



### REPORT BY CATEGORY YEAR 2024

CATEGORIA	% su totale anno 2024	TOTALE RECLAMI ANNO 2024	Complaints by <b>Category</b> received in PUGLIA			Complaints by <b>Category</b> received in BASILICATA		
			TOTALE	% of company total	% of total Puglia Region	TOTALE	% of company total	% of total Basilicata Region
Incorrect Behaviour	3%	18	11	61,1%	1,9%	7	38,9%	5,9%
Inadequate Communication	0%	0	0		0,0%	0		0,0%
Unavailability of Tickets	0%	0	0		0,0%	0		0,0%
Vehicle Malfunction	0%	2	2	100,0%	0,3%	0	0,0%	0,0%
Automotive Disservice	20%	142	100	70,4%	17,3%	42	29,6%	35,6%
Rail Disservice	9%	66	63	95,5%	10,9%	3	4,5%	2,5%
FAL Website Disservice	25%	171	168	98,2%	29,0%	3	1,8%	2,5%
FALapp Disservice	1%	9	7	77,8%	1,2%	2	22,2%	1,7%
Self-Service Disservice	7%	49	31	63,3%	5,4%	18	36,7%	15,3%
Turnstile Malfunction	1%	7	5	71,4%	0,9%	2	28,6%	1,7%
System Malfunction	2%	11	10	90,9%	1,7%	1	9,1%	0,8%
Dirty Vehicle	1%	4	3	75,0%	0,5%	1	25,0%	0,8%
Railway Delay	15%	105	104	99,0%	18,0%	1	1,0%	0,8%
Automotive Delay	4%	30	26	86,7%	4,5%	4	13,3%	3,4%
Railway Overcrowding	0%	3	3	100,0%	0,5%	0	0,0%	0,0%
Automotive Overcrowding	11%	77	43	55,8%	7,4%	34	44,2%	28,8%
Other	0%	3	3	100,0%	0,5%	0	0,0%	0,0%
<b>TOTALE</b>	<b>100%</b>	<b>697</b>	<b>579</b>	<b>83%</b>	<b>100%</b>	<b>118</b>	<b>17%</b>	<b>100%</b>





### REPORT BY COMPANY YEAR 2024

SECTOR	%	TOTAL YEAR 2024
Automotive BARI	26,8%	<b>187</b>
Railway BARI	26,0%	<b>181</b>
Automotive POTENZA	12,8%	<b>89</b>
Railway POTENZA	0,6%	<b>4</b>
Resources Management	0,0%	<b>0</b>
Information Technologies	33,9%	<b>236</b>
Personnel	0,0%	<b>0</b>
Other	0,0%	<b>0</b>
<b>TOTAL</b>	<b>100%</b>	<b>697</b>

