



REPORT BY CATEGORY YEAR 2022

CATEGORY	%	TOTAL YEAR 2022	Complaints by Category received in PUGLIA		Complaints by Category received in BASILICATA	
			Count	%	Count	%
Other	3%	13	10	77%	3	23%
Incorrect Behaviour	4%	17	8	47%	9	53%
Inadequate Communication	0%	2	1	50%	1	50%
Unavailability of Tickets	0%	0	0		0	
Vehicle Malfunction	0%	1	0	0%	1	100%
Automotive Disservice	22%	90	61	68%	29	32%
Rail Disservice	7%	29	26	90%	3	10%
FAL Website Disservice	9%	37	31	84%	6	16%
FALapp Disservice	2%	8	6	75%	2	25%
Self-Service Disservice	8%	32	19	59%	13	41%
Turnstile Malfunction	0%	1	1	100%	0	0%
System Malfunction	2%	7	7	100%	0	0%
Dirty Vehicle	0%	1	1		0	
Railway Delay	16%	66	65	98%	1	2%
Automotive Delay	9%	37	32	86%	5	14%
Railway Overcrowding	2%	10	7	70%	3	30%
Automotive Overcrowding	14%	56	46	82%	10	18%
TOTAL	100%	407	321	79%	86	21%





REPORT BY COMPANY YEAR 2022

SECTOR	%	TOTAL YEAR 2022
Automotive BARI	39,3%	160
Railway BARI	25,3%	103
Automotive POTENZA	13,8%	56
Railway POTENZA	2,0%	8
Resources Management	0,0%	0
Information Technologies	19,7%	80
Personnel	0,0%	0
Other	0,0%	0
TOTAL	100%	407

