



REPORT BY CATEGORY YEAR 2023

| CATEGORIA | % | TOTAL YEAR 2023 | Complaints by Category received in PUGLIA | | Complaints by Category received in BASILICATA | |
|---------------------------|-------------|-----------------|--|------------|--|-----------|
| | | | Count | % | Count | % |
| Other | 5% | 33 | 32 | 97% | 1 | 3% |
| Incorrect Behaviour | 1% | 6 | 4 | 67% | 2 | 33% |
| Inadequate Communication | 0% | 0 | 0 | | 0 | |
| Unavailability of Tickets | 0% | 0 | 0 | | 0 | |
| Vehicle Malfunction | 0% | 2 | 1 | 50% | 1 | 50% |
| Automotive Disservice | 16% | 110 | 92 | 84% | 18 | 16% |
| Rail Disservice | 7% | 50 | 40 | 80% | 10 | 20% |
| FAL Website Disservice | 17% | 115 | 114 | 99% | 1 | 1% |
| FALapp Disservice | 6% | 44 | 44 | 100% | 0 | 0% |
| Self-Service Disservice | 5% | 34 | 24 | 71% | 10 | 29% |
| Turnstile Malfunction | 1% | 10 | 7 | 70% | 3 | 30% |
| System Malfunction | 3% | 21 | 19 | 90% | 2 | 10% |
| Dirty Vehicle | 0% | 0 | 0 | | 0 | |
| Railway Delay | 16% | 111 | 110 | 99% | 1 | 1% |
| Automotive Delay | 10% | 67 | 67 | 100% | 0 | 0% |
| Railway Overcrowding | 1% | 7 | 7 | 100% | 0 | 0% |
| Automotive Overcrowding | 11% | 73 | 59 | 81% | 14 | 19% |
| TOTAL | 100% | 683 | 620 | 91% | 63 | 9% |





REPORT BY COMPANY YEAR 2023

| SECTOR | % | TOTAL YEAR 2023 |
|--------------------------|-------------|-----------------|
| Automotive BARI | 35,3% | 241 |
| Railway BARI | 23,3% | 159 |
| Automotive POTENZA | 5,6% | 38 |
| Railway POTENZA | 1,6% | 11 |
| Resources Management | 4,4% | 30 |
| Information Technologies | 29,7% | 203 |
| Personnel | 0,0% | 0 |
| Other | 0,1% | 1 |
| TOTAL | 100% | 683 |

