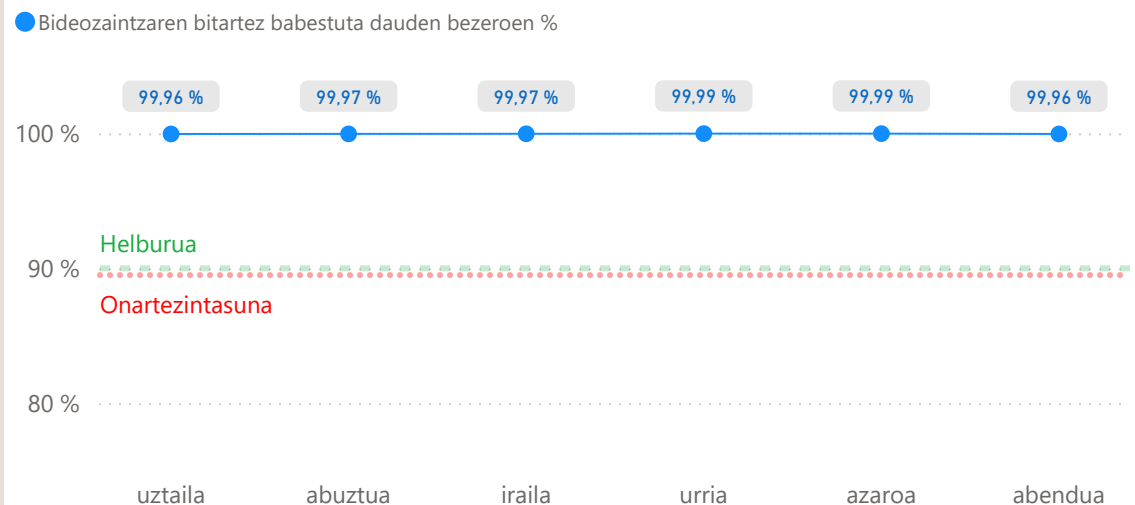


* Por situación puntual de falta de recursos, no se ha podido cumplir con el objetivo marcado y se encuentran en curso las acciones pertinentes.

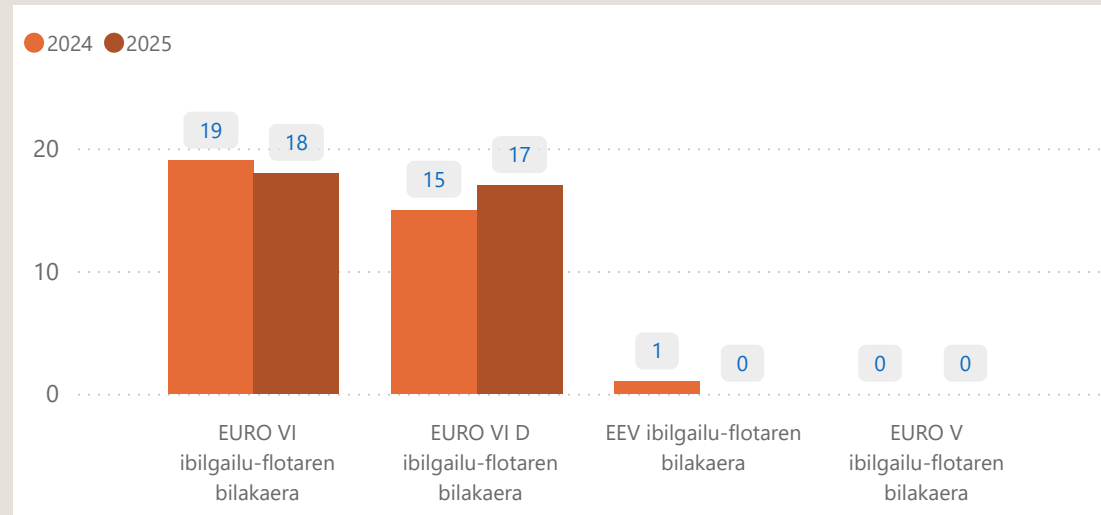
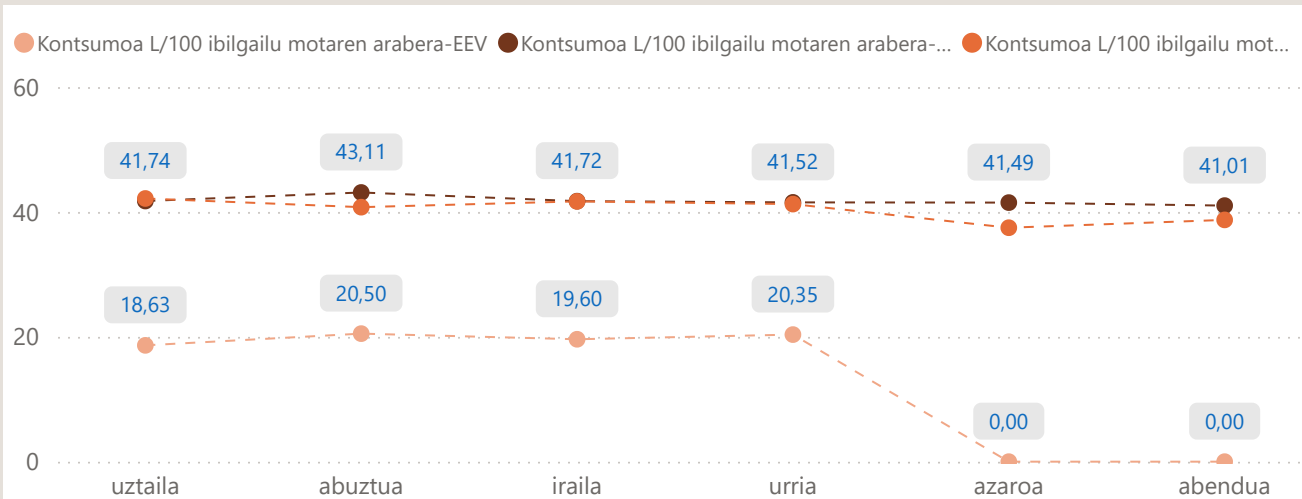
Erosotasun, Garbitasun eta mantentze lanak



Segurtasuna



Ingurumenaren gaineko eragina



* A mayor número de norma EURO menor impacto ambiental // EEV: Vehículos eléctricos

