

The Company is an example of a sustainable transport operator

Fertagus extends operation to 2019

26th November 2010 - Fertagus, the Barraqueiro Group company that operates and manages the North/South Rail Link that includes the Tagus River crossing through the 25th April Bridge has seen its rail passenger operation for the North/South link extended to 31st December 2019. It will continue to provide a public service in the metropolitan area and as from next year it will receive no government subsidy.

This is a first in Europe and is only possible thanks to the high quality management and teamwork developed by Fertagus which ensure its sustainability. The company has always measured its performance in terms of efficiency, confidence, innovation and stability, and as a result provides an excellent service that has won over an ever increasingly number of customers.

Mention must be made of an annual survey of customer profile and satisfaction, including a sample of 1104 women and 930 men that showed that Fertagus customers favour the rail option when crossing the Tagus River. The majority say that their quality of life has effectively improved since they started using the train and hold the main benefits are less stress (40%), more free time (31%) and greater flexibility (36%).

The same survey showed that in terms of satisfaction the Fertagus service recorded an excellent level of performance, scoring **4.5 on a scale of 1 to 5**, a figure above that recorded in the 2006 and 2008 surveys.

About Fertagus

FERTAGUS, a Barraqueiro Group company, won the international public tender to operate the North/South Rail Link, and was awarded the suburban passenger transport operation on the basis of its bid's quality, in terms of transport interconnections, route times, pricing and financial model. Under the operation agreement Fertagus is responsible for running the rail link, safety and maintenance of the trains and some of the stations (Pragal to Penalva), as well as the sale of North/South Rail Link tickets, plus the recruitment, training and management of train and station staff. FERTAGUS currently serves 14 stations over a distance of around 54km.

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