



REPORT BY CATEGORY YEAR 2025

CATEGORY	% su totale anno 2025	TOTALE RECLAMI ANNO 2025	Complaints by Category received in PUGLIA			Complaints by Category received in BASILICATA		
			TOTALE	% of company total	% of total Puglia Region	TOTALE	% of company total	% of total Basilicata Region
Incorrect Behaviour	4%	23	13	56,5%	2,5%	10	43,5%	10,1%
Inadequate Communication	0%	0	0		0,0%	0		0,0%
Unavailability of Tickets	0%	0	0		0,0%	0		0,0%
Vehicle Malfunction	1%	8	7	87,5%	1,3%	1	12,5%	1,0%
Automotive Disservice	23%	143	115	80,4%	22,0%	28	19,6%	28,3%
Rail Disservice	7%	46	42	91,3%	8,0%	4	8,7%	4,0%
FAL Website Disservice	16%	102	98	96,1%	18,8%	4	3,9%	4,0%
FALapp Disservice	6%	39	37	94,9%	7,1%	2	5,1%	2,0%
Self-Service Disservice	6%	40	25	62,5%	4,8%	15	37,5%	15,2%
Turnstile Malfunction	0%	0	0		0,0%	0		0,0%
System Malfunction	1%	8	6	75,0%	1,1%	2	25,0%	2,0%
Dirty Vehicle	0%	1	1	100,0%	0,2%	0	0,0%	0,0%
Railway Delay	9%	55	54	98,2%	10,3%	1	1,8%	1,0%
Automotive Delay	7%	45	37	82,2%	7,1%	8	17,8%	8,1%
Railway Overcrowding	0%	2	2	100,0%	0,4%	0	0,0%	0,0%
Automotive Overcrowding	17%	106	82	77,4%	15,7%	24	22,6%	24,2%
Other	0%	3	3	100,0%	0,6%	0	0,0%	0,0%
TOTALE	100%	621	522	84%	100%	99	16%	100%





REPORT BY COMPANY YEAR 2025

SECTOR	% of total year 2025	TOTAL YEAR 2025
Automotive BARI	41,1%	255
Railway BARI	16,9%	105
Automotive POTENZA	11,8%	73
Railway POTENZA	0,8%	5
Resources Management	0,0%	0
Information Technologies	29,1%	181
Personnel	0,0%	0
Other	0,3%	2
TOTAL	100%	621

